



**Hardwick Clinical  
Commissioning Group**



**Derby City Council**



**Erewash Clinical Commissioning  
Group**



**North Derbyshire Clinical  
Commissioning Group**



**Southern Derbyshire Clinical  
Commissioning Group**

**Derbyshire Community Health Services**   
NHS Trust

**Derbyshire Healthcare**   
NHS Foundation Trust

## **Engagement Project: mental health service receivers and carers**

### **Update following the Project Board Meeting on 26 January 2015**

Hardwick Clinical Commissioning Group, on behalf of Health and Social Care Commissioners (The four Derbyshire Clinical Commissioning Groups, the County Council and the City Council), Derbyshire Community Health Services NHS Trust and Derbyshire Healthcare NHS Foundation Trust, is leading a project on mental health engagement processes and systems in Derbyshire.

#### **Why?**

We are committed to involving service receivers and carers throughout our organisations' activities and ensuring that this engagement makes a real difference. We hope that this project will result in a sustainable model of engagement that is fully inclusive and can provide a wide range of opportunities for service receiver and carer involvement in the commissioning process and to influence service delivery.

The project has the following objectives:

- How we can work together with service receivers and carers
- How real time reporting of patient experience is captured and enacted upon
- How to implement service user monitoring in provider organisations and how service receivers can be involved in research and incident reviews
- How service receiver and carer input in mental health commissioning decisions is facilitated (with CCG's and City and County Councils)
- How the recently formed Healthwatch service in Derby and Derbyshire can be supported to deliver its statutory functions for people who use mental health services

- How to ensure inclusive representation across the geographical areas in Derbyshire
- How to ensure engagement with the wide range of service receivers and carers to enable a range of views to be heard including seldom heard or traditionally excluded groups
- A review of the principles that will underpin external and intra organisation communication for service receiver/carers organisations

### **Where are we up to?**

Springfield Consultancy as the independent facilitators, engaged with many service receiver, carer and voluntary organisations throughout Derbyshire about how we can improve our engagement with service receivers and carers.

Springfield produced three reports focusing on: the feedback from all stakeholders on what is working well and what is not working so well in Derbyshire; feedback from the stakeholder event; and recommendations for the future approach to mental health engagement in Derbyshire. These reports have been shared in previous updates, but are available on request.

The feedback gathered from the engagement activities carried out by Springfield were analysed and a number of themes emerged. It was agreed that these themes would be used as the criteria to judge the suitability of any future model, to ensure that the feedback that you provided directly informs the future.

The Engagement Project Board met in December 2014 to further consider the recommendations made by Springfield.

A subgroup of the Engagement Project Board then met in January to evaluate the proposed models against the criteria described above. The proposals made by Springfield scored more highly against these criteria than maintaining the “status quo” of current arrangements.

## **Next Steps**

It is recognised that it will take time ensure that any transition to a new model is done responsibly and well.

On this basis, it has been agreed that CCG funding for current contracts for engagement with mental health service receivers and carers will be maintained for one further year. We anticipate confirmation regarding Derbyshire County Council funding in the near future. This level of certainty regarding funding, should allow the affected organisations to continue to plan their engagement activities for the coming year.

We continue to approach each organisation associated with the Project Board (please see the logos at the top of this update for a full list), to discuss how engagement arrangements will be funded further into the future.

We will carry out further engagement with the public before any final decisions are made regarding a new model.

## **The Timescale**

We are fully committed to engaging further. However, there may be a delay before this engagement can take place. This is because there are a number of organisations that we need to consult regarding funding. We are also prohibited from carrying out many engagement activities around the time of a general election.

We will provide further updates as the project progresses, however, should you have any queries or concerns you can contact Dr Karen Scholes, who will be leading the project via:

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