

Transforming Adult and Older People's Mental Health Services in Hambleton and Richmondshire

Scrutiny of Health Committee 22 September 2017

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Brent Kilmurray, Chief Operating Officer, TEWV

We came to see you in:

- **January 2017:** briefing prior to pre-consultation engagement
- **March 2017:** full committee meeting prior to consultation
- **June 2017:** briefing during the consultation period

Today: summary of the consultation and next steps after engaging with **1,381** people in total.

Our patients are at the heart of everything we do and we want to work closely with our local communities to help us achieve our goals.

Our engagement journey



Option 1

Do nothing – maintain the current inpatient provision at the Friarage Hospital and the current level of community mental health services.

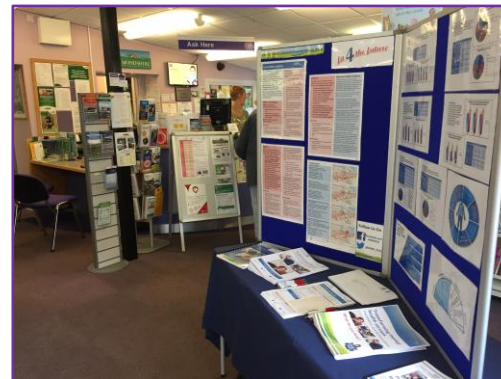
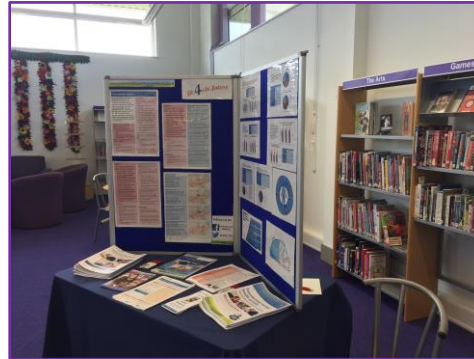
Option 2 - preferred

Enhanced community and crisis services with inpatient care provided at the nearest neighbouring hospital in either Darlington or Middlesbrough. Older patients with very severe organic mental health problems will go to Bishop Auckland General Hospital which is the nearest specialist hospital for these patients.

Option 3

Enhanced community and crisis service with inpatient care at a single site at either Darlington or Middlesbrough. Older patients with very severe organic mental health problems will go to Bishop Auckland General Hospital which is the nearest specialist hospital for these patients.

26 June 2017 – 15 September 2017



Local
MPs

Healthwatch

Carers &
families

Community
groups

Media

Patients
/service
users

CCGs &
providers

County &
District
councillors

Clinicians

NHS
staff

PPGs

Local
GPs

Charities
& forums

Town &
Parish
councillors

Jess' story

- **Personal experience**
- **Early co-production**
- **Engagement**
- **Consultation**
- **Next steps**



Engaged with
866
people

Attended
27
extra
meetings

Published
162
Social media
posts

Hosted
35
open public
events

Distributed
748
Hard copy
summaries

**Hard to reach
and engage
service users**

**Friarage
concerns**

Challenges

**Complexities
of the service**

Stigma

**Other
consultations**

**Targeted
voluntary &
community
groups**

**Released
statements &
briefings**

What we did

**Published more
accessible
information**

**Widespread
presence**

**Service user
working group**

442

questionnaires

**From our
consultation with
866 people....**

387

comments

55

**other
feedback**

Overall support

“Care in the community is most important as need their surroundings. Home comforts family & friends. Thinking of my daughter. Too many pressures.”

Travel distances and public transport

“There is no mention of public transport in the document - that is how many of our older people get around.”

Future of the Friarage Hospital

“It is closure of the Friarage by stealth!”

Proposed new TEWV mental health unit

“If you are funding into a centre at the Friarage Hospital why doesn't it have inpatient services?”

Future service model

*“Care closer to home is a good thing
but what will it look like?”*

Our learning

Expand service user group

Utilise improved Healthwatch capacity

Release accessible info earlier

More targeted consultation

Look at different methods

Addressing media inaccuracies

Next steps

Finish the analysis

Complete the report

NHS England

Northern Clinical Senate

Report to CCG Governing Body

Update Scrutiny

Thank you

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