



As pledged at the initial conversation, the group met 6 months later, updates on all pledges were discussed within the group, above are two examples.

People recognised that 'Lack of support while waiting for support to start' needed to be addressed in a number of different ways. Waiting lists were deemed to be unacceptably long and North Tyneside CCG is working with local services to reduce these. North Tyneside Talking Therapies are implementing a system which will text those on the waiting list at regular intervals as suggested in the conversation.

Within North Shields and Wallsend localities, plans are underway for Band 7 mental health nurses to work out of GP practices. This will help meet the identified needs of lack of mental health specialists in GP practices and difficulties in seeing the same person for mental health support and advice.



Launchpad North Tyneside is a user led mental health group that works to ensure people with lived experience of mental distress and using services are involved in the design, delivery and evaluation of services across the borough. Launchpad encourages conversations between service users, providers and commissioners.

Kosmos Conversation was a creative response to people's need to be heard.

Launchpad North Tyneside worked in collaboration with local artist, Helen Smith, funded by Healthwatch North Tyneside to develop a creative workshop exploring 'black holes'. There are many things needed to do user involvement well and meaningfully, one of those is time. Preparatory workshops for the conversation took place over a number of months to allow for time to build confidence and understanding. By the time of the conversations, participants all knew what to expect and felt prepared, this allowed for a more in-depth and constructive conversation.

The conversation was designed by local service users and survivors over a number of workshops which helped develop confidence and a sense of ownership of the day. Participants decided what was important to discuss and who they wanted there. Representation from the following were invited to join local service users and survivors: North Tyneside CCG, North Tyneside Council, GP practices, Northumberland, Tyne and Wear Foundation Trust (NTW), North Tyneside Talking Therapies, Voluntary Sector and Healthwatch North Tyneside.



People were asked to make realistic pledges at the conversation of what they felt they (and the organisations they represented) could do to address the identified black holes.

We all pledged to:

- Review pledges and meet up again as a group to discuss progress in six months.

Launchpad North Tyneside pledged to:

- Invite a Practice Manager or Primary Care Navigator to the service user and survivor forum
- Ensure there is GP representation at the follow up meeting

Launchpad North Tyneside and Healthwatch North Tyneside pledged to:

- Distribute their Mental Health Support in North Tyneside leaflet to all GP practices in the borough

North Tyneside CCG pledged to:

- Ensure GPs and primary care are informed about the conversation and develop a feedback loop
- Continue with developments for North Shields Locality to employ a dedicated Mental Health Worker in Primary Care
- Distribute the Mental Health leaflet to all GPs so they are aware of and have access to an online version that they can print out and give to patients
- Explore potential for introduction phone messages to GP practices to include a short explanation of why people may be asked for brief details of their need for an appointment

NTW and Northumbria Healthcare and a GP representative pledged to:

- Create video clips of what people can expect from their service to share on their websites

NTW and Northumbria Healthcare pledged to:

- Set up and maintain weekly meetings to discuss referrals to their services to help ensure people are found appropriate support
- Explore IT possibilities for 'referral tracking' and automatic updates so people on a waiting list are kept updated as to progress

North Tyneside Council and North Tyneside CCG pledged to:

- Explore developing small scale grant funding scheme around Community support/crisis prevention

Listening

"What I got from it most is that I have been treated as an equal & my thoughts & opinions have been valued"

The conversational approach helped create a space that promoted listening and valuing what each other had to say. This was perhaps the biggest success from the day, people came away feeling heard and listened to, people didn't feel defensive and everyone was able to value the knowledge and experience they brought to the day. The conversation was a start, now for the real challenge, to make sure we take the conversations outside the room and have many more. We need to make sure that we keep on having many more conversations and then using these to develop solutions and changes to the challenges identified by those with lived experience.

Creativity

"The informal and interactive nature of the workshop enabled the conversation to flow freely"

The creative element helped to visualise the conversation and consider the issues in a different way to how we might have elsewhere. Creating the resources helped participants develop a greater sense of ownership over the day and step out of their usual roles. Participants found the creative aspect hugely valuable and it is hoped that this can be taken forward to other spaces.

Learning

"We all have different knowledge, some about providing services, some about receiving them, we can learn from each other"

Too often, people with lived experience are excluded from decision making processes, deemed not to have enough expertise. We disagree and feel people with lived experience have a wealth of knowledge and expertise that can make services better meet the needs of those who use them. This was evident in the conversation. People were learning from each other and valuing the different skills and expertise they brought to the conversation.

With thanks to Alex, Beth, Claire, Craig, Dave, Gail, Helen, Janet A, Janet D, Jo, Joanne, Josie, Kedar, Nel, Robert and everyone else involved in creating the conversation.

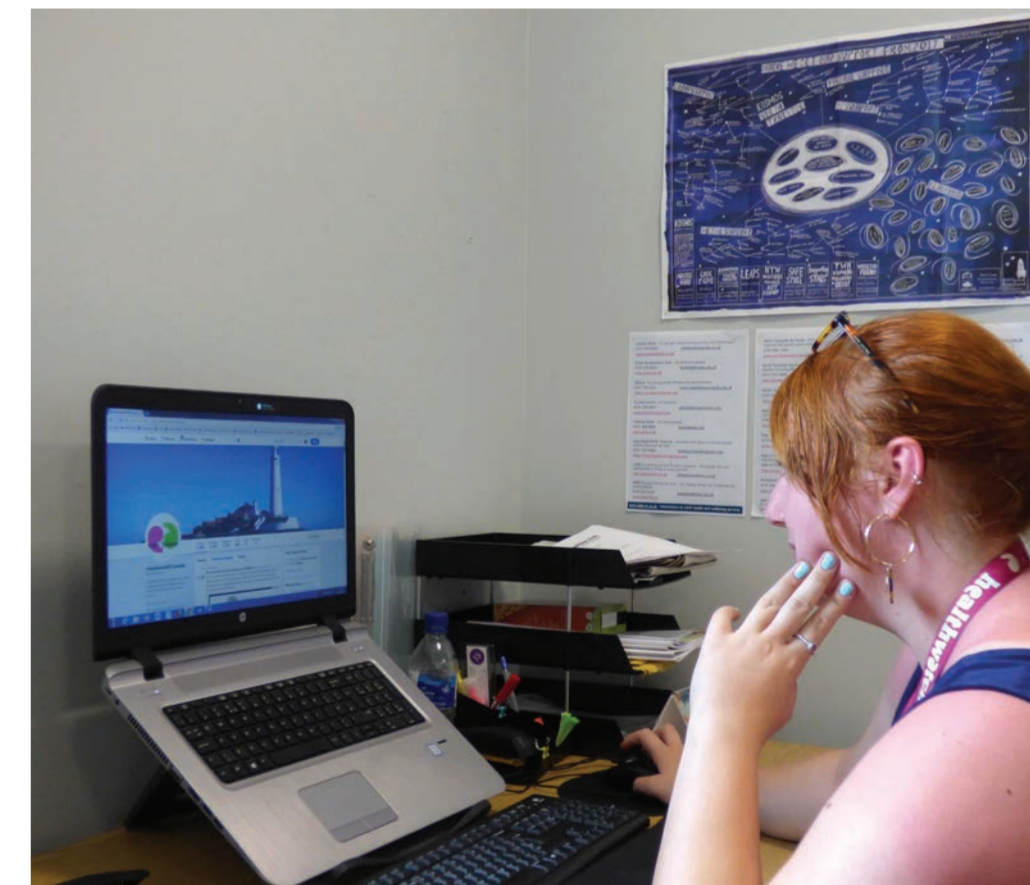


The stars represent potential creative solutions to some of the black holes. The stars offered some 'lightness' to the 'darkness' within the black holes. All participants were encouraged to think creatively about the identified challenges, recognising that while further investment was needed, an unlimited pot of money wasn't forthcoming, nor would that alone solve the issues. Participants were able to offer their unique insights from their own personal and/or professional experience ensuring a wide range of potential solutions were considered.

KOSMOS CONVERSATION North Tyneside



Service users and survivors identified 5 key themes to discuss at the conversation: GP Surgeries, Lack of Support While Waiting For Support To start, Equality and Diversity, Benefits and people with co-occurring needs requiring support from more than one service and not getting their needs met. Whilst all are incredibly important, the group decided this was too much to cover during the conversation and needed a narrower focus. The group decided the two areas they felt they were most able to influence for this initial conversation were GP surgeries and Lack of support while waiting for support to start. To focus the conversation further, we explored each of these themes in further detail to consider what the key issues were, these were then added to during the conversation by commissioners and other people in positions of influence.



The Kosmos Conversation follows on from a participatory arts project Launchpad North Tyneside developed across 2017 - Kosmos. Kosmos asked over 70 people attending 9 peer support groups across North Tyneside, 'Where do you get your support from?' collating a range of diverse responses from formal support to ways people support themselves. Participants were invited to create drawings of their individual support networks and these were then transformed into nine placards representing the nine peer support groups. Participants felt it was important that in addition to sharing where they received their support, they also wanted to share what was missing. This was represented on the final drawing as Black holes. These gaps in people's support networks became the starting point of the Kosmos Conversation.

Further information about Kosmos can be found at <https://launchpadnt.wordpress.com/kosmos/>

