

What are you already doing to support the mental health agenda?

There was recognition that more open and honest conversations about mental health are important. And that we need to listen more with genuine empathy and without judgement. Suggestions, some with significant support, were made and these included:

What are you doing personally?

- Being more explicit and open when discussing mental health with others creates a better understanding
- Supporting own personal mental health as a priority
- Looking after colleagues and asking open questions
- Being careful to genuinely listen when someone is 'opening up' to avoid them feeling that they have been left vulnerable
- Be more open about 'feeling down' and share feelings to normalise it

What are you doing through your service?

- GPs are in touch with lots of people regularly and can use this to check-in with people even though their visit may not be mental health related
- Offering additional support for those with communication needs
- Arranging additional mild tests for those attending clinics where concerns may be raised
- Offering one-to-one staff supervision sessions and referring to a counsellor when necessary
- Signposting users to the correct service
- Arranging activities that can help reduce social exclusion, isolation, and loneliness
- Listening without judgement and without wanting to fix it

How do you consider the mental health of the people you're supporting?

- Consider all aspects of wellbeing, not just mental (such as emotional) in a general needs assessment
- Preventative/early intervention work and education with younger children
- Pick up on client's mental health when they are attending for another service

- **Any other thoughts?**

- Directory of services needed for Government services and third sector
- Improve access to services, especially for those classed as having lower needs
- Ensure the family, unpaid carers and wider circle are also having relevant support and are given recognition
- There is a gap in services for those with communication needs, such as being deaf
- Potential to bring non-medical services, such as counselling, into GP clinics
- Need to tackle “diagnosed with” thresholds to access services
- Lots of sports clubs have a financial requirement which can create a barrier for some