

**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS MEETING**

**Meeting Date:** 27 April 2016

**Title and Author of Paper:** Deciding Together – feedback from the public consultation

**Paper for Debate, Decision or Information:** Information

**Key Points to Note:**

The Deciding Together consultation has been led by Newcastle Gateshead CCG to ask for public views on different potential changes to the way specialist mental health services are arranged in Newcastle and Gateshead.

This paper provides an update on the views received as part of that consultation and the next steps.

**Outcome required:** To note

## **Deciding Together – feedback from the public consultation**

**27 April 2016**

### **Background**

Between 12<sup>th</sup> November 2015 and 12<sup>th</sup> February 2016, NTW worked in partnership with Newcastle Gateshead CCG to support a public consultation which ask for public views on different potential changes to the way specialist mental health services are arranged in Newcastle and Gateshead. This led on from an engagement and listening exercise which began in August 2014 and has been highlighted as a model of good practice both locally and nationally.

The consultation exercise was designed to understand the views of the public, service users, carers, professionals and other stakeholders. It included a series of different scenarios which enabled discussion about where different inpatient services should be located, and how community services should work to support local people.

The mechanisms used to gather feedback were:

- Focus groups
- An online survey (and paper based equivalent)
- A street survey with a representative sample of the public
- Letters, emails and other written submissions, including feedback from meetings with voluntary and community sector service providers, and
- Public consultation events

Overall 1195 responses were received. As the consultation has now closed, this paper sets out the main findings.

Although the consultation was led by the CCG, the responses were analysed by an independent company. The process has also been independently quality assured by The Consultation Institute.

### **Findings**

The full documents from the consultation, including the full feedback report and case for change are available on the CCG website.

<http://www.newcastlegatesheadccg.nhs.uk/get-involved/mental-health/deciding-together-2/>

The feedback is very extensive and any summary will inevitably miss the detail and nuance of individual responses. However, some key messages are:

- The most important basis of preference for all methods of feedback (apart from the public survey) was around reducing the impact of travelling and maintaining close

links with the community that patients are established within. For example, respondents to the consultation recognise the benefits of a new build for inpatients in Morpeth, but extra funds in the system is not a major persuader – minimising travel and maintaining links into the local community are more important.

- The provision of in-patient services in Newcastle appears to be favoured by respondents overall. However, responses through the online and paper surveys suggested that all three in-patient scenarios were favoured similarly in terms of respondents' perceptions of a scenario's ability to fully or partially meet their needs.
- A preference for provision of older peoples' services from Newcastle was given by a significant and large majority of respondents to this question.
- The need for reassurances about staffing emerged - familiar faces and relationships are valued above the premises - and the lack of reference to this in the consultation documents was commented on.
- Comments about the content of the consultation process itself featured commonly. In particular, the lack of detail provided about the community proposals meant that respondents had limited information on which to base their preferences and make an accurate choice. This was of concern to many.

### **Next steps**

The full feedback will be considered by the Newcastle and Gateshead Mental Health Programme Board at an option appraisal workshop, and the CCG Governing Body will meet in public on 24<sup>th</sup> May to consider the full Case for Change.

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**April 2016**