

Live engagement hour – Adult Community MH Services – 30 June 2020

Q. Is CIP currently on hold?

For this year yes, so I think this will give you/us more flexibility about the workforce in the short to medium term. Next year will be difficult though. So it is good to think about how best to use this flexibility this year.

Q. Lots of autistic a presentation appearing too as time goes on is it more now than pre-COVID?

It certainly appears to be. They are not enjoying the lockdown. The Living Well with Autism waiting list is drastically expanding. There is an increasing demand for all of our services at the moment, which is presenting some challenges to us. Colleagues who are working from home as well as colleagues in work are working hard to address these challenges.

Q. Are we able to have ipads for client use in the CMHT's increased use of Attend Anywhere?

I've experienced difficulties connecting on Attend Anywhere with some patients, most likely due to their poor quality connection / equipment. Someone else had raised that before as well. This is something that we can look into in the future. Just aware remote/digital working hasn't been for everyone. Some people have struggled with teams and Attend Anywhere and we need to be careful not to leave folks behind (staff and patients). Laura: The Incident Management Team are currently looking into this further and will update you shortly.

Q. Attend Anywhere - is this something that we envisage our students will be able to access, if so how (i.e. IT access, IT hardware etc. with remote working - IG issues?

Yes students can access attend anywhere. It is web based so can be accessed on any device. Some new information with Attend Anywhere is that NHS England have been working with the three major phone providers (O2, Vodafone and Three) and they have agreed that people using Attend Anywhere on mobile devices will not receive any data charges until 31 October.

Q. Ifti and Mark, I would really like to see a project to address twice the average caseload which is unsafely high in Bolsover Clay Cross neighbourhood and how we can support this.

I think the work of the restoration cell looking at caseloads in line with the previous Clinically led strategy development projects will hopefully help address some of these issues - please

liaise with Sugato and Mark Broadhurst who are the medical reps at the meetings - you will be aware of the threshold discussions we have had and cluster led pathway work starting with the depression pathway and linking in with primary care, through the use of consultant connect - which i believe Pharmacy are leading on.

Q. How do managers feel that areas are coping keeping in touch over Teams instead of face to face contact?

Extremely difficult when we have such large teams. We either find that people end up talking over each other or are very quiet in meetings. We have been offered virtual coffee mornings and staff support groups by "teams" in addition to this clinical supervision has been ongoing. I'm new to my team from March and they have been fantastic keeping in touch and being supportive. My team manager and OT have regularly linked in and checked in with me, fab work. People just need to remember to use the 'raise hand' function... and you need a co-facilitator to keep an eye on the chat! I think it's great. Fiona Rushbrook (OT Prof Lead) is offering 'virtual coffee mornings' to OTs - great idea. Without the teams support it would have been very isolating working from home.