



ONE IN FOUR

Appendix 2

The experiences and aspirations of a wide range of people and understanding the views of our local population

1.0 Introduction

- 1.1 It is recognised that understanding the views of those using services, those who may use them in the future and carers is crucial when developing strategic direction and these views will underpin this strategy and inform and guide future service configuration and delivery.
- 1.2 We have engaged with a wide range of people and when seeking their views we used a variety of engagement methods to ensure we gained a comprehensive understanding of views, aspirations.
- 1.3 We have used:
- Workshops;
 - Focus groups;
 - Existing national and local surveys and reports; and
 - Surveys and reviews of local services
- 1.4 The draft strategy was set out to show how local partners and communities could improve the mental health of Bournemouth, Dorset and Poole residents. "There is no health without (good) mental health; and this draft strategy recognises that perceptions of mental health services need to move from being the poor relation to services that are recognised and valued and where service users and carers are at the heart of the commissioning process.
- 1.5 The draft strategy was launched on 27 November 2009 and the consultation process was opened and subsequently closed on 5 March 2010. We were looking for more views on the proposals within the strategy and any ideas on how services could be improved. To help the process a series of 9 questions were posed to support the process
1. What do you think are the three most important changes for mental health and mental health care in the next 5 years? And why?
 2. Do you support the twin themes of public mental health/prevention and mental health service development? Please explain your views, giving examples if possible.

3. What should we do to promote more personalised services for people with mental health problems and their families?
4. In your view, which are the most important areas in mental health services where value for money could be improved? And how should that be done? If possible, please indicate examples of the current costs of services and areas where the potential savings might exist.
5. Which areas can you identify where innovative technology can help people with mental health problems, and their families?.
6. How can we promote more joint working between local authorities, the NHS and others to make our Mental Health Services more effective?
7. What do you think are the most important steps that we can take to reduce the inequalities that affect our mental health? And why?
8. How best can we improve a) the transition from child and adolescent mental health services to adult services, and b) the interface between services for younger and older adults?
9. In your view, what more should we do to combat discrimination?

1.6 The launch was followed by a number of consultation events that took place across that period, particularly with service users, carers, the 3rd sector and marginal group organisations, where commissioners presented the draft strategy and open discussions took place.

2. Results of the consultation

- 2.1 Twenty five direct responses were received to the consultation and they have been collated for reference against the nine questions posed. Additional feedback received from the various workshops and forum events have been used to inform the direction of the strategy. The main issues have been identified, as this gives a more representative overview than organising responses around just the 9 consultation questions.
- 2.2 In order to recognise the effort on behalf of individuals and organisations who took the time to attend events and provide responses it was decided to attempt the use this feed back and pull in to themes in order that the final strategy is meaningful and recognises the consultation process. A total of 67 themes has evolved from this process.
- 2.3 It is accepted that this number of themes is not workable but to achieve clarity a number of themes have been identified with sub sections to pick up related issues. They are as follows:

- **Themes**

- *** More effective commissioning**

- Including with the 3rd sector- make the process more manageable
- Implement National Policy
- Future mental health provider rationalisation
- QUIPP programme

- *** Development of a public mental health strategy**

- Mental health promotion
- Community resilience programmes

- Promote citizenship
- Inequalities
- Education and social awareness
- Promote self help
- Suicide prevention programmes

*** Care pathway development**

- Care closer to home
- Less beds
- Prevention
- Inequalities
- Research and innovation
- Medicines management
- High Quality Acute Care
- Dual diagnosis –delivery
- Mental health of offenders
- Work with other clinical specialists
- Other Long Term Conditions

*** Joint working**

- Full health and social care integration
- Partnership working
- Locality working
- Flexible geographical boundaries for service provision
- Joint provision- statutory/3rd sector

*** Recovery programmes**

- Develop outcomes

*** Real employment opportunities**

*** Personalisation**

- Personal health budgets
- Person centred planning

*** Primary care mental health**

- Support Time and Recovery workers in primary care
- Care for people with SMI managed in primary care

*** Services for young people with mental health problems**

*** Finance issues**

- Robust funding streams
- Future funding restrictions and constraints
- More scrutiny on how funding is used
- Value for money
- Pooled budgets

*** Work force planning**

- Full health and social care integration

*** Effective estates management**

- Less beds
- Reduce residential care

*** Identify models for effective service users carer involvement at all levels**

*** Use of technology**

- Website development

- Electronic patient record
- Use of other organisations IT to support mental health in other arenas
- Information resources
- Mental health helpline

* **Think Family agenda-** across the spectrum

* **Improve services for older people with mental health problems-**
across the spectrum

* **Other issues responders would like to have considered**

- Peer support programmes
- Working with the Arts
- People with learning disabilities
- People in supported accommodation
- Housing for people with mental health problems
- Using the media effectively
- Use of alternative therapies
- Bereavement services

3.0 Acknowledgement and thanks

3.1

We would like to thank those who have been involved and acknowledge their efforts and commitment from all those who have engaged in this process and we will believe continuous consultation will help turn the general aspirations into practical, relevant and realistic objectives for the populations of Bournemouth, Dorset and Poole.