

OUTCOME OF CONSULTATION

July 2014 – March 2019

Emotional Wellbeing and Mental Health: Everybody's Business


Surrey CCGs Collaborative



Surrey and North East Hampshire
Integrated Commissioning Strategy for Emotional Wellbeing and Adult Mental Health





The Strategy's 5 Priorities & Principles of Transformation

Promotion, Prevention, Early Intervention

- Good mental health holds the key to a better quality of life. We need to promote positive mental health, prevent mental ill health and intervene early when people become unwell.

Working Better Together

- Mental wellbeing is everybody's business. It affects every individual and impacts greatly on our society. It can only be improved if there is collective responsibility, a scaling up of integration and assertive action taken at all levels across agencies.

Partnerships with Service Users, Carers and Families

- Building a strong partnership between commissioners, patients, carers and their families encouraging an equal role in shaping the support available

Effective Crisis Care

People who use services, carers and their families should get as much support to prevent and deal with a crisis from a mental health problem as they expect to receive from physical healthcare services.

Making Recovery Real

People should receive recovery focused support that offers hope, fulfillment of potential and to live their lives on their own terms



Consultation Approach Taken

Consultation ran from 25 July to final closing date 6 October 2014

4 Questions were asked:

- **Do you agree with the priorities identified in the draft strategy?**
- **Do you agree with the actions identified?**
- **Are there actions that we have missed that you want to tell us about?**
- **Any further comment you wish to make about the draft strategy?**

People were able to give their views on the draft strategy one of 5 ways:

1. Completing the questions via the on-line survey
2. Inviting commissioners to meetings to discuss peoples views
3. By Email
4. By phone
5. Or by writing to us



Number of Consultation Responses

Medium	Number of responses
On-line survey (anonyms)	56
E-mail	36
Meetings attended by commissioner*	20
Phone	2
Post	2
TOTAL:	116



Question 1: Did you agree with the priorities?

Consultation Question 1

Do you agree with the priorities identified in the draft strategy?

Response Trend

People agreed with the priorities with particularly strong support expressed for the prevention and promotion priority. Carers feedback showed that they felt the carers priority was not strong enough and the document lacked enough of a context and focus on carers and a whole family approach.

Changes to document in response to consultation response

The document has had additions to respond to the carers feedback that requested a strengthening to the context of the Care Act 2014; to ensure that Carers received parity of esteem to people who use services and taking a whole family approach.



Question 2: Did you agree with the actions?

Consultation Question 2

Do you agree with the actions identified?

Response Trend

People agreed with the actions identified but felt that some of them could be clearer in how they were written and there were a number of actions where people disagreed to the year that they had been allotted to.

Changes to document in response to consultation response

The specific years that the actions relate to have been added to the document as some people were unclear when year 1 started.

The actions where a number of people commented it was too far away have been moved to earlier years where felt deliverable.

As a result the strategy is now a three year strategy.

A number of the actions have been written in a clearer way but all of the actions will form part of an implementation plan and will be translated into a specific, timely, and measurable approach.



Question 3: Did we miss any actions?

Consultation Question 3

Response Trend

Are there actions that we have missed that you want to tell us about?

A number of new actions were put forward from public health, carers and trends identified from question 4 described on the next slide. The new actions that are being included in the document following feedback are listed below:-

Changes to document in response to consultation response

23 New actions: suicide prevention plan; increase self help activity; green space event; domestic abuse training; information and support services to promote life outside of caring; psychological support included in relevant physical health commissioning; parity of esteem for carers by use of carers pathway and Triangle of care; improving communication and pathway planning between NHSE and CCG's; shift from exclusion to inclusion based criteria's; secondary care have, and follow, physical health protocols; improved identification of young carers; required mental health access standards to be met, support for carers and families will be planned for in crisis work; sharing of contingency plans implemented; 6 housing actions; review of current employment support impacts; flexible hours of CMHRS service; and autism awareness training for mental health staff.



Question 4: Any other comments?

Consultation Question 4

Response Trend

Any further comment you wish to make about the draft strategy?

Domestic Abuse – lacks reference in document, requested focussed training & link to NICE

Young People- 18-24- clarity around transitional arrangements, focus on early intervention

Eating Disorder- Fragmentation between NHSE/ CCGs and risk to pathway

Severe and Enduring Mental Illness - Lack of focus/acknowledgement

Dual Diagnosis - Substance misuse. Unco-ordinated approach & falling between gaps

Autism- concern over which strategy autism in, want training for mental health staff

Accessibility/flexibility of service - people want quicker easier access to services (especially CMHRS). Inclusive criteria and hours around the person/family not system

Housing- requested strengthened acknowledgement and focus.

Finance- Better description of funding resource shift to deliver changes. Strengthen national context of mental health and historic lack of parity in funding allocation.

Wider system beyond MH to commit to and secure action to achieve the goals

Changes to document in response to consultation response

Improved descriptions and references to the areas above have been included in the document. Some actions have been strengthened and new actions have been put into the document for specific areas of domestic abuse, eating disorder, dual diagnosis, young people transitional arrangements, autism awareness training, access to services, housing, funding and wider system sign up.



Final Steps Taken

- The outcome of the consultation and the updated strategy document have been taken to the CCG's committee's and Surrey County Councils leaders team for approval (Nov – Dec 2014)
- The Health and Wellbeing Board received the final document on the 11 December and signed it off
- A detailed implementation plan for the strategy actions is in development to guide and monitor the delivery of the strategy which will be overseen by the Emotional Wellbeing and Mental Health Partnership Board (ongoing)

NB: Whilst these steps have been taking place a good number of the year 1 actions are already being implemented.