



**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 1 September 2014

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, have had conversations with many service receiver, carer and voluntary organisations throughout Derbyshire about how we can improve our engagement with service receivers and carers. In addition, Springfield have received 123 responses from the survey about engagement in mental health and facilitated a stakeholder event on 23 June 2014 at Belper Town Football Club with over 110 attendees. We are delighted that so many people have chosen to get involved.

We would like to thank all of you who have given your time to be involved.

Springfield have now completed their report based on the feedback from all stakeholders on what is working well and what is not working so well in Derbyshire. This report can be found on the Hardwick CCG website at:

<http://www.hardwickccg.nhs.uk/resources/uploads/files/Phase%201%20report%20final.pdf>

Based on their consultation with all stakeholders, and examples of good practice across the rest of country, Springfield will soon be providing us with a number of recommendations for how we can strengthen and develop service receiver and carer engagement for mental health in Derbyshire.

The feedback gathered from the conversations, survey and stakeholder event have been analysed by Springfield Consultancy and a number of themes have emerged. These themes will be used as the criteria to judge the suitability of the recommendations that Springfield provide, to ensure that the feedback that you have provided will directly inform the future. We will also be looking at each of the recommendations to see how they support us in achieving the objectives set out the beginning of this update.

Once the Project Board have considered the recommendations we will approach each organisation to discuss how future engagement arrangements will be funded.

We will then carry out further engagement before any final decisions are made.

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. In addition, the use of information technology will be likely to be a part (but only a part) of any future model of engagement. When Springfield carried out the survey, online technology/alternatives to face-to-face engagement came out on top in the meta-analysis of survey data for “how would you like involvement to work in the future?”. We will be looking closely at this issue and going back to each organisation to find out what technology is in place at present that could support engagement activities. This will also take us some time to carry out.

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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