

Practise Hope project - case study from the Pavilion Surgery November 2020

"Why didn't we do this a long time ago?" Michelle, Practice Manager, reflects on the many creative developments which Pavilion Surgery have put in place as part of Practise Hope. Over the past year this innovative pilot project, co-ordinated locally by Mind in Brighton and Hove and in collaboration with national Mind, Health Education England and Olly's Future, has been working with GP practices across the city to improve support for children and young people experiencing suicidal thoughts and self-harm.



The aim of Practise Hope was to make children and young people feel they could turn to their GP surgery for help if they were experiencing these issues and promote a culture change so that all staff, from receptionists to GPs, felt confident to respond.

Over 350 young people (16-25 year olds) from Brighton and Hove shared their views, revealing striking findings. A key message was that the majority of young patients were unsure if their surgery provided support and information for mental health and less than half felt confident to speak to their GP about suicidal thoughts or self-harm.

Pavilion Surgery has put some really significant developments in place to tackle this. Clinical and non-clinical staff have attended specialist training and the reception team have given waiting areas a dramatic make-over, created a new page on the surgery website and designed leaflets and information packs dedicated to young people's mental health. Also planned is targeted recruitment of young people for the Patient Participation Group and the re-launch of a Facebook page to regularly display information on mental health and wellbeing.

Bonnie, the Reception Manager, feels being part of Practise Hope has brought many benefits for staff as well as patients and helped increase her own understanding of mental health: *"this project has opened my eyes. We need to all be talking about how we're feeling"*.