



20th August 2021

<ul style="list-style-type: none"> • Venue: 	<ul style="list-style-type: none"> • Microsoft Teams
<ul style="list-style-type: none"> • Facilitated by: 	<ul style="list-style-type: none"> • Lauren McKechnie – Health Wellbeing and Inclusion Programmes Manager at Bolton CVS • Hannah Carrington – Project Manager for Adult Mental Health, Bolton NHS CCG
<ul style="list-style-type: none"> • Attendees 	<ul style="list-style-type: none"> • Syliva Dobinson, Nireexa Solanki, Florence Obioha, Rachel Ubermanowicz • Apologies: Olwyn Holgate and Dinu Taylor

Focus of Meeting: Living Well, the transformation of Boltons community mental health services and the supported engagement of people with lived experience

Notes

- 1. Welcome and Housekeeping:** Lauren thanked everyone for attending the session and encouraged all to utilise the different means of communication available, as appropriate for them, to contribute to the conversation i.e. audio, video, chat function, actions/emotions and captioning.
 - In order to ensure the session was as accessible as possible, there was an ask that if people were speaking, they did so with their camera on with visual of their face.
 - Acknowledgment was given to the point that the topic under discussion may be emotive for some attendees and that there is an open offer if anyone wanted to contribute out with the meeting space or speak separately, by all means please contact either Lauren or Hannah.
 - All in attendance were in agreement to take a moments silence to acknowledge the funeral of Cllr David Greenhalgh with respects to his family, friends and colleagues.

- 2. Living Well: an overview and activity to date: Lauren spoke to the embedded slides noting the below points:**



introduction
-Lauren.pptx

- Living Well is not a branded programme or service but the name given to a system wide piece of work to transform community mental health services
- Bolton is 1 of 5 'accelerator sites' (initial/pilot/priority sites) in Greater Manchester to implement this model and so receive external facilitation support from the Innovation Unit
- This work is commencing now by way of 'the collaborative' (the central, fluid working group) who have had their first meeting.
- This group is not set and central to it is the genuine voice of people with lived experience of accessing services/living and managing mental health challenges
- SD noted that it would be beneficial for the information in the slides to be presented in picture form, making it more accessible for people with autism and learning difficulties.
- LMCK and HC agreed with this and noted that there would also be merit in doing this to show the journey of Living Well and supporting the 'feedback loop' to show how the stories and accounts of people with lived experience have contribution to the transformation work.

- 3. Living Well: including the voice of people with lived experience:** Hannah elaborated on the above and spoke to the support being offered by the Innovation Unit (by way of

Bolton CVS WiFi code: (network) TheBoltonHub (password) TheHub2014.

Ethnographic (aka story capturing) training) to help provide a standardised and supporting approach to this.

- This training is due to take place end of Sep and beginning of Oct.
 - HC stressed the important of ensuring the correct support for individuals who want to share their experience and also how imperative it is that the feedback loop to them is strong
 - It was also noted that 'professionals' themselves may well have their own lived experience to contribute and this also has to be acknowledged and supported appropriately
 - HC noted that Bolton is taking learning from other areas such as Salford who are further into their Living Well journey
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- SD raised that it is important to engage with individuals who are not currently engaged with community mental health services – they may well be in a 'maintenance' period of managing their mental health but have valuable experiences to contribute
 - NS also noted the importance of engaging with people out in the community and hearing that collective experience and voice. This was further supported by SDs suggestion of engaging those involved in the current Community Champions programme
 - SD acknowledged that current access into community mental health services can be confusing and difficult, especially for people in crisis and so is reassured that is a key aspect of the Living Well work with address and that developing trust with people with lived experience is crucial

ACTION: If individuals are keen to know more and attend the training to support in the collation of stories and accounts of from people with lived experience to let Rachel Ubermanowicz or Hannah Carrington know : rubermanowicz@nhs.net / hannahcarrington@nhs.net

4. Next Steps

- If you would like to contribute your story around MH and accessing services and support in Bolton to help shape the conversation and work of the September collaborative then please contact Hannah (as above) or Lauren lauren@boltoncvs.org.uk directly.
- LMck and HC will keep ETAG membership up to date on progress of Living Well and ensure timely and supported opportunity to contribute as appropriate on an ongoing basis.