

Agenda Item:

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Dorset Health Scrutiny Committee

Dorset County Council



Date of Meeting	8 September 2015
Officer	Director for Adult and Community Services
Subject of Report	Mental Health Acute Care Pathway Review
Executive Summary	<p>At the Dorset Health Scrutiny Committee's last meeting on 22 May 2015, NHS Dorset Clinical Commissioning Group (CCG) presented a report on the independent evaluation of mental health urgent care services that was undertaken by the University of the West of England.</p> <p>Committee members resolved that they required further work to be undertaken to seek more feedback from stakeholders, particularly service users and carers. It is hoped that the current review will provide this additional feedback and this report seeks to outline the engagement and consultation plans associated with the review.</p>
Impact Assessment:	Equalities Impact Assessment: N/A
	Use of Evidence: Report provided by NHS Dorset Clinical Commissioning Group
	Budget: N/A
	Risk Assessment: Having considered the risks associated with this decision using the County Council's approved risk management methodology, the

	<p>level of risk has been identified as: Current Risk: HIGH/MEDIUM/LOW (Delete as appropriate) Residual Risk HIGH/MEDIUM/LOW (Delete as appropriate) <i>(i.e. reflecting the recommendations in this report and mitigating actions proposed)</i></p>
	<p>Other Implications:</p> <p>None.</p>
<p>Recommendation</p>	<p>That the Health Scrutiny Committee consider and comment on the engagement and consultation plans associated with the mental health acute care pathway review.</p>
<p>Reason for Recommendation</p>	<p>The work of the Health Scrutiny Committee contributes to the County Council's aim to protect and improve the health, wellbeing and safeguarding of all Dorset's citizens.</p>
<p>Appendices</p>	<p>None.</p>
<p>Background Papers</p>	<p>Minutes, Dorset Health Scrutiny Committee, 22 May 2015: http://www1.dorsetforyou.com/COUNCIL/commis2013.nsf/MIN/F06CCED72AE5747680257E60004E0E6A?OpenDocument</p>
<p>Report Originator and Contact</p>	<p>Name: Ann Harris, Health Partnerships Officer Tel: 01305 224388 Email: a.p.harris@dorsetcc.gov.uk</p>

NHS Dorset Clinical Commissioning Group – Mental Health Acute Care Pathway Review

1. Background

- 1.1 At the Dorset Health Scrutiny Committee's last meeting on 22 May 2015, NHS Dorset Clinical Commissioning Group (CCG) presented a report on the independent evaluation of mental health urgent care services that was undertaken by the University of the West of England.
- 1.2 Committee members resolved that they required further work to be undertaken to seek more feedback from stakeholders, particularly service users and carers. It is hoped that the current review will provide this additional feedback and this report seeks to outline the engagement and consultation plans associated with the review.

2. Review

- 2.1 The CCG is reviewing this pathway with a view to redesign it to improve outcomes for people in Dorset who may experience serious mental illness. This is part of the vision to value mental health equally with physical health to achieve 'Parity of esteem' and provide equitable services across Dorset for people with mental health conditions and learning disabilities. The engagement approach was presented to the Joint Health Scrutiny Committee on 20 July 2015.

3. Engagement

- 3.1 The development of the engagement plan and design of materials were co-produced with a Reference Group of services users, carers and mental health professionals to ensure that they would be appropriate. The project team, which has included Rethink Mental Illness, HealthWatch Dorset and Dorset Mental Health Forum also agreed and fed into the engagement plan.
- 3.2 The engagement phase of the project is running from mid July - mid September. Three questions have been asked to seek views of service users, carers, staff and other stakeholders as advised by the Reference Group. These are:
 - What doesn't/ hasn't worked well? This has enabled views to be shared on both the current and past models of care
 - What has/ does work well?
 - What improvements do people think could be made?
- 3.3 Feedback options have been designed to ensure that people can share their views in a variety of ways:
 - Online Survey
 - Feedback postcards with freepost address (self-sealable to protect confidentiality)
 - 22 events across Dorset, Bournemouth and Poole. These have taken place in the daytime and evenings to ensure that people who work during daytime hours also have the opportunity to attend the workshops
 - 1-2-1 discussions
 - Visits to groups / voluntary organisations in the community
 - Peer specialists have been seeking views, where people are happy to share these, on in-patient wards
 - Staff event and team meeting visits.

3.4 The review has been promoted through a number of methods:

- Local media with coverage in:
 - Wessex FM
 - BBC Radio Solent
 - View from Bridport News
 - Dorset Echo and Bournemouth Echo
 - Blackmore Vale
- A letter was sent to all councillors across Dorset Bournemouth and Poole outlining the review, the dates for the workshops and other feedback methods, and it also sought help in promoting the review.
- A stakeholder distribution list was developed and people were sent information on the review detailing how to get involved. The Health Involvement Network members were also briefed on the review.
- GPs received information and updates on the review in their GP bulletin from the CCG.
- Dorset HealthCare staff have received support to attend events and the review has been promoted internally.
- Front line services have been sent postcards, posters and the summary documents explaining the review so that they can promote it to service users and carers.
- Dorset Mental Health Forum have promoted the review through their website and to their members.
- Students registered with the Recovery Education College received information on the review and how to be involved.
- Local GP practice Patient Participation Groups have been contacted by their local surgeries to promote the additional events in Sherborne and Shaftesbury.
- The CCG has also used social media to promote the review and each of the events: Facebook and Twitter have been used with the current statistics outlined below, illustrating how many people this media has reached.

Social media site	Week Commencing		
	20/07/2015	27/07/2015	03/08/2015
Twitter			
Number of posts	10	8	5
Number of retweets/favourites	83	61	25
Reach	5724	4726	2839
Facebook			
Number of posts	7	8	5
Number of shares/likes/clicks	160	27	5
Reach	1861	347	274

3.5 By 13 August, the CCG had received over 1300 individual pieces of feedback from people in our communities. The feedback has come from service users, carers and staff and a full analysis will be undertaken once this first stage has been completed. The insight gathered will provide us with the evidence to influence future pathway designs and provide us with a strong case for change in the consultation period.

- 3.6 An initial findings report will be sent to all those people who have left their contact details through the view seeking stage and it will also be posted on the CCG's website. This will be completed by end October 2015.

4 Next Steps

- 4.1 The next stage of the project will be modelling potential options for this pathway and this will include working with service users and carers to help co-produce the options. It is envisaged that this stage should be completed by end December 2015. Following this, the options will be taken through the NHS Assurance process and once approved, the options will be taken to public consultation. We expect the consultation be in the Spring/ Summer 2016 and implementation from 2017.

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NHS Dorset Clinical Commissioning Group