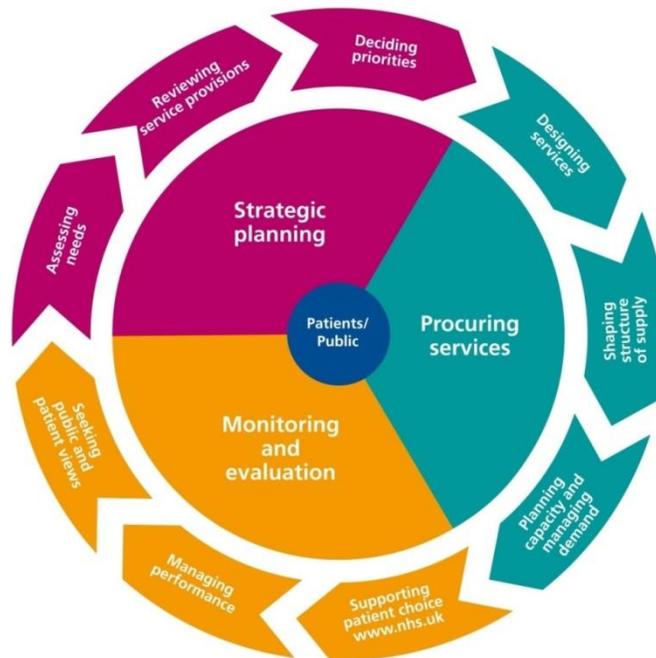


## Stakeholder Engagement in CCG Delivery Plans Template

This template is designed to help you take into account all the elements of the commissioning cycle, as captured in the diagram below:



Courtesy of The NHS Information Centre for health and social care. Full diagram available at: [www.ic.nhs.uk/commissioning](http://www.ic.nhs.uk/commissioning)

<b>Name of Delivery Plan:</b>	Mental Health
<b>CCG Lead Officer:</b>	Stephen Emmerson
<b>Date of EEC Review:</b>	6 December 2018
<b>Please give of summary of the engagement which has already been undertaken<sup>1</sup></b>	
<p>The Five Year Forward View for Mental Health set out the case for change in terms of poor parity in levels of investment between mental health and physical healthcare, with consequent impacts on mortality rates and relatively poorer outcomes for people diagnosed with a mental health condition.</p> <p>Helpfully the Five Year Forward View brought forward some very practical improvements required to be delivered, along with additional investment and thoughts on how outcomes across the whole healthcare system might be demonstrated. However, whole systems of care were not a major feature of this program and further work locally is being undertaken to understand wider determinants within mental health and how cross agencies can work together across the whole community.</p> <p>The CCG Mental Health team has been proactively working with wider stakeholders on our Mental Health plans since 2014.</p> <p><b>Mental Health Improvement Plan</b></p> <p>In March 2018 an initial stakeholder event was held in Doncaster to engage partners in the development of the Doncaster Mental Health Improvement plan 2018-2021. The purpose of the plan was to bring together a number of practical actions to improve mental health services delivery across Doncaster, in</p>	

<sup>1</sup> This can be with staff, members of the public, service users, patients, carers or any other group of stakeholders

the context of the 5 year Forward View for Mental Health and building on the principles of the Crisis Care Concordat and the Prevention Concordat for Better Mental Health. Partners involved in its development included current service users of mental health services, statutory and non-statutory agencies and community/voluntary agencies and the faith communities including Person Focused Group (PFG), Mind, darts, Changing Lives and more.

Further events took place in June and September which brought stakeholders together to further engage and consolidate thoughts on the mental health pathways mapping exercise and on the improvement plan. The improvement Plan will then be received by the Health and Wellbeing Board in January.

This improvement plan is complementary to individual plans held by contributor organisations. This represents not only a consolidation of activity with improved visibility but also an expansion of opportunity through better connected joint working. The plan is a joint approach to mental health service improvement, in the context of an agenda of closer joint working of health and social care organisations. The improvement Plan is a live document informed by service user involvement through existing forums and focus groups.

Preparation was undertaken in March 2018 in readiness for the launch of the Mentally Well Alliance. The Alliance is owned, led and chaired by service users from Voluntary/Community organisations. The Mentally Well Alliance has played an active role in the development of the Doncaster Improvement Plan and will furthermore test and challenge the actions detailed in the plan through its implementation and further contribute to its evaluation, by ensuring the service user voice is heard, in order to make a positive difference to the lives of people with mental health needs in Doncaster and ultimately aim to improve mental health services.

The **Mentally Well Alliance** has replaced the Mental Health Partnership Board which was typically led by Health and Social Care members. The Alliance membership includes a wide range of stakeholders including service users of mental health services, statutory and non-statutory agencies and community/voluntary agencies and the faith communities including Doncaster Person Focused Group, Mind, darts, Changing Lives and many more. The Alliance provides a forum for people to have their view/concerns/issues heard on an ongoing basis in order to shape future service provision effectively. The Alliance partners have recently worked together to develop the Terms of Reference and have defined the aims below:

The purpose of the Alliance is to :

- ensure citizens are involved and have their voice heard in all aspects of planning and commissioning of services which impact on their mental well-being.
- work together to develop, test and challenge the actions detailed in the Doncaster Mental Health Improvement Plan and support the implementation.
- Influence commissioning decisions including priorities around the development and improvements of services in identifying any gaps in service provision.
- work together and share learning to understand how to develop mental health services effectively and ensure co-production.
- deliver an annual report/event to celebrate the Doncaster Mentally Well Alliance.

**Suicide prevention concordat** - A Doncaster suicide action plan has been developed with all partners

across Doncaster. Suicide Training has been offered to a wide range of individuals within Doncaster from frontline LA staff (One-Stop Shop) to South Yorkshire Fire and Rescue officers (SYFR). The outcomes achieved from the SafeTALK training were an increase in awareness of the signs of Suicidal behavior and the confidence to support individuals and signpost to services. In addition to this, funding was agreed from the Local Transformation Plan monies to support Suicide Awareness Training and offered to all educational establishments with Doncaster targeting staff whose role was mental health or a responsibility of mental health. In total, over 300 schools safeguarding leads attended the accredited training along with over 200 individuals within Doncaster from a wide variety of organizations.

In addition to this PH funded training for elected members of the DMBC on SafeTALK Training.

### **What has been the impact of this engagement?**

#### **Mental Health Improvement Plan**

The impact of this engagement is that Doncaster now has a Doncaster Mental Health Improvement Plan that has been co-produced with service users and partners across Doncaster. The Mentally Well Alliance has played an active role in the development of the plan and will furthermore test and challenge the actions detailed in the plan through its implementation and further contribute to its evaluation, by ensuring the service user voice is heard, in order to make a positive difference to the lives of people with mental health needs in Doncaster. The Alliance forms a good base which ensures engagement is continuous.

**Suicide Prevention Concordat** – The impact of the training has been that there has been an increase in awareness of the signs of suicidal behavior amongst professionals and increased confidence to support individuals and signpost to relevant services.

### **What, if anything, has changed as a result?**

An Improvement Plan for Mental health has been developed for Doncaster which is now the driving document for improving mental health service in Doncaster. The launch of the Alliance led by the voluntary/community organisations will continue to test and challenge all the actions detailed in the plan through its implementation and further contribute to its evaluation, by ensuring the service user voice is heard, in order to make a positive difference to the lives of people with mental health needs in Doncaster.

Many changes have taken place over time. Some examples of the changes which have been made through engagement are as follows:

- The collaborative co-produced piece of work which was undertaken with mental health service users to shape the Single point of access evaluation has identified gaps in service provision which all partners are now working together towards to address and features as part of the Improvement Plan.
- Personal Health Budgets are easier to access now reasonable adjustment have been made to the application process. The PFG have played an active role in contributing to this agenda.
- The forum, Bumping Spaces, which is a project to address loneliness and social isolation and was

initially jointly established by PFG and Well North, Public Health – DMBC has grown considerably since its launch. Bumping Spaces is now owned by the community and continues to operate independently without any external funding.

**How have these changes been communicated back to stakeholders?**

Changes have been communicated back to stakeholders through the Mental Health Partnership Board, Mentally Well Alliance, Health and Well-being Board and via DCCG Engagement Annual Report.

**What further engagement is planned and when?**

We are planning further engagement events late 2018/early 2019 with the voluntary community and faith sector organisations to develop a mental health community offer as an alternative to statutory mental health support, to better engage and improve their mental health and wellbeing. The engagement will include working with voluntary/community/faith agencies to explore how their organisations can contribute to the mental health pathways to support people with mental health needs.

There will also be further engagement on the improvement plan to test and challenge the actions contained in it. This will be done via the Mentally Well Alliance in addition to holding specific focus groups which will capture service user experiences about specific mental health services. It is proposed that two specific areas of work are consulted on in the coming months which include proposals for modernising the Mental health crisis service and enhancing physical health checks for people with Severe Mental Health.

**Do you have any further comments regarding your approach to engagement and involvement or how this can be improved? Have you attended the '10 Steps to Even Better Engagement' NHSE Training?**

Yes attended the NHSE training.

Engagement and involvement could potentially be improved by exploring the interface between statutory and non-statutory services and how they can work better together to deliver a joined up pathway for mental health. Work is progressing in this regard and further updates will be provided.