

Mental Health and Wellbeing in Primary Care and Community Settings

Issue 1 - May 2024.



Our Project Team

Our project team is made up of people from a number of organisations, including: Fife Health and Social Care Partnership, Fife Centre for Equalities and Fife Voluntary Action's Lived Experience Team. The team is engaging with people about their thoughts and feelings on community based mental health services currently available in Fife.

They are also working closely with communities in Fife to strengthen and improve access to local mental health services. Using a coproduction approach is central to how the team are working, and the overall aim of what we are doing is to ensure people are supported when they need it.



What is co-production?

Co-production is a way of working where people who provide services work closely with people who have experience of using the services to better understand what matters to them.

They then use this information to help make improvements within that service.

To find out more about co-production visit:

www.coproductionscotland.org.uk



What are our goals?

We want to work together with people who use, plan, and deliver services.

We want to understand the challenges that people face when using services.

We want to give people the power to help design and shape services.

We want to make services better for those who use and work in them.

What have we done so far?

So far in this project we have reached out to people in Levenmouth, Cowdenbeath and North East Fife to gather information on what is going well and what can be made better with mental health services in these areas.

We then made a report to the Fife Health and Social Care Partnership on our work.

To view the full report please visit:

www.fifehealthandsocialcare.org/about-us/get-involved/

The people we engaged with

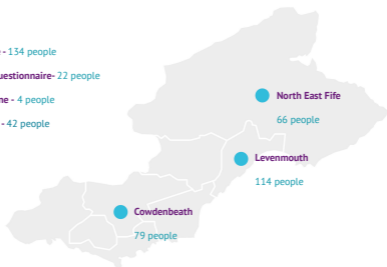
We talked to more than 460 people from Levenmouth, Cowdenbeath and North East Fife by hosting events in each area, having one to one interviews, visiting some local groups and providing an online questionnaire.

Fife wide - 134 people

Online questionnaire- 22 people

One to one - 4 people

Targeted - 42 people



THEMES

The feedback we received when we engaged with people identified four key themes:

Relationships

It is important that people speak to the 'right person' and build trustful relationships with them.

It is important that people around us understand the importance of mental health and wellbeing, as equal to physical health.

It is important that there is support for family and carers.

How services work with people

It is important that people feel heard, listened to, validated, and respected.

It is important that people have a clear action plan when receiving and leaving services.

It is important that people are offered support while they are waiting to be seen.

How services work with each other

It is important that services work together.

It is important that people know where and how to access information about services and supports in their communities.

It is important that services share information with each other to make sure no one feels forgotten or left behind.

Culture

It is important that people understand themselves, their relationships, and their mental health.

It is important that services recognise different cultures and the impact this may have on individuals' mental health.

It is important that stigma is known, communicated, and addressed within services and by professionals.



"Creating the conditions for coproduction at the outset enabled us to participate in an authentic way. This has made me consider how to replicate these conditions routinely at work to effect change that is more meaningful."

-Levenmouth



"Give the service user confidence of what is going to happen next and that they won't be left out after receiving support." - **Cowdenbeath**

'Make sure if handing over to another service it is a warm hand over so people don't feel like they are just being chucked out of that service' - **Online**

"There should be drop-in support available that is welcoming and informal" - **North East Fife**

'Others have been through trauma and prefer to speak over the phone, but that limits the professional's ability to read their body language and facial expressions and only rely on verbal feedback.' - **Online**

Post Card Feedback

We asked people "If there was one thing you could change about mental health and wellbeing support, what would it be?" below are some of the responses:





Next Steps

As a result of what you told us we are working on:

Better ways of sharing information about the mental health services and supports that are available across Fife.

Helpful ways of supporting people while they are waiting for appointments.

Building on supports that are available in your local community.

Changes that are based around what people have said is important in improving outcomes and experiences of services and supports.

We will also:

Plan, test and monitor any ideas for change.

Review the difference these changes make to people using mental health services.

Information for Carers: To read the Mental Welfare Commission for Scotland good practice guide click [HERE](#)

Contact us

If you would like to take part in this engagement work,

Please Call: **03451 55 55 55** ext. **493752**

or email: hscp.participationengagement@fife.gov.uk



Find help for your mental health

To find help for your mental health, please visit the Fife Health and Social Care Partnership website to access a list of resources and services in your area:

www.fifehealthandsocialcare.org/services



Your Voice is Needed

Have you faced mental health challenges, trauma and/or unemployment?

Join our team and help change life in Fife!



The Lived Experience Team have been involved in the planning, design, and delivery of this project to date. Come join us and learn all about the benefits of co-production, how to do it well, and discover how you can really help change life in Fife!

www.fva.org/let

Fife Centre for Equalities (FCE) is a local charity funded by Fife Council with the charitable aims of raising awareness and understanding of equality and diversity across all communities and community groups in Fife.

FCE provides access to appropriate information, assistance and training to communities and community groups in support of fair and inclusive community development.

www.centreforequalities.org.uk

Fife Centre *for*
Equalities