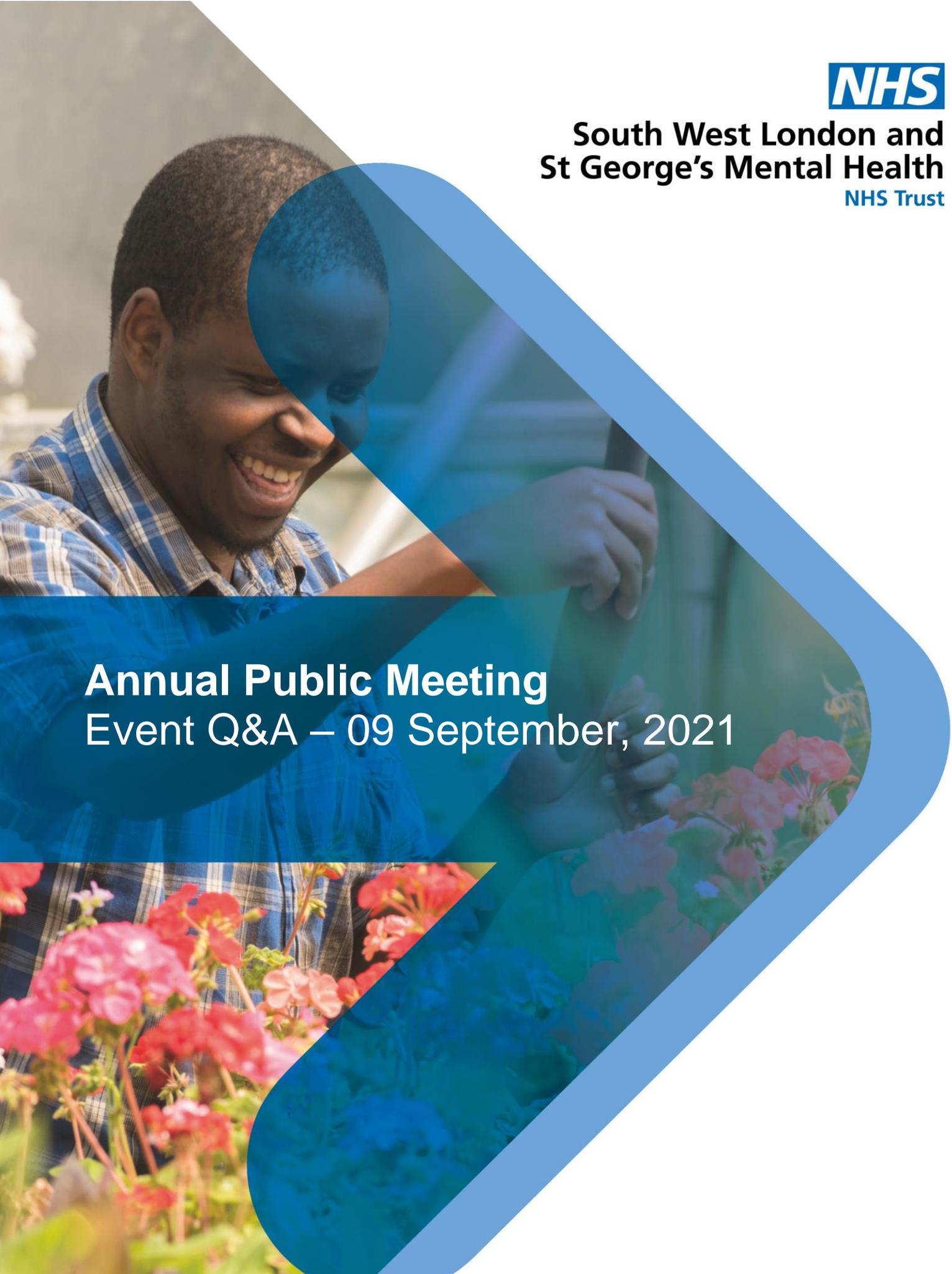




**South West London and
St George's Mental Health**
NHS Trust

A photograph of a young man with short dark hair, wearing a blue and white plaid shirt, smiling broadly as he works in a garden. He is holding a dark tool, possibly a trowel or small shovel. In the foreground, there are several bright pink flowers. The image is partially obscured by a large, semi-transparent blue graphic element that shapes the text area.

Annual Public Meeting
Event Q&A – 09 September, 2021

Questions and answers

Addressing inequalities

Q: “How comes reducing mental health inequalities is not identified as a priority for the next couple of years? It's wonderful that things are improving, but what will be done to ensure these improvements benefit everyone, equally, in ways they are not now?”

Addressing inequalities is one of the four strategic priorities outlined in the Trust's [2018-23 strategy](#) and work continues to deliver on this.

The Trust board also approved a refreshed Equality, Diversion and Inclusion Strategy in August 2021 which aims to embed these principles in our structures and processes at every level.

Further to this, specific initiatives such as the [Ethnicity and Mental Health Improvement Project](#) are being piloted in Wandsworth. This project is a partnership programme with the Wandsworth Community Empowerment Network and aims to reduced inequalities in access, experience and outcomes for mental health services.

Collaboration

Q: “hi, we are very keen (and to ensure that people with lived experience - not only those using statutory services - and other key stakeholders including Carers) are involved in the various developments: redevelopment of Barnes Hospital and Richmond Royal site, establishing the virtual waiting room, mental health Champions, the CAMHS Community Transformation to name a few? thanks Roy Edwards, Operations Manager Richmond Borough Mind (local Voluntary and Mental Health Sector)”

The Trust has established a meeting with Richmond Borough Mind for early 2022 for members of the relevant teams to update on engagement opportunities and discuss collaboration moving forward.

Reporting and services

Q: “Could you please tell us the total number of people who are waiting for treatment, what is the ‘average’ waiting time (recognising this is likely to vary according to the treatment required), the extent to which the staffing cohort may be short, but most importantly in relation to all these questions, how do you intend to address these significant challenges. ” / “In the months ahead can we have details of the services provided in each borough, the number of people accessing each service in each borough, how many on waiting lists.”

Detailed information on waiting times and mitigations is included monthly in the Trust board reports which are publicly available. These can be accessed here:

<https://www.swlstg.nhs.uk/publications/corporate-documents/board-papers/2021>

Information on service provided in each borough can also be access via the ‘A-Z’ on the Trust Website: <https://www.swlstg.nhs.uk/our-services/find-a-service/servicesaz>

Community Transformation

Q: “Big challenge is that diverse and multi-cultural community groups and networks are largely unseen and grossly underfunded- with huge gaps in skills and training to be effective coproducers- therefore undermining the premise of the transformation model that is being shared. Model will only be effective if substantial and meaningful funding is invested to build 'community architecture'? Will this funding be made available at the scale that is required?”

As a provider, the Trust is commissioned to deliver mental health services in South West London. We are pleased to have secured an initial £2.8m in funding to support our Community Transformation programme, which will deliver new models of care that support us to tackle inequalities and expanded community mental health services. Further funding is available for future years as this programme progresses.

Alongside this we are working with partners across the healthcare system in South London to progress pledges we have made to tackle racial inequalities further highlighted over the pandemic. [The South London Listens Action Plan](#) was published in October 2021 and has four priority areas including access to mental health services for migrants, refugees and diaspora communities. The actions being taken forward to deliver on this priority are listed as follows:

1. Community embedded worker programme

The community asked us to invest in mental health practitioners to support the needs of refugee, migrant and diaspora communities. To meet this goal, we have begun scoping a new Community Embedded Worker role. Through this, we will fund a mental health clinical advisor to work with marginalised migrant and diaspora groups to provide clinical mental health and well-being support for vulnerable individuals at risk of mental ill-health. The advisor will work with key community organisations to understand needs, develop culturally relevant material, and train community leaders to give low level support so that the benefits of the work can be maintained at a local level. In 2021, we are piloting the scheme in Southwark and Lambeth, with a view to rolling it out across south London if it is successful.

2. Ethnicity and Mental Health Improvement Project (EMHIP)

South West London and St George's Mental Health NHS Trust is working with Ethnicity and Mental Health Improvement Project (EMHIP) to reduce ethnic inequalities in access, experience and outcome of mental health care.

3. Building cultural capability

We are committed to continuing to involve communities in developing solutions to entrenched healthcare inequalities and reducing structural barriers. Across the three mental health trusts in south London, supported by South London and Maudsley's Mental Health Promotion Team and Citizens UK, we will be supporting a programme of staff training to boost cultural capabilities.

4. Promoting Safer Surgeries

The Safe Surgeries Network, run by Doctors of the World, recognises GP practices that commit to taking steps to tackle the barriers faced by many migrants in accessing healthcare. Our ambition is for all south London surgeries to be 'safe surgeries'. We will be working with Doctors of the World to audit take up within south London and promote and

encourage local GP surgeries to register as 'Safe Surgeries'.

Trauma informed care

Q: “Any information about this trauma informed practice. Any services or training in our TRust? WE need good Trauma services.”

We have a programme of work developing trauma informed practice across the Trust .
This includes:

- Training clinical and non-clinical staff to enhance their knowledge and understanding of the impact that traumatic events can have on the mental health and behaviour of people , how to assess for exposure to traumatic events and the impact they have had, and how to support a person's recovery from this impact
- How we can make these approaches systematic across all of our services
- Collaboration across London mental health trusts to share good practice in relation to inpatient wards

Q: “Does Trama Informed Care programme offer for Outpatient Service?”

Yes. The work we are doing in relation to trauma informed practice extends to all areas.

Q: “Is the trauma informed training open to the voluntary sector?”

We haven't explored this yet but we are happy to look at how we can best achieve this, working in partnership.

Contact Head of Psychology and Psychotherapies, Ian Petch for further information:
ian.petch@swlstg.nhs.uk

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To find out more about SWLSTG click [here](#)

Our values

-  **Respectful**
-  **Open**
-  **Collaborative**
-  **Compassionate**
-  **Consistent**