

Involving service users and carers in the selection of new mental health and learning disability providers

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This is our story

- Contract for mental health and learning disability services was coming to end
- Great opportunity to transform services to:
 - Ensure that the patient voice and patient experience was right at the heart of the new service
 - Involved service users and carers throughout the whole commissioning process.



Service users and others were central

Engaged extensively with patients, service users, carers, GPs, providers, voluntary organisations and other partners to understand:

- ☒ what worked well
- ☒ what needed improving
- ☒ what needed changing



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How we used what we were told

- Improvements needed

Strategy

- Suggestions for services

Models

- What was important

Outcomes



Next steps

Establish stakeholder panels

Involve service users, carers and others

Procurement



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Instilling belief

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Preparing for stakeholder panels

- Independent facilitator
- Agreed training plans and training sessions with the commissioners
- Planned and organised training/preparation session
- Held the sessions



Preparing panel members for meetings with providers

- Understanding of process
- Knowledge of what was expected
- Skills to be an effective representative panel member



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Let's eat cake!

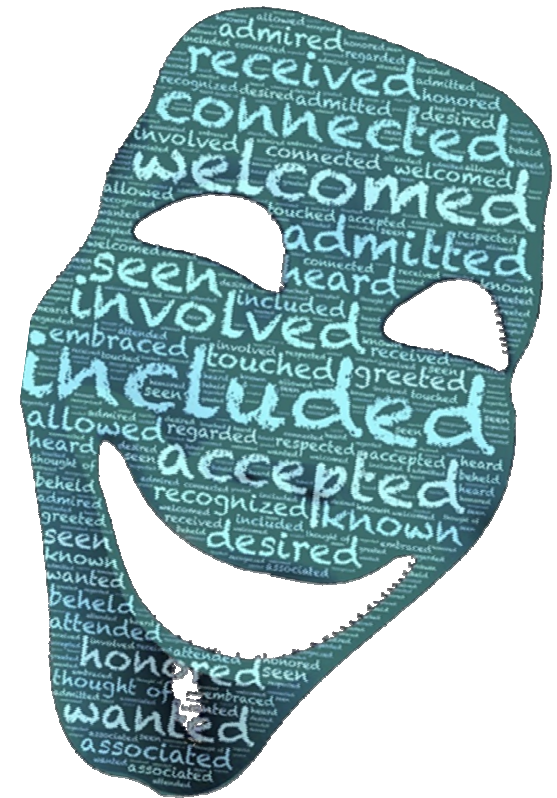


Service user and carer experience

- Commissioners provided background information
- Stakeholder panel members:-
 - developed questions on patient experience
 - agreed what a 'good' answer looked like
- Reassurance
 - training books for recapping
 - opportunity to opt out and ask questions



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I really am glad that service users are given a voice and very much appreciate the opportunities to be heard, it means a lot to me having used the service for quite a while now, that the negatives in the mental health service will hopefully be ironed out and a much more safe and positive service will be formed.

I really liked the idea of getting people to be more aware of others opinions/views. Describing what our favourite things were and sharing it as a group made it clear that we are all very different. It was a fun way to make people realise such an important factor in working with each other.

I think we really bonded as a group - almost as a team, in the very short time we were together. Mutual respect was clear but we also felt able to express different views robustly. We also felt that our questions had been effective and that we had been able to add some real value to the process.

feedback



Service users and carers in control



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- Recap to instil confidence
- Meeting the providers
- Having control
- Scoring criteria
- Ensuring legalities of procurement



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Service users and carers make the decision

- Initial scores and rationale
- Score by consensus
- Responsibilities and confidentiality

trust yourself



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Reflections

- Preferred bidder selected
- Informed panel members of the decision at the earliest opportunity
- Gather feedback and key learning points



Filming for the video



I think the main thing was that as a service user I felt valued as I was involved with the process. As service users we are the ones using the service or who have used the service that the potential providers will be delivering, it really affects us as to who is providing it. I personally very much appreciated being part of the process.

We were really impressed how passionate the providers were about the services they provide now and how they want to provide something similar in Bedford.

As a carer, I was overwhelmed by the enthusiasm and ardent passion portrayed by all the participants, to try and help improve Mental Health in this area.

I sensed overall enthusiasm was due to how well the evaluation process had gone and that people truly welcomed the involvement they'd had. In part this also flowed from the CCG emphasis on the independent decision making role of the panel members – people welcomed the responsibility they were given.



Life after the stakeholder panels

- New provider continues to work with stakeholder panel members
- Service users and carers continue to influence mental health and learning disability services



Continuing to involve service users
and carers



Ben's reaction on hearing BCCG had been short-listed for award

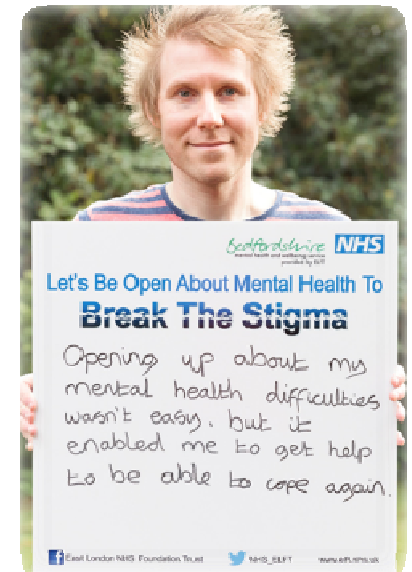
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"I was so grateful to be on the service user panel ...

You all did a great piece of work and being shortlisted for the award is a fantastic achievement. It personally has made a huge difference to my life, getting involved with services and all the things that have come from it, mainly the Break The Stigma Project. It wouldn't have happened if the BCCG hadn't had that patient engagement process. To have the opportunity to get involved with ELFT afterwards has been great, and it comes down to all of you who helped and supported me and other service users in getting involved"



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