

Richmond CCG’s response to the recommendations from Healthwatch Richmond following the Transforming Mental Health event in November 2017

The themes emerging from the discussions at the event combined with data that Healthwatch holds from other sources suggests the following recommendations for Richmond CCG’s commissioning of mental health. The CCG’s responses to the recommendations are set out in the table below.

Recommendation	CCG response
<p>1. Commission a crisis line that enables meaningful 24/7 support for patients and their carers. The crisis line should be a route to (although may not need to provide) access to care, addressing communication problems about care services and signposting to alternative care.</p>	<p>People who use mental health services and their carers have consistently told us that</p> <ul style="list-style-type: none"> • access to services needs to be simpler and easier to navigate • people want to be able to access support quicker when they are feeling unwell and avoid a crisis or admission to inpatient services. <p>As part of the CCG’s work to improve local mental health services we will be working with service providers to develop one “front door” for local services to support people to access the most appropriate care. We will be working with providers and users of services to explore the most effective way to do this and to support people to get the right service for the time they need it.</p> <p>South West London & St George’s Mental Health NHS Trust (SWLStG) has already undertaken work to improve its out of hours’ service as part of a bigger project on acute care and emergency services. This includes expanding the street triage service with mental health nurses accompanying police officers from 4 to 7 nights a week and the opening of a psychiatric decision unit providing assessment facilities which allows a longer period for assessment to avoid individuals being admitted to hospital if it not necessary.</p>
<p>2. Consider the geographic location of community based services and the accessibility of them for patients from across the borough.</p>	<p>The CCG is working with SWLStG which is currently developing plans for its estate. We will engage with users of services and their carers on how plans are progressing for the Richmond Royal site and the location of community services. This also links with developing ideas about how physical and mental health services can be provided in local areas.</p>
<p>3. Review arrangements for Community Mental Health Teams (CMHTS) and Improving Access to Psychological therapies (IAPT) with particular reference to patient feedback in relation to waiting times, communication and responsiveness,</p>	<p>One of the ways we want to improve mental health services is to make best use of the services we have in the borough. We will be working with service providers to ensure individuals can access services more quickly. This should give individuals confidence they will get the help they need without having to be within a particular service such as a</p>

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<p>discharge from acute into CMHTS and from CMHTS into other services.</p>	<p>CMHT.</p> <p>The CCG has jointly commissioned a demand and capacity review of community services with south west London CCGs and SWLStG. The review will look at the capacity of current services and identify gaps in provision. The results of the review will inform our improvement plans in Richmond and will be available in late Spring 2018.</p> <p>Richmond's IAPT service is exceeding the national targets for waiting times but we continue to work with the provider to look for ways to improve the service.</p>
<p>4. Review the gaps between improving access to psychological therapies (IAPT) and community mental health teams with a view to improving access.</p>	<p>The CCG commissions primary care liaison alongside the IAPT service. The primary care liaison service provides additional support for GP practices to enable individuals who previously would have needed support from CMHTs to be treated by their GP. The CCG is working with providers to improve the way people access services and how services can work together better.</p>
<p>5. Review the delays people have raised regarding Child and Adolescent Mental Health Services (CAMHS).</p>	<p>There is a commitment in the NHS Five Year Forward View to increasing the number of CAMHS contacts nationally. The CCG commissions <i>Off The Record</i> a local voluntary sector organisation to provide community counselling support and the waiting times can vary from 8-16 weeks from first contact to weekly counselling. There is a reduced waiting time for those who have more flexibility about attending sessions. The service can also offer the initial one-off appointment within 2 weeks.</p> <p>Specialist children and young people services are provided by SWLSTG where there is access to assessment and treatment for a range of moderate to severe mental health problems. In response to the significant delays experienced in accessing the neuro developmental assessment service, south west London CCGs have provided additional funding to reduce the waiting times for this service. The current waiting time for the service is now less than 10 weeks as compared to a 15 week wait in October 2017.</p>
<p>6. Work with other commissioners to improve prevention services for</p>	<p>CCGs across south west London are committed to prioritising children and young people's mental</p>

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<p>children and young people</p>	<p>health prevention and promotion. Richmond's transformation plan for children and young people's mental health and wellbeing sets out a range of collaborative work with other commissioners to improve prevention services. This work is primarily based on supporting schools to adopt whole school approaches to building resilience and promoting good mental health by providing access to:</p> <ul style="list-style-type: none"> • A children wellbeing practitioner service provided by SWLSTG • Digital information in schools about emotional wellbeing and mental health • An emotional wellbeing and mental health support programme to nine Richmond schools provided by the Emotional Health Service • 0-5 years children and young people improving access to psychological therapies (IAPT) evidenced based training. This will enable the Emotional Health Service to support early years practitioners with early identification and implementation of specific interventions to reduce the likelihood of future educational, social and emotional difficulties in children and young people.
<p>7. Review the provision of signposting and information for service users and improve access to signposting from GPs.</p>	<p>The CCG is working with people who use services, their carers and providers to improve and change mental health services in the borough. We do this in a number of ways e.g. working groups, one to one discussions and larger meetings such as this public forum. One of the areas being considered is that of information and communication. If you would like to find out more about how to get involved in this work please contact the group of providers working with us at Involvement@swlstg-tr.nhs.uk</p>
<p>8. Continue to place service users in the forefront of service redesign and promote successes and service changes that are achieved</p>	<p>The CCG is working with other CCGs in south west London to identify gaps in current service provision. This includes supporting people to return to the borough through local community placements where possible. We are also looking at new models of care and opportunities for commissioning services across CCGs which would not be viable for just one CCG.</p>
<p>9. Review the provision of services for people with autism and consider how appropriate services can be commissioned.</p>	<p>Patient and carer satisfaction with providers is regularly monitored at contract or clinical quality meetings. For example the monitoring of service user and carer feedback at SWLStG's clinical</p>
<p>10. Include patient reported measures of care quality in the monitoring of services</p>	<p></p>

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<p>11. Raise the wider determinants of health with council colleagues and work with them to improve access to housing and benefits advice/support for people with mental health needs.</p>	<p>quality review group.</p> <p>The council and CCG are working together to look at opportunities to improve how people access information and advice. This includes a review of preventative services and a social prescribing pilot. The social prescribing pilot supports GPs in signposting people in Richmond to services which can support with the wider issues which can impact on people's health.</p>
<p>12. Where possible be candid about where changes are being made (or cannot be made) due to funding constraints rather than due to improvements.</p>	<p>The CCG and service providers are working with local people to improve services in the borough. We are sharing and being transparent about the challenges that both health and social care face, with growing demand and a challenging financial environment. To achieve sustainable mental health services we will need to do things differently, focussing more on prevention and community services. This is also in line with what local people have told us. Where possible their preference is to be treated in the community, with better access to crisis support such as CMHTs when they need it. The overarching local health and care plan we are developing with the council, local health and care partners and local people will clearly set out the challenges and constraints we are facing in the borough.</p>
<p>13. Review the provision of therapies for older people with a view to expanding therapies provision close to home.</p>	<p>The CCG continues to work with our IAPT provider to increase access to therapies for older people and determine what the best way to do this would be such as dedicated group sessions for older people. The IAPT service provides support to a large number of people in Richmond. The wellbeing service does run sessions in local community facilities and will explore if sessions could also be held specifically in locations older people may already be attending. The CCG is looking at where physical and mental health services can be co-located in local areas.</p>
<p>14. Continue to recognise the role of the voluntary sector in promoting wellbeing and supporting people to access support early.</p>	<p>The CCG and the Council are committed to continue working with the voluntary sector in the essential work they do in supporting people to prevent, recover and maintain good mental health. People experiencing mental health problems often need a mixture of health and social care and the voluntary sector plays a key role in providing those services. The CCG is working with a group of providers to improve mental health services in Richmond and the group includes several voluntary sector organisations.</p>
<p>15. Commission services so that patients can access care more seamlessly</p>	<p>People who use services in the borough have consistently told us that they would like services</p>

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<p>across organisations to ensure consistently good care across services.</p>	<p>that work together and where they don't need to repeat their story or have several assessments. The CCG has adopted this as one of our aims when redesigning services. We want to work with providers and social care to enable this to happen more easily.</p>
<p>16. Consider equalities within all service provision.</p>	<p>When planning changes to the commissioning of services the CCG would assess the impact on equalities and health inequalities to ensure we have due regard for the potential impact of any changes on groups with protected characteristics. We understand that if we provide a service that meets the needs of people with protected characteristics we will be providing a service that works for all members of our community. There are also clear equality requirements for service providers set out in the standard NHS contract we use for all the services we commission.</p>