

# Integrated Mental Health Services Procurement Workshop Report

July & August 2018



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## Introduction

On 25<sup>th</sup> July 2018 and 1<sup>st</sup> August 2018, Wirral Health and Care (WHCC) Commissioning hosted a workshop for members of the Adult Care and Health, and Children and Families Overview & Scrutiny Committees. The purpose of the workshop was for WHCC to engage with Members regarding the proposed 'Improving Access to Psychological Therapies' (IAPT) re-tender, and future overall Mental Health procurement exercise. This workshop was a follow up to the officer report presented to the Adult Care and Health OSC in November 2017.

## Background Information

IAPT services in Wirral are currently provided by 'Inclusion Matters Wirral (IMW)' of the South Staffordshire and Shropshire NHS Foundation Trust (recently changed to Midlands Partnership Trust), and have been since July 2015. The current contract was awarded on a three year basis with the option of up to a two year extension. IMW sub-contracts aspects of the IAPT service to Cruse UK for bereavement support, and Age UK for community counselling. A decision was made to re-commission the IAPT service at the end of the current contract, due to performance issues with the current provider; specifically relating to waiting times and quality and performance in regards to access and recovery standards.

Prior to the re-tender of this contract, this workshop was held to ensure Member feedback was incorporated into the new service specification, and to engage with Members on any issues relating to primary care mental health.

## Terms of re-commissioning

18 <sup>th</sup> June 2018 – 17 <sup>th</sup> July 2018	Public engagement via a consultation promoted through an online and social media campaign – along with posters, leaflets and newspaper articles. Over 340 responses were received in this period.
8 <sup>th</sup> August 2018	Tender document and service specification published.
8 <sup>th</sup> August 2018 – 26 <sup>th</sup> September 2018	Bidding period.
End of December 2018	Contract awarded
1 <sup>st</sup> April 2019	New contract start date

## **Members' Workshop – Summary of Discussion**

### **Access**

WHCC are keen that the new contract allows for a 'link up' of available services, and provides a focal point for support so that patients are fully informed of where they can go for help, what is available to them depending on individual need and how those services can be accessed (whether it is a primary or secondary care need). Although the new service provision is ultimately a case of ensuring the IAPT service is available and working efficiently, WHCC are keen to engage with community groups and local services across the Borough to provide a more holistic approach to mental health and emotional wellbeing.

There are national quality standards for IAPT, in relation to access and recovery times. These standards are accessed in the NHS Five Year Forward View for Mental Health and include:

- 75% of people access treatment within six weeks
- 95% of people access treatment within 18 weeks
- At least 50% of people achieve recovery across the adult age group

In recent times, WHCC advised that they are aware that people have experienced long waits to access IAPT services. These waiting times have also impacted on referrals into the service. Going forward, they are looking to ensure that a high quality and accessible is developed, which is inclusive of all members of our community and that meets national standards. WHCC also advised that the waiting list for this service has been reduced from 1800 people to 389 people to date with further reduction planned over the summer.

### **Intervention**

The new service contract will request that the provider re-assess mechanism for referral; and allow for GP referral, self-referral and friends and family to refer if necessary or helpful for the patient. Feedback from the public consultation have suggested that residents want to access services outside of their usual working hours, so WHCC are looking to include evening and weekend hours to the new service to allow more flexible accessibility.

### **Discharge**

There are a number of differences in recovery levels – Following the public consultation, residents told WHCC that they struggled with continuing support post-discharge. Although they had recovered, there was concern that patients had gone from a high level of support to being effectively left alone once discharged. WHCC are therefore aiming to ensure that discharge pathways are reviewed as part of the new service.

## Outcomes

Member Requests and Feedback	Response from Commissioners
Commissioners and providers to work more closely with Members in order to link with smaller community groups, and volunteers in their respective wards. There are different community needs, and organisations dependant on area – one size does not fit all.	Suggestion was welcomed and commissioners would welcome the opportunity to maximise links with local communities.
Members advised of the ways in which they engage with their own local communities; including attending events, e-mail requests, social media use and communication with residents.	Feedback was noted and commissioners would like to utilise mechanisms for future communications.
Development of a map of community support available across the borough	HealthWatch have been nationally awarded funding to develop and maintain a framework – WHCC are keen, however, to incorporate the huge amount of information available online and harness it into one place so that residents know where to go to advice at any level.
Members queried if BAME, LGBTQ+, Deaf and Blind residents needs were considered and accounted for.	Commissioners advised that part of the new contract specification would focus on capturing minority groups throughout the Borough. They will also be looking at how the Deaf population can access services, as BSL translation can cause issues around confidentiality.
Members suggested that the WHCC attend a future meeting of Housing Association Partnership at Wirral Council in order to build relationships with housing providers and improve access of residents utilising services.	Suggestion was noted – dates of future meetings will be provided to the Commissioners.
Members agreed that a 5 year contract was preferable over the previous 3 year contract in order to embed the service and for stabilisation. Members however did wish to clarify that there would be a 'get out' clause.	Feedback was noted
Members were keen to be updated on any potential issues relating to the transfer of staff to the new provider.	Members were informed that the transfer will be subject to TUPE guidelines. Staff moving over will also need to demonstrate NICE regulations to ensure that the team with appropriate skills are available for the new providers.

Members suggested that consideration was given to those with other illnesses (including long term conditions) who may experience mental health issues that go unnoticed by their practitioners.	WHCC advised this is part of a national initiative and will be included in the service specification. They are also looking to focus on situations where mental illness takes on a physical manifestation, and results in admissions to urgent care facilities for medically unexplained symptoms.
Members questioned the previous national scheme of community referral, or 'social prescribing' which enabled medical practitioners to refer to local, non-clinical services (e.g. local gyms).	Members were advised that there is limited evidence available to suggest the effectiveness of this scheme. There is no current scheme or budget in place to support this through the IAPT tender. However, wider links with social prescribing are being developed through this tender.

## Further workshops

This workshop was a follow up to the officer report presented to the Adult Care and Health OSC in November 2017. Although the workshop was open to both Adult Care and Health & Children and Families OSC it focused primarily on the re-commissioning of Adult services.

It was agreed at the workshop that Wirral Health and Care Commission would hold a further workshop later in the year to focus on the 'Future in Mind' programme and service redesign around the children's service – further information on this workshop will be communicated in due course.

## **Appendix 1 - Workshop Attendance**

### Members

Cllr Julie McManus (Chair)

Cllr Tom Usher (Chair)

Cllr Joe Walsh

Cllr Kate Cannon

Cllr Anita Leech

Cllr Liz Gray

Cllr Mary Jordan

### Wirral Health and Care Commissioning (WHCC)

Jo Watts

Nesta Hawker

Dr Sue Wells

Iain Stewart

### Officers

Alexandra Davidson (Scrutiny Officer)

Anna Perrett (Scrutiny Officer)