

# Developing a Mental Health and Wellbeing Strategy for Barnsley

## ‘You Said, We Listened’ Summary Report

**Summer 2016**

## 1. Background

NHS Barnsley Clinical Commissioning Group (CCG) and Barnsley Metropolitan Borough Council (BMBC) have been working along with our key local partners within health and social care in Barnsley to lead the development of an all age (i.e. children, working age adults and the elderly – excluding dementia services) local Mental Health and Wellbeing Commissioning Strategy to cover the next five years.

The aim in undertaking our dedicated engagement regarding this was:-

- to ensure that as many people and organisations as possible were aware that this work was taking place and;
- that they were given the opportunity to provide their feedback relating to their own experiences of either accessing or delivering mental health services in Barnsley to help to shape the initial draft strategy and latterly the content of the draft strategy document itself.

We would like to say a big thank you to everyone who contributed and took the time to provide us with their views and feedback. We would also like to thank our partner organisations and members of the community who helped us to publicise our engagement exercise.

We received some invaluable feedback throughout our two dedicated phases of engagement carried out between July and November 2015 to help shape the direction and content of the final version of the strategy which has now been approved. You can access a copy of this document via our website at [www.barnsleyccg.nhs.uk](http://www.barnsleyccg.nhs.uk)

We have compiled a report documenting the engagement process and highlighting the type of feedback we received. This report can be found as an appendix to the strategy or a copy can be accessed via our website.

## 2. 'You said, we listened'

**This report shows how what Barnsley people and mental health professionals told us is important to them has been taken into account in the final version of the Mental Health and Wellbeing Commissioning Strategy for Barnsley.**

We want local people and partners to know that we have listened to their thoughts and views, and incorporated them into our planning for how we want to commission better mental health and wellbeing services for Barnsley.

Our responses cross reference the areas which were highlighted throughout our engagement as key focal points to include within the strategy and where these are linked or can be found within the final version of the strategy document

We know that we don't always get it right, but we hope that this report openly and honestly provides answers to the comments received and shows how changes are

taking place or being proposed in order to benefit the population of Barnsley and provide access locally to quality mental healthcare services.

## 2.1 'You said, we listened'- Feedback from Service Users and Carers

We asked for feedback from service users and carers regarding their personal experiences of local services and particularly in relation to the following question to help shape the direction of the Mental Health and Wellbeing Commissioning Strategy for Barnsley;

***If you could improve three things about mental health services in Barnsley what would they be and why?***

You said	We listened
✓ <i>Improve access to services - Reduce waiting times</i>	Key priority area and one of five main desired outcomes defined within strategy (Section 5) linked also to national standards and targets as set out within local transformation plans (Section 3.2.3)
✓ <i>Improved crisis services – access to out of hours support and telephone line</i>	This links to the work detailed as part of the Crisis Care Concordat (Section 3.2.5) and the development of the Mental Health Liaison Service
✓ <i>Early intervention</i>	Highlighted as a key priority area within both Adult Services (Section 3.2.2) and Children's Services and the local transformation plan (Section 3.2.3) and one of the five main desired outcomes defined within the strategy (Section 5)
✓ <i>Education and awareness raising to tackle stigma and discrimination</i>	Highlighted as a key priority area within Children's Services and the local transformation plan (Section 3.2.3) and one of the five main desired outcomes defined within the strategy (Section 5)
✓ <i>Holistic and person centred services, care planning and therapies rather than one size fits all approach</i>	Linked with delivering the desired outcomes (Section 5) and the NHS Outcomes Framework (Appendix 1)
✓ <i>Increased access and signposting to information relating to both individual and peer support services for service users, carers and families (mainly non-clinical)</i>	Highlighted within Primary Care and Mental Health (Section 3.2.1) linking to social prescribing

<p>✓ <i>Increased integrated working of services especially primary and secondary care</i></p>	<p>Linked to Primary Care and Mental Health (Section 3.2.1)</p>
<p>✓ <i>Increased provision and resources in terms of staffing and specialist services</i></p>	<p>This features within the following parts of the strategy; Adults Services (Section 3.2.2), Children's Services and the local transformation plan (Section 3.2.3), Maternal Mental Health (Section 3.2.4) and Vulnerable Groups (3.2.6). This also links to the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health services work.</p>
<p>✓ <i>Access to mental health training for primary care professionals</i></p>	<p>Linked to Primary Care and Mental Health (Section 3.2.1)</p>
<p>✓ <i>Increased service user and carer input into decisions relating to the commissioning and provision of mental health services in Barnsley</i></p>	<p>Referenced within the following sections; Adults Services (3.2.2), Children's Services and the local transformation plan (Section 3.2.3), Engagement (Section 4) and delivering the desired outcomes (Section 5). This will also be a key component of developing the supporting action plan to achieve the aims set out within the strategy.</p>
<p>✓ <i>Additional resources to cater for child and adolescent mental health with a focus also on the transition from child to adult mental health services</i></p>	<p>Highlighted as a key priority area within Children's Services and the local transformation plan (Section 3.2.3) and referenced in support of delivering the desired outcomes (Section 5)</p>
<p>✓ <i>Improve the levels of both written and verbal communication with services users and carers and also between individual service lines.</i></p>	<p>Linked to the Adults Services (Section 3.2.2) and referenced in support of delivering the desired outcomes (Section 5). This also links to the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health services work.</p>
<p>✓ <i>Help to access training and support to get back to work</i></p>	<p>Highlighted within Primary Care and Mental Health (Section 3.2.1) linking to social prescribing. Also referenced within Domain 2 of the NHS Outcomes Framework (Appendix 1)</p>

## 2.2 'You said, we listened'- Feedback from Mental Health Professionals

We asked for feedback from mental health professionals regarding their personal experiences of local services and particularly in relation to the following question to help shape the direction of the Mental Health and Wellbeing Commissioning Strategy for Barnsley;

***Which three positive changes do you feel would most support the people who work in delivering mental health services in Barnsley and why?***

You said	We listened
✓ <i>Change of emphasis from targets to improved patient experience / Patient centred services</i>	Highlighted within the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health service work with reference to Adults Services (3.2.2) and the focus of Domain 4 of the NHS Outcomes Framework (Appendix 1). This is also referenced with Children's Services and the local transformation plan (Section 3.2.3)
✓ <i>Flexible ways of working and increased use of technology to assist clinicians and service users/carers</i>	Contained within the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health services work with reference to Adults Services (3.2.2)
✓ <i>Increased resources – finance and staffing</i>	Referenced within the introductory section and also specifically relating to Children's Services and the local transformation plan (Section 3.2.3), Maternal Mental Health (Section 3.2.4) and Crisis Care (Section 3.2.5)
✓ <i>Improve access to services - Reduce waiting times</i>	Key priority area and one of five main desired outcomes defined within strategy (Section 5) linked also to national standards and targets as set out within local transformation plans (Section 3.2.3)
✓ <i>Improved crisis services – access to out of hours support and telephone line</i>	This links to the work detailed as part of the Crisis Care Concordat (Section 3.2.5) and the development of the Mental Health Liaison Service
✓ <i>Education and awareness raising to tackle stigma and discrimination</i>	Highlighted as a key priority area within Children's Services and the local

	transformation plan (Section 3.2.3) and one of the five main desired outcomes defined within the strategy (Section 5)
✓ <i>Increased access and signposting to information and low level support options</i>	Highlighted within Primary Care and Mental Health (Section 3.2.1) linking to social prescribing and also to the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health services work highlighted within Adults Services (3.2.2)
✓ <i>Increased integrated working of services especially primary, secondary and social care – holistic service pathways</i>	Links to the following sections; Primary Care (Section 3.2.1), Adults Services (3.2.2), Children’s Services and the local transformation plan (Section 3.2.3), Crisis Care (Section 3.2.5) and Vulnerable Groups (Section 3.2.6) and Delivering the desired outcomes (Section 5). This will also be a component of developing the supporting action plan to achieve the aims set out within the strategy.
✓ <i>Increased provision and resources in terms of staffing and specialist services</i>	This features within the following parts of the strategy; Adults Services (Section 3.2.2), Children’s Services and the local transformation plan (Section 3.2.3), Maternal Mental Health (Section 3.2.4) and Vulnerable Groups (3.2.6). This also links to the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health services work.
✓ <i>Access to mental health training and support for healthcare professionals</i>	Links to the following sections; Primary Care (Section 3.2.1), Delivering the desired outcomes (Section 5). This will also be a component of developing the supporting action plan to achieve the aims set out within the strategy.
✓ <i>Additional resources to cater for child and adolescent mental health with a focus also on the transition from child to adult mental health services</i>	Highlighted as a key priority area within Children’s Services and the local transformation plan (Section 3.2.3) and referenced in support of delivering the desired outcomes (Section 5)
✓ <i>Clearly defined criteria within pathways of care and lines of</i>	This features within the following parts of the strategy; Primary Care (Section

<i>communication between services</i>	3.2.1), Adults Services (Section 3.2.2), Children's Services and the local transformation plan (Section 3.2.3), Maternal Mental Health (Section 3.2.4) and Vulnerable Groups (3.2.6). This also links to the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health services work.
✓ <i>Access to specialist support and colleagues / Peer review and support/ Dedicated provision for the commissioning of specialist services within the strategy</i>	This features within the following parts of the strategy; Adults Services (Section 3.2.2), Children's Services and the local transformation plan (Section 3.2.3), Maternal Mental Health (Section 3.2.4) and Vulnerable Groups (3.2.6). This also links to the South West Yorkshire Partnership Foundation Trust (SWYPFT) transformation of mental health services work.
✓ <i>Improved environments and choice in terms of the delivery and provision of services for the benefit of people locally</i>	Referenced in support of delivering the desired outcomes (Section 5)
✓ <i>Importance of staff, service user and carer involvement and engagement in all aspects of NHS design and delivery/ Input from expert patient panels and ongoing engagement in evaluating and monitoring services to promote continuous improvement and ensure that the agenda remains current and at the forefront.</i>	Referenced within the following sections; Adults Services (3.2.2), Children's Services and the local transformation plan (Section 3.2.3), Engagement (Section 4) and delivering the desired outcomes (Section 5). This will also be a key component of developing the supporting action plan to achieve the aims set out within the strategy.

### 3. 'You said, we listened' – Our engagement process

<b>You said</b>	<b>We listened</b>
✓ <i>Extend the timescale for the second phase engagement period to enable more people to feedback</i>	The original deadline for feedback for our second phase of engagement was to be 14 October. However, following the feedback received from Service Users, Carers and our local partner organisations regarding the timescales for comments; the deadline for responses for

	<p>this phase of engagement was extended for a further month to 13 November 2015</p>
<p>✓ <i>Develop a British Sign Language short film version of the draft strategy to enable feedback from the deaf community</i></p>	<p>We developed a British Sign Language Short Film version of the draft strategy following feedback we had received during the first phase.</p> <p>Unfortunately the feedback we received was not very positive as the intended audience i.e. members of the local deaf community felt that this was confusing and not easily understandable and digestible in the way in which this subject matter had been approached. The invaluable feedback we received was very constructive in terms of how we can seek to improve upon our approach to this and will enable valuable lessons learnt for us to take forwards for future engagement of this kind.</p>
<p>✓ <i>I would like to know what happens with feedback. Will I receive a response on my comments?</i></p>	<p>A copy of the strategy containing the engagement report plus a copy of this report will be sent to everyone who provided their contact details when they provided us with their feedback.</p>
<p>✓ <i>Full and continuing engagement is essential to enable success of a strategy such as this</i></p>	<p>Referenced within the following sections; Adults Services (3.2.2), Children's Services and the local transformation plan (Section 3.2.3), Engagement (Section 4) and delivering the desired outcomes (Section 5). This will also be a key component of developing and monitoring the supporting action plan to achieve the aims set out within the strategy.</p>

## 4. Next Steps

Barnsley's Mental Health and Wellbeing Commissioning Strategy builds on the learning and requirements of national strategies and documents whilst also greatly benefitting from engagement with people with mental health problems, carers, service providers, clinicians, public sector and voluntary organisations.

The strategy has now been endorsed by all partners at the Clinical Commissioning Group's Clinical Transformation Board and thereafter, an Annual Report will be submitted to the Clinical Transformation Board to formally report its progress.

Through the Joint Commissioning Unit (CCG and Barnsley Metropolitan Borough Council (BMBC) Commissioner) the actions identified in Section 5 will become the basis for a detailed action plan which will be monitored by the JCU and the CCG's formal meetings with the provider:-

- Clinical Quality Board
- Contract Management Executive Board

With each Annual Report all of the actions contained within the strategy will be assessed for the difference each action has made to the mental health and wellbeing of Barnsley people. The stated actions will be revised as necessary in order to sustain continued improvement to the mental health and wellbeing of people resident in Barnsley.

As with the strategy, it is the intention for the supporting action plan to be co-developed in partnership with service users, carers and mental health professionals.

## 5. Contact us

We hope that you found this report useful. It is our aim to produce this type of report going forwards in order to provide feedback regarding the actions we have taken as a result of our ongoing engagement activity.

If you have any comments or feedback regarding this report, you can contact the CCG Communications and Engagement Team via the following ways:

Email: [barnccg.comms@nhs.net](mailto:barnccg.comms@nhs.net)  
Telephone: 01226 433773/ 721

Thank you for your interest and support in our work.

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