

SUNDERLAND HEALTH AND WELLBEING BOARD

19 MARCH 2021

DEVELOPING AN ADULT MENTAL HEALTH STRATEGY FOR SUNDERLAND

Report of the Director of Contracting, Planning & Informatics, NHS Sunderland CCG

1.0 Purpose of the Report

- 1.1 The purpose of this report is to provide the Sunderland Health and Wellbeing Board with an update in relation to the recent work undertaken to develop an Adult Mental Health Strategy for Sunderland.

2.0 Background

- 2.1 As presented to the Health and Wellbeing Board in December 2020, Sunderland CCG has committed to developing an Adult Mental Health Strategy for the city. Members may recall that the strategy development was broken down into four key phases.
- 2.2 This report will provide a summary of the work concluded in phases one and two of the development and the plans in place to work through phases three and four.

3.0 Phase One – Engagement on the Scope

- 3.1 Whilst we carefully considered the scope of the strategy, we invited a wide range of stakeholders to provide feedback. We therefore held conversations with representatives from the following groups of people to work collaboratively to develop the scope. This included clinical leaders within the CCG, All Together Better Programmes, Together for Children, representatives from GP Practices, providers, CAMHS Strategic Partnership and Sunderland City Council elected members and officers.
- 3.2 The feedback received from key partners confirmed their agreement that the scope was appropriate. However, it was noted that whilst children's services were out of scope for this strategy, it was extremely important to capture the transition process from children and young people's services to adult services to ensure that this was streamlined and that the experience from a patient perspective was positive and without disruption to care. In addition, there was commitment to continue to listen to feedback through the public engagement as to whether the strategy would include or exclude children and young people's services.

4.0 Phase Two – Involving People

4.1 On 23rd November 2020, the engagement phase of the strategy development commenced. This was the beginning of a large scale engagement exercise to capture the thoughts, views and experiences of not just partner organisations but patients/service users, carers, staff working in mental health services, employers and the general public.

4.2 A suite of questionnaires were publicised covering four key cohorts:

Public survey – this survey explored public perception of mental health services, including awareness of available services and access.

Service users and carers – this survey explored experience of mental health services from a service-user and carer perspective.

Large employers – a survey was circulated to large employers in Sunderland to explore work-based mental health support.

Staff survey – this survey explored the views from people who work with the service, to understand what works and what needs improving from a staff perspective.

In addition, approximately 1,300 public paper surveys and 200 service users paper surveys (complete with reply-paid envelopes) were distributed to assisted living accommodations, care homes, food banks, refugee and asylum seeker support organisations and other voluntary and community sector organisations (VCSOs). Additional paper copies and easy-to-read versions were also made available should they have been required. In total, there were eight hundred and forty six respondents to the survey.

4.3 One-to-one interviews were held with a range of key staff to understand from their perspective; what works well, where improvements could be made and their overall thoughts of how mental health services operate. Individual interviews were held with:

- Sunderland CCG Clinical Lead
- Providers – Sunderland Counselling Service
- Providers – Washington Mind
- Providers – Cumbria, Northumberland, Tyne and Wear Mental Health FT
- Sunderland City Council – Adult Services
- Sunderland City Council – Public Health
- All Together Better
- Sunderland GP Alliance
- General Practice representatives

4.4 A number of focus groups and interviews were held with Sunderland patients, residents, and service users from VCSOs, including a specific public and a male only focus group. It was hoped that a staff focus group would also be held, however due to pressures and constraints as a result of Covid, this was

not possible, therefore staff were offered the opportunity to take part in an individual interview.

- 4.5 To maximise engagement from all members of the community and to receive a diverse wealth of feedback, VCISOs were approached to run asset-based focus groups with their service users on behalf of the CCG. Two independent focus groups were also held in response to gaps in responses from these groups. The following focus groups with eighty-six participants provided feedback:

- African Women Voices – supporting African Women in Sunderland
- Age UK Sunderland – Essence Service (x2 groups)
- Sunderland Bangladeshi International Centre (specifically covering Women's BAME)
- Becoming Visible – providing support for the deaf community
- Crest - supporting Black, Asian and Minority Ethnic (BAME) groups
- Healthwatch Sunderland volunteers
- HOPs Wellbeing service – supporting people with mental disabilities and carers
- Pregnancy and maternity – independently ran
- Race and religion – independently ran
- Sunderland People First - supporting people with autism and learning disabilities
- True Colours – LGBT support group for 16/17-year-olds (through Sunderland College)

- 4.5 The public and partner organisations were invited to provide feedback via email, public (virtual) meetings, social media, or other avenues. Where the public has commented on social media, they were offered the opportunity to email in any specific comments or participate in a 1:1 interview; these offers were not taken up.

- 4.6 It had been planned to close the engagement phase on 22nd January 2021, however following the publication of an article in the Sunderland Echo highlighting the engagement work the closing date was extended until 27th January 2021.

- 4.7 Regular briefing notes have been shared with key stakeholders to ensure they were kept abreast of the work underway and to seek assistance in publicising and encouraging participation in engagement.

- 4.8 In total 1018 members of the public, services users and carer, staff, employers, VCISO and other organisations participated in the research.

5.0 Phase Three – Review of Findings

- 5.1 In order to check the research captured, the draft report will be shared for comments and feedback. A final report will be produced after receiving this feedback.

The draft report will be shared in a number of ways:

Sharing with stakeholders - A draft report will be shared on the CCG website, and circulated to stakeholders, partner organisations, people who took part (if consented), and through social media. People will be invited to provide comments on the report and an opportunity to ask any questions they may have.

Sharing at meetings – A draft report will be shared with various groups, including the clinical leaders, All Together Better, Children's Integrated Commissioning Group, Equality, Diversity, and Inclusion Network, Sunderland Involvement Partnership, and the Patient and Public Involvement Committee.

Online feedback session – A short presentation with key findings will be shared widely, and people will have the opportunity to submit questions or comments. A list of common questions and answers will be compiled. Responses to the questions and comments raised will be shared and publicised via the CCG website.

Focus Groups - Some focus groups will be held with people from protected characteristic groups in order to sense check the research findings.

- 5.2 In addition to the substantial engagement work, we have worked with Public Health colleagues to refresh the 2019 Mental Health and Wellbeing Joint Strategic Needs Assessment. It is anticipated that the intelligence gathered from the Health Needs Assessment will support the development of the vision and content of the strategy.

6.0 Phase Four – Present and Publish the Strategy

- 6.1 Using the analysis generated from the engagement phase, work will begin to develop the content of the strategy. The key themes that have emerged from feedback will be reviewed and incorporated to ensure that the needs of the city are reflected in the strategy.
- 6.2 It is anticipated that the Mental Health Strategy for Sunderland will be published in the spring of 2021.

7.0 Recommendation

- 7.1 The Board is asked to note the content of this update for information.