



North of England
Commissioning Support



Deciding Together

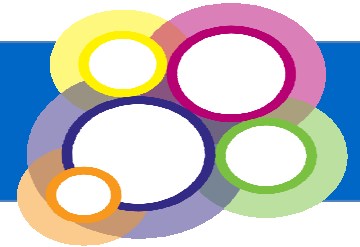
Commissioning for Patient
Experience

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Involvement Officer

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Summary



- NECS delivered a high profile listening exercise on specialist mental health services in Newcastle and Gateshead
 - Took place between November 2014 and February 2015
 - Listening exercise was called 'Deciding Together: developing a new vision for mental health services'



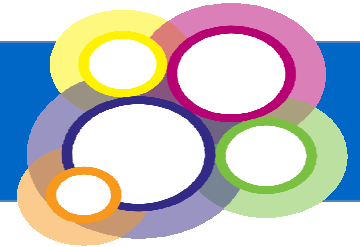
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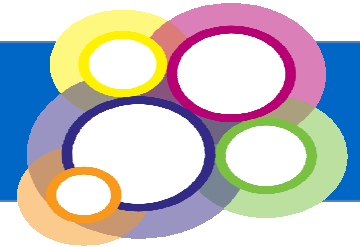
Summary



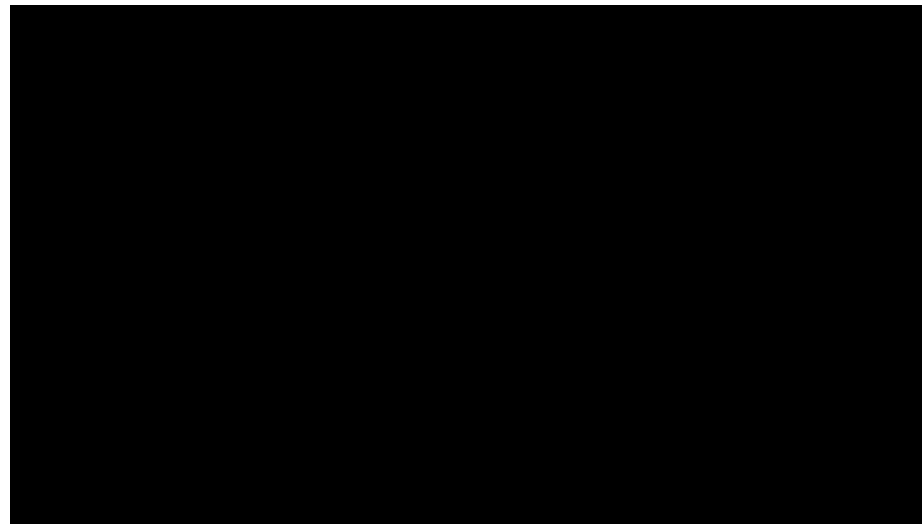
- Recognised there are significant challenges around NHS funding we organised two participatory events called 'how to spend the mental health pound'
- This was the first time the NHS in the UK had used participatory budgeting for mental health



Our purpose



- From Dr Guy Pilkington, GP and chair for NHS Newcastle Gateshead CCG



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Objectives



- Ensure co-productive engagement/consultation process across all public and third sector partners
- To ensure a safe pre-engagement (listening) process to gather robust insight to inform future scenarios for change
- To ensure the listening process is carried out in a positive and non-stigmatising way which reflects the social model of disability



Planning and delivery



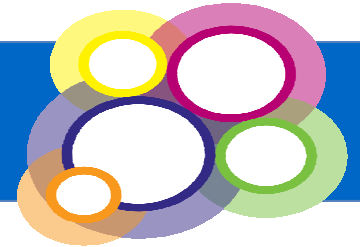
- We worked with lots of partners from public and third sector organisations as well as the mental health trust and Healthwatch



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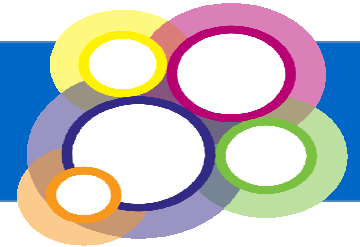
Planning and delivery



- The listening exercise included the following areas
 - Access to services and getting care urgently
 - Specialist community health services (developing services outside of hospital)
 - The current adult inpatient units in Gateshead and Newcastle, and the need to reduce bed numbers overall
 - Ensuring a place of safety – section 136 suites
 - Services for people with especially complex mental health needs
 - Services for older people including memory services (Newcastle only)
 - Transition from children's services to adult services



Strategy and tactics



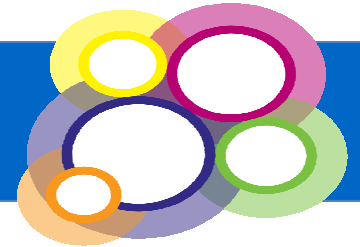
- Used a full range of communications and engagement methods including:
 - Online and paper surveys
 - Focus groups
 - Market stall events
 - Participatory budgeting events (how to spend the mental health pound)
 - Publicity including PR, newspaper wrap, dedicated website, social media, video



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The results



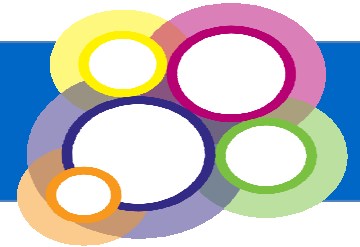
- Outputs – 342 contacts
 - 61 people attended eight focus groups
 - 90 people attended market stalls
 - 103 individuals responded to in-depth interviews
 - 7 organisations and individuals provided response by letter
 - 81 people attended participatory budgeting events



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The results



- Outcomes

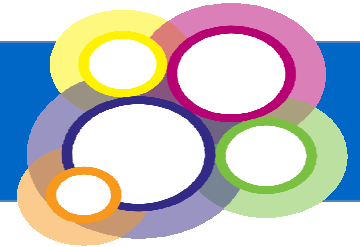
- Insight gained being used to develop scenarios for a formal NHS public consultation (this has now taken place)
- Provides the NHS with strong reassurance of legally safe engagement processes for this highly sensitive area of healthcare reconfiguration
- NECS is using participatory budgeting in other areas of healthcare commissioning, therefore increasing public participation in health decision making
- CCG is using more asset-based approaches with the third sector for engagement delivery



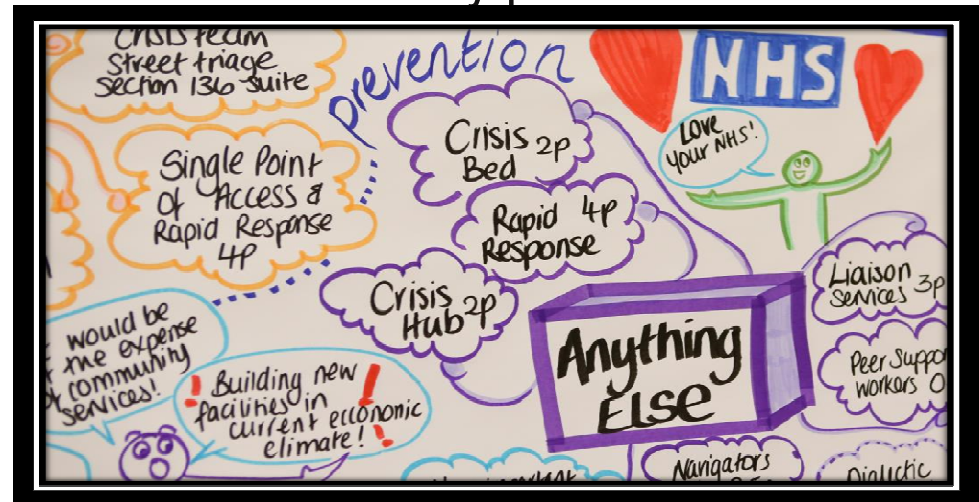
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The results



- Outcomes cont...
 - Strengthened partnership working and trust between partners, particularly between third sector and statutory partners – better mutual understanding
 - Advisory group model being rolled out into other areas of mental health reform – children and young people



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