

RECEIVED
09 NOV 2009

Kent and Medway **NHS**
NHS and Social Care Partnership Trust

Trust HQ
35 Kings Hill Avenue
Kings Hill
West Malling
Kent
ME19 4AX
Tel: 01732 520479
Fax: 01732 520460

Our ref: EM/jh/09-373

4 November 2009

Graham Hills
Operational Director
Kent and Medway Local Involvement Networks
Unit 24 Folkestone Enterprise Centre
Shearway Road
Folkestone
Kent
CT19 4RH

Dear Graham

RE: CONSULTATION ON PLANNING MENTAL HEALTH SERVICES IN WEST KENT

Thank you for your letter of 19 October 2009, and request for further information in respect of the NHS Medway West Kent's Listening Exercise, and KMPT's Crisis Resolution Home Treatment [CRHT] Services' out of hours responses.

NHS Medway acts as Lead Commissioner for the three Primary Care Trusts [PCTs] in Kent and Medway on adult mental health. The Listening Exercise was published earlier this year and formed part of a staged approach to developing their Strategy for Commissioning Mental Health Services 2010-15. This month NHS Medway has published their Vision Statement (copy attached) and they are planning to produce their Strategy by the end of this year. Phil McSweeney (Planning, Performance and Information Manager) at NHS Medway will be able to provide further detail, should you wish to contact him.

KMPT operate 24 hour CRHT Teams in all localities across Kent and Medway. The contact numbers are well publicised to all primary care services. If you have any specific examples where people in need of such a service have been unable to access them, then I would be pleased to arrange investigations as this would contribute to our efforts for continuous improvement through customer feedback.

General Practitioners [GPs] often refer people presenting with mental distress to Accident and Emergency [A&E] rather than to our services. We are well aware of the potential for variable responses that people experiencing mental distress may experience in A&E. We understand

NHS West Kent is planning to move existing funding to A&E Liaison Services in West Kent to improve this situation.

In the meantime we continue to try and educate primary care staff through our local links. We regularly hold interface meetings with GPs in the evenings and are attempting to engage GPs in our local service redesign work groups. These groups are particularly well represented by local service users and carers.

I hope this addresses your concerns.

With best wishes

A handwritten signature in black ink that reads "Erville Millar". The signature is written in a cursive style with a large initial 'E' and 'M'.

ERVILLE MILLAR
Chief Executive

Enc: *Live It Well: A strategy for improving the mental health and wellbeing of people in Kent and Medway: Vision statement*