

**Student Mental Health Forum: Improving Joint Working Meeting**  
**Monday 20 January 2014, 12.00pm – 2.00pm**  
**The Counselling Service, The University of Manchester**

**Represented:** The University of Manchester Counselling Service, Manchester RISE Drug Service, Self Help Services, Access Summit, University of Salford Wellbeing Services, Start2, Manchester Mental Health & Social Care Trust, The Bodey Medical Centre, The University of Manchester Student Support Services, PAPYRUS, Moodswings, The University of Manchester Occupational Health Service, The Docs, Manchester Metropolitan University Wellbeing Service, Early Intervention in Psychosis, Central Manchester Clinical Commissioning Group – Mental Health.

**Minutes**

**1. PAPYRUS Presentation**

**a) Overview**

Alice Newton from PAPYRUS, a charity for the prevention of young suicide, gave a presentation and overview of their organisation.

Papyrus was set up approximately 17 years ago, originally set up by a parent who had lost a son to suicide. Based in Warrington, although they provide a national support service.

Papyrus provide advice, information and support for self and concerned others – they are not a crisis or listening line. Most people will make contact at most 2 or 3 times to find out where to get help, coming back if they have not successfully found the help needed.

There is an intervention policy in place which callers are made aware, in that if the caller is planning or is in the process of suicide, their details will be passed on to emergency services.

There are approximately 6,000 suicides each year, of which approximately 1,600 will be young people under the age of 35 years. This figure may actually be more as some deaths are not registered as suicide which may be, such as misadventure or accidental death.

Papyrus is available to anyone up to the age of 35 years, anyone beyond this age limit will be signposted to other relevant support services.

The aim of the organisation is;

- To promote understanding that everyone can help prevent suicide
- To promote good emotional health and mental wellbeing

There is a stigma around talking openly about suicidal feelings, and a sense that many young people prefer to find information and support through the internet as this is less exposing.

The objectives of Papyrus are;

- To reduce stigma
- Increase awareness – Its OK to talk about having suicidal feelings
- Provide preventative services – website/helpline/literature
- Campaign – Sensible media reporting/safe internet
- To listen and learn
- Contribute

## **b) Support**

Papyrus offer a helpline from 10am – 5pm weekdays, and 2pm – 5pm at weekends: Hopeline UK 0800 068 4141. This is manned by four professionally trained advisors, dealing with approximately 2,000 calls per year. Callers are encouraged to speak with different members of the team to reduce the potential for dependency.

Advisors are trained to be directive but sensitive to the caller, aiming to understand their specific situation and needs. Callers may be signposted to various services, such as their GP, other charity or support service based on what is most appropriate for the caller.

In addition, there is a text service available on 07786 209 697

People can also email on [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org).

Approximately 30-40 new people contact the service each week by text or email in addition to those phoning the helpline.

## **c) Training**

Papyrus offer a range of training;

Suicide Talk: A 2-hour suicide prevention training session.

ASIST: A 2-day course to help identify those at risk, and equip attendees how to deal with the situation

Bespoke: Training available for ½ day or full days to suit the needs of the attendees.

## **2. Referrals between services and communication**

The issue of communication between GP's and University counselling services was raised, in that it had been noted there were fewer follow up to referrals from GP's, such as letters to GP's following contact with the student. The exception to this were the more severe or complex clients involving multiple agencies where contact with GPs was good.

It was suggested that a summary of intervention for the client to share with their GP would be helpful. Where a substantial piece of work has been done with a client, this is likely, however, it is unlikely this would be available if a client has only been once or twice by a counsellor – a discharge summary is not provided. Some clients are given a 'Safety Plan', such clients could be encouraged to share this with their GP.

**ACTION: University Counselling/Wellbeing services to encourage teams to keep client GP's informed where appropriate in order to promote effective joint working.**

Everyone agreed on the importance of co-working, and it was noted that there are 'technical' barriers such as difficulty in using email to share information, and the variation across services – for example the University of Manchester can send encrypted information, whereas Manchester Metropolitan University have been advised to not send sensitive information by email under any circumstances.

Tabitha from Self Help Services shared with forum that she had been able to set up an NHS email so that she could easily and securely share information with NHS services. This may be something that other services want to look into.

**ACTION: Claire Sproson (CCG) offered to send a list of local GP email addresses to the SMHF.**

### **3. A.O.B**

The University of Manchester does not currently have a mental health nurse, a role which in the past has provided greater links with the NHS. We will be recruiting to fill this post shortly.

Manchester Metropolitan University have a mental health support worker 4 days per week, again with good links with the NHS for more effective joint working.

### **4. Future SMHF meetings**

The forum took the opportunity to review the SMHF to date, and to consider suggestions for future meetings.

The feedback was very positive, in that the SMHF has provided an opportunity for different services to learn more about the support available outside their own organisations, share best practice, to break down barriers and reduce isolation, and have provided a chance to network across services.

The forum were keen to use case presentations at future meetings to follow the 'client journey'. The following offered to provide case presentations;

- Claire Sproson – CCG
- Wendy Teal – Start2
- Rachel Beckett (on behalf of Yvonne Harris) – Manchester Metropolitan University
- Steph Fisher - University of Manchester
- Tabitha Jones – Self Help Services

**ACTION: In addition, Wendy Timperley will try to find a student willing to talk about their experience of seeking support to hear more directly from the student perspective.**

The forum would also be interested in hearing from the following speakers;

- Dr Frank Margison - Consultant Psychiatrist at Manchester Metropolitan University and the University of Manchester.
- Chris Martin - RISE & The Community Alcohol Team
- Wendy Timperley - Overview of resources and how to navigate the SMHF website
- Linda Wilson – Moodswings