

# See Me, Value Me

## A mental health improvement tool for healthcare professionals

This tool aims to help you as a healthcare professional embed mental health inclusion in your practice. It also sets out how you will contribute to achieving the outcomes of improvement programmes in the NHS. It has been created with people who have lived experience of mental health problems and healthcare professionals.

Tackling mental health stigma and discrimination is foundational to mental health improvement. People with experience of mental health problems tell us when stigma and discrimination are removed they feel valued, included and respected. They can access services and support easily, have a more positive experience, and have greater control of their recovery.

Better care for people with experience of mental health problems will make a difference to you, your patient and the NHS. Let us work together to make healthcare environments more mental health inclusive and free from stigma and discrimination.

Actions for inclusion	Voice of lived experience
<b>1. Acknowledge and empathise</b>	"What I look for in a healthcare professional is someone caring, compassionate, and reassuring. If I know somebody's walking with me... respecting not judging, that helps."
<b>2. Listen to understand</b>	"Use clinical notes. It is harder to ask for help if you are having to go through everything again and again. You are already in a bad place and regurgitating it makes you revisit it every time."
<b>3. Learn about the person</b>	"Before the appointment she had done so much research about me. This made a huge difference as it was clear she cared about my situation."
<b>4. See the whole person</b>	"They saw me as a person rather than just my illness. That made a big difference to my recovery."
<b>5. Think about the big picture</b>	"The nurse took time to chat to her patient (my mother) but also to myself and my father, making sure we knew what was happening and why."



Actions for inclusion	Voice of lived experience
<b>6. Involve the person</b>	"I was given the chance to explain my situation and give my thoughts and details in private. The staff were exceptionally comforting and understanding. It makes a difference when healthcare professionals take your needs into consideration."
<b>7. Make a connection</b>	"People need to build trust so they can tell people how they feel. The way healthcare professionals treat me makes a massive difference to my health, my care experience and my recovery."
<b>8. Make small changes to your practice</b>	"I told them what my diagnosis was, and they asked me what I needed. Then they told me what they needed to do, and by talking it through we worked out how to accommodate each other."
<b>9. Coordinate care</b>	"It all seemed to get communicated between them... they'd obviously thought it through. It involved some coordination, but it did not cost anything. They just seemed to get it."
<b>10. Remember... you make a difference</b>	"People get better... with the right kind of treatment, support and follow up. There are no quick fixes, but if the help and support is right, people do get better."

### How can the See Me, Value Me tool help you as a healthcare professional?

By embedding the inclusion improvements into a clinical context. We all want to see better care processes and outcomes for patients and the first page shows that specialist mental health training is not always required for you to make a difference.

The quotes from people with lived experience of mental health problems demonstrate that by implementing small changes in your practice, you can make a difference to patients' health, care experience and recovery. The grid on the next page shows how these improvements fit with the future shape, approach, and values of healthcare in Scotland, including the NHS.

Improvement work	Voice of healthcare professionals
<b>Mental Health Strategy 2017-2027</b> The strategy explicitly talks about the impact of stigma and discrimination on help seeking behaviours and accessing healthcare opportunities. Tackling stigma is foundational to mental health support.	"Sometimes mental health discrimination can be systemic, but simple changes in practice can make positive differences. There is more that we can be doing for people with lived experience of mental health problems."
<b>Nursing Vision 2030</b> Tackling inequalities, being sensitive to stigma and discrimination, establishing parity of esteem between physical and mental health, and thinking about nurses' own mental health.	"When patients are in the ward with a physical issue, you can treat them, and you see it getting better quickly so you invest the time. For the patient with a mental health issue it takes longer, there are no quick fixes, and people can get fed up with it... which is a shame."
<b>Realistic Medicine</b> Puts the person receiving healthcare at the centre of decisions made about their care. It encourages healthcare workers to find out what matters most to the patient so that the care of their condition fits their needs.	"Deal with people as individuals. Co-opt (involve) the patient and say, these are the things we can try but this is what might go wrong, and you need to be aware of that before we start. Nothing beats working through the problem with the patient."
<b>Health Promoting Health Service</b> Reduce inequalities by viewing every healthcare contact as a health improvement opportunity. Whatever your specialism, if someone talks to you about their mental health, you get involved.	"The anagram of listen is silent. For mental health patients it is particularly important to actively listen. Ultimately, it's all of our jobs to try and sort things out, even if you are just an early warning system that something is going wrong and maybe we need to get them in and have a chat... it's invaluable."



## About See Me

See Me is Scotland's programme to end mental health stigma and discrimination enabling those who experience mental health problems to live fulfilled lives. Our mission is to mobilise people to work together and lead a movement to end mental health stigma and discrimination. We work with people to change negative behaviour towards people with mental health problems and ensure that the human rights of people with mental health problems are respected and upheld.

We believe change is needed to improve the culture around mental health so its impact on every aspect of our lives including where we live, learn, work and receive care is not ignored. When we struggle with our mental health we often face stigma and unfair discrimination in all these areas. See Me focuses on key settings where stigma is most prevalent and has the most detrimental impact: in education, healthcare, communities, and workplaces. Visit our website for more resources, and join the movement at



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[www.seemescotland.org](http://www.seemescotland.org).

