



# Improving people's experiences of services

**Alison Mohammed, Chief Operating Officer**  
**Psychosis and Schizophrenia in Adults, London, 3 June 2014**



# Overview

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- Influencing mental health services: Innovation Network taking forward recommendations from the Schizophrenia Commission
- Service users influencing the commissioning process: Co-production
- Getting feedback from people using our services: what we have found
- Taking the next steps: improving opportunities for involvement internally



# THE ABANDONED ILLNESS

A report by the Schizophrenia Commission



November 2012



# Rethink Mental Illness' Schizophrenia Commission Programme

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- Campaigning for national policy change
  - Ministerial roundtable
  - National CQUIN on physical health
- Keeping the issue prominent nationwide and in the media
  - Schizophrenia Awareness Week
- Strengthening links with clinical community and health leaders
  - Psychosis summit
- Innovation Network



# Innovation Network – who?

Lancashire Care **NHS**  
NHS Foundation Trust

Manchester Mental Health **NHS**  
and Social Care Trust

South Staffordshire and  
Shropshire Healthcare **NHS**  
NHS Foundation Trust

West London  
Mental Health **NHS**  
NHS Trust

**PRIORY**

**2gether**  
Making life better  
Foundation Trust  
For Gloucestershire **NHS**

Tees, Esk and Wear Valleys **NHS**  
NHS Foundation Trust

Leeds and York Partnership **NHS**  
NHS Foundation Trust

Derbyshire Healthcare **NHS**  
NHS Foundation Trust

East London **NHS**  
NHS Foundation Trust

South London and Maudsley **NHS**  
NHS Foundation Trust

Sussex Partnership **NHS**  
NHS Foundation Trust





# Innovation Network – what?

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- Providing therapeutic inpatient care:
  - Purposeful inpatient admission
  - Animals on wards
- Improving physical health outcomes:
  - Prevention of weight gain 1<sup>st</sup> episode psychosis
  - Smoking cessation
- Supporting people with mental illness into employment
  - Co-location of employment specialists in m/h teams
- Creating a recovery-focused workforce:
  - REFOCUS
- Transforming the secure care pathway:
  - Effective care planning
  - Peer support



# Innovation Network – how?

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- External evaluation partner (DNV GL)
- Local service user and carer involvement
- Implementation from April 2014
- Action Learning Sets
- One year and final (two year) reports
- Share learning – influence provision and commissioning



# Co-production in mental health commissioning

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- The MiC project
- Royal Borough of Kingston; Hammersmith and Fulham; Westminster; Kensington and Chelsea
- Model for co-production in commissioning with people who are seldom heard from
- Phase one evaluation report now available
- Phase two now underway





# The Model

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# What makes the model work

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- Training: champions and decision makers
- Creating a safe working space
- Working on neutral ground
- External facilitation
- Agreed scope for change and work plan
- Agreed ground rules / ways of working



# Benefits - Commissioners

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- *“Delivered a lot of the outcomes I hoped for”*
- *“Really did reach out to people who would not ‘normally’ provide feedback”*
- *“It has given the CCG a really good idea of what is going on”*
- *“Takes you beyond feed back - helps you understand how to make things better - and make the changes together”*
- *“Benefits outweigh the costs, no doubt about it”*



# Impact of co-production in our pilots

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Impact from our phase one pilots includes :

- Champions and commissioner co-developed parts of the JSNA in Kingston
- CCG will consistently involve people with lived experience in co-producing mental health services
- Kingston CCG will co-produce mental health training for GPs
- Now co-producing a peer to peer support programme for looked after young people wanting to access non-clinical support
- Young people are working with the commissioner in Hammersmith to further explore options around self referral for young people
- Co-produced key actions which will improve the experience of young people preparing to transition from CAMHS.



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**Get involved: trial our model and tool kit**  
**Email: [Leigh.Wallbank@rethink.org](mailto:Leigh.Wallbank@rethink.org)**





# Who we are

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Rethink Mental Illness is a charity that believes a better life is possible for people affected by mental illness. Since 1972 we have brought people together to support each other. We run services and support groups that change people's lives and challenge attitudes about mental illness. We support almost 60,000 people every year across England to get through crises, live independently and realise they are not alone. We give information and advice to 500,000 more and change policy for millions.



# Rethink Mental Illness as a service provider

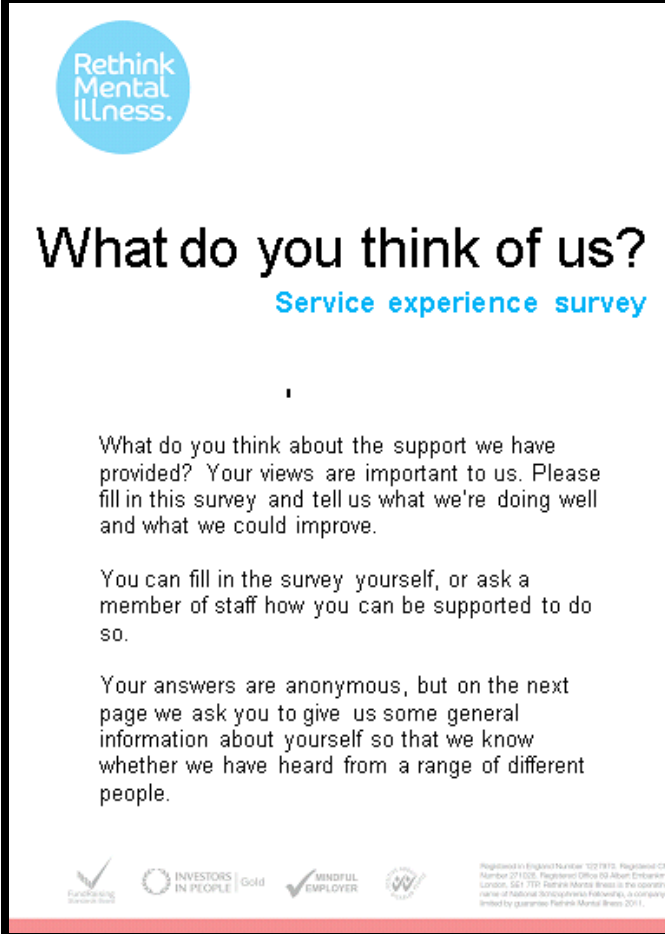
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- Advocacy
- Alternatives to admission
- Alternatives to care
- Carer support
- Community support
- Criminal justice services
- Employment and training
- Helplines
- Talking therapies
- Nursing and residential care
- Supported Housing (including tenancy support, floating support & accommodation plus)
- User Groups/Involvement
- Wellbeing services



# Feedback from people using our services

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A survey poster with a black border. At the top left is the Rethink Mental Illness logo. The main heading is "What do you think of us?" in large black font, with "Service experience survey" in smaller blue font below it. The text asks for feedback on support provided and offers options to complete the survey. It also states that answers are anonymous but general information is requested. At the bottom, there are logos for Funding Review, Investors in People Gold, Mindful Employer, and a WW logo. Small text at the bottom right provides registration details and copyright information.

Rethink  
Mental  
Illness.





## What do you think of us?

Service experience survey

What do you think about the support we have provided? Your views are important to us. Please fill in this survey and tell us what we're doing well and what we could improve.

You can fill in the survey yourself, or ask a member of staff how you can be supported to do so.

Your answers are anonymous, but on the next page we ask you to give us some general information about yourself so that we know whether we have heard from a range of different people.

Registered in England Number: 1027910. Registered Charity Number: 271028. Registered Office: 10 Abchurch Lane, London, SE1 7TF. Rethink Mental Illness is the trading name of National Schizophrenia Fellowship, a company limited by guarantee. Rethink Mental Illness 2011.





# What we ask about

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10 questions in the survey cover:

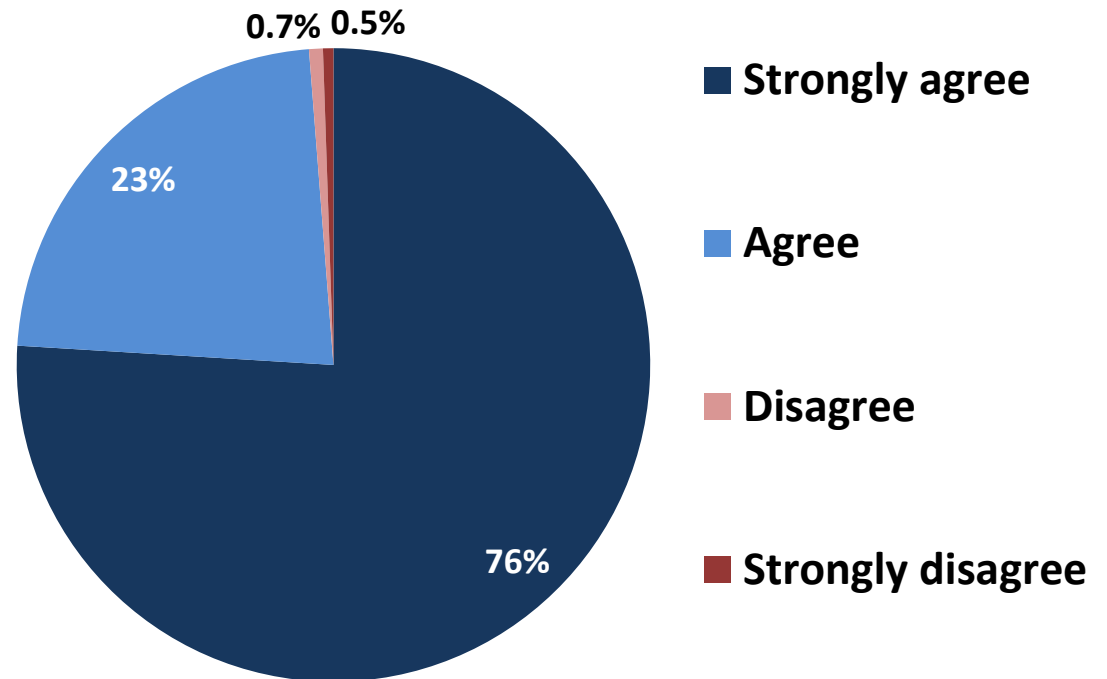
- Attitudes of staff
- Person-centeredness of the service
- Service environment
- Overall service quality



# Attitudes of staff

99% felt that they were respected and treated with dignity by staff

(n=2834)

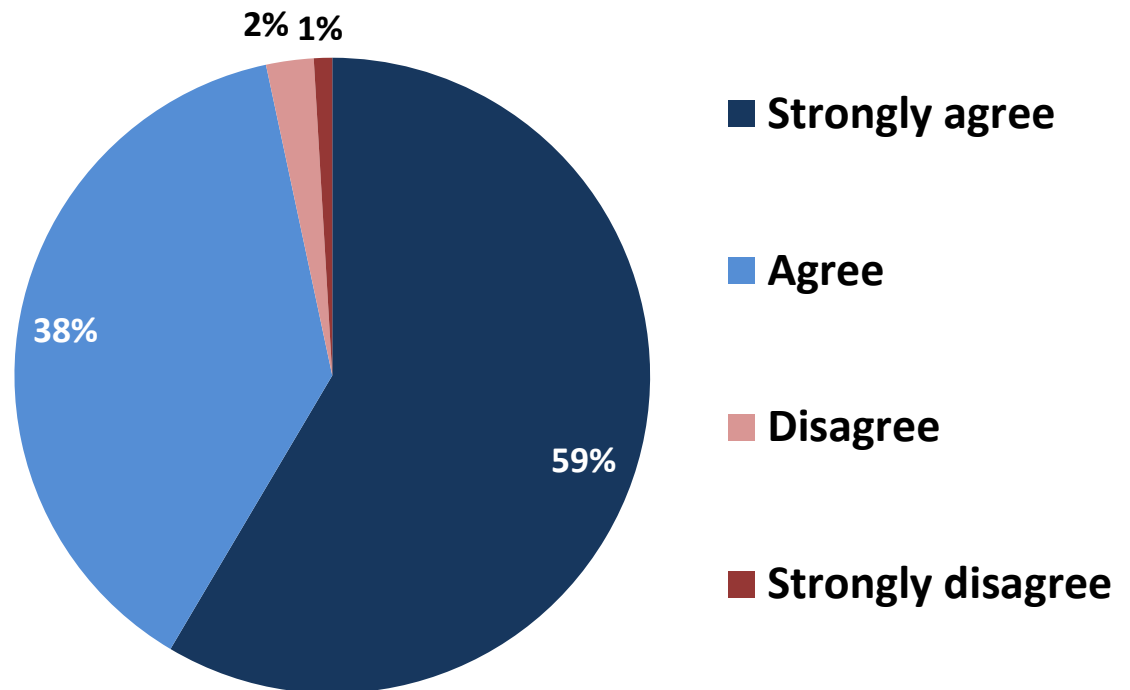




# Is the service person-centred?

97% said they had been involved in deciding on the support they had been given

(n=2687)

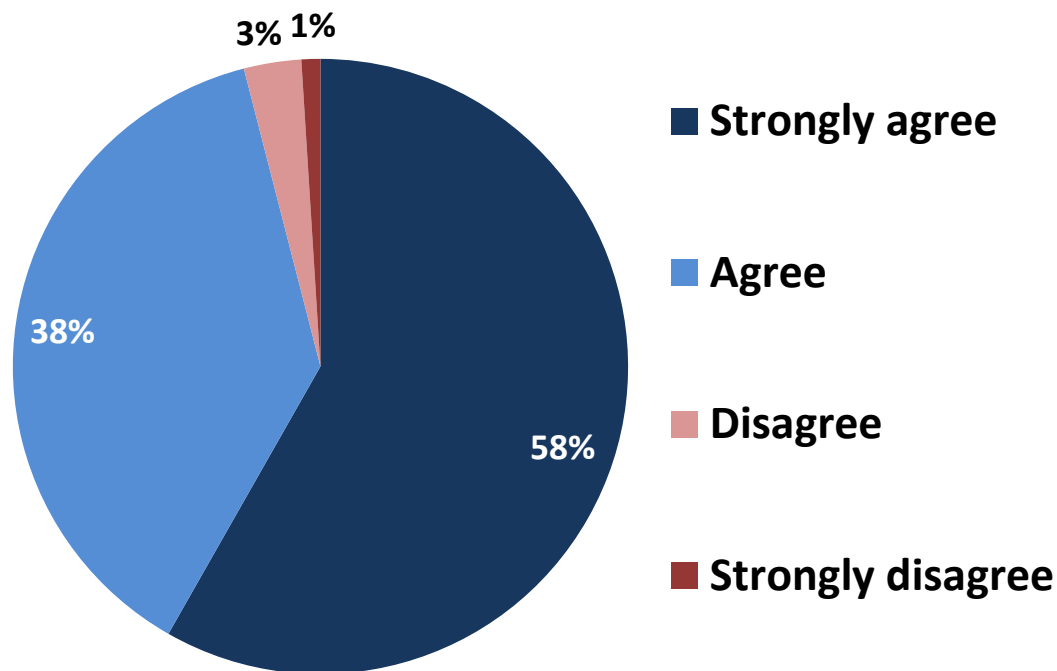




# Is the service person-centred?

96% said that the service had supported them towards achieving their goals

(n=2619)





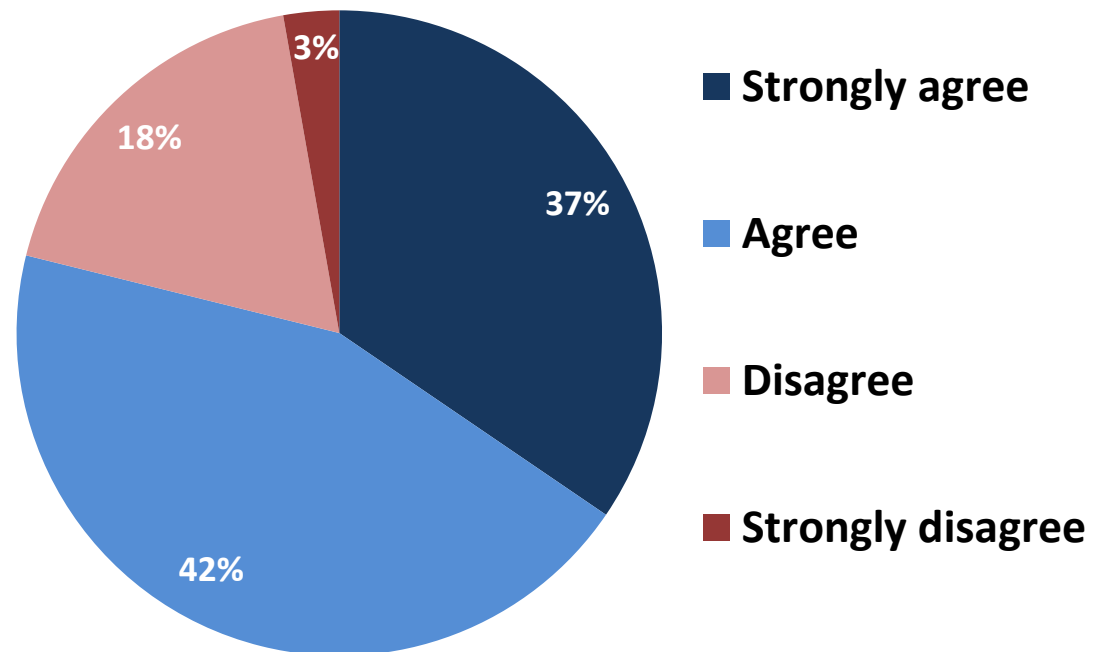
# Is the service person-centred?

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79% said that they had taken an active role to influence how the service is run –

**21% disagreed**

(n=1744)



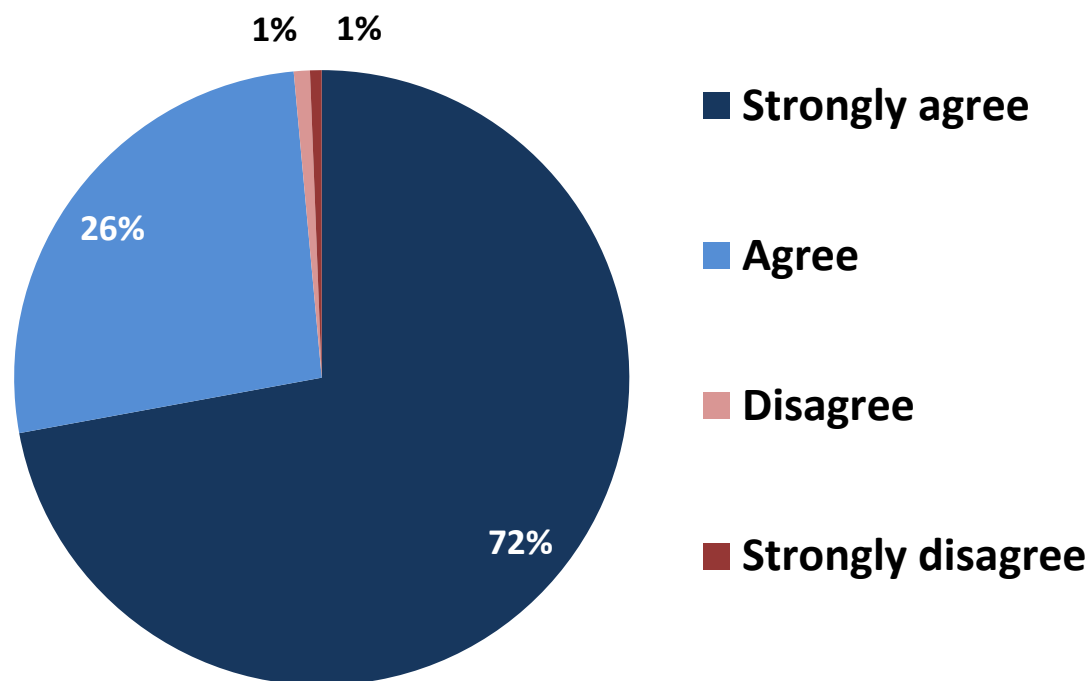


# Overall service quality

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98% would use the service again in the future if they had a similar need for support

(n=2728)





# What contributed to a general positive change?



[www.rethink.org](http://www.rethink.org)

## Share your views on: **Your Service Name**

Last year between June 2012 and May 2013 we learned from **XX** people that:

- **XX%** felt listened to by staff
- **XX%** felt that they had been supported by staff in achieving their goals
- **XX%** felt that if they had a need for similar support in the future, they would use the service again.

Help us to improve the service and know what we do well by sharing your views using the 'What do you think of us?' survey. The survey is given to you by staff when you leave the service or once a year (April/May). Your answers are anonymous.

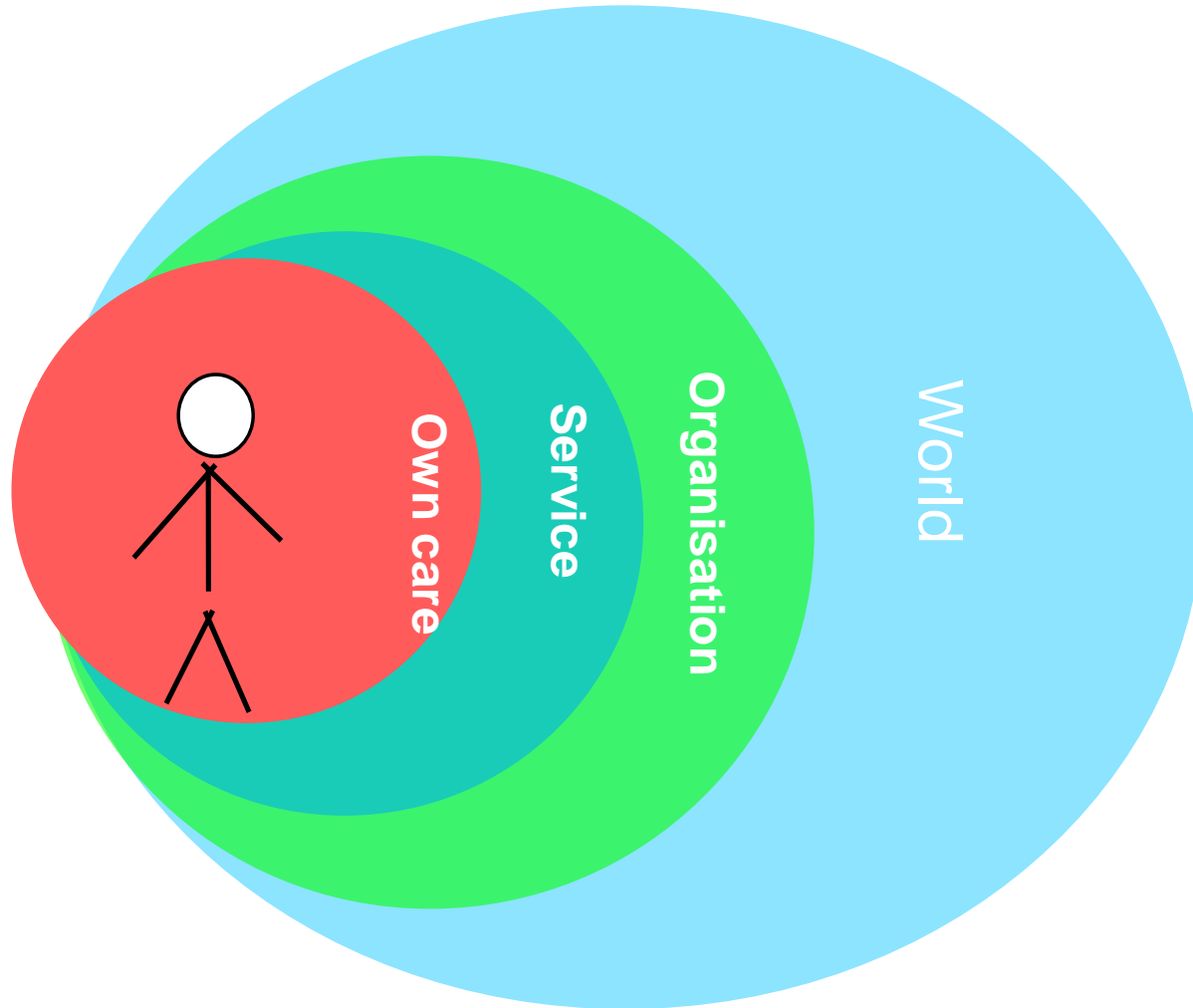
**Ask a member of staff for details.**

Recovery Program Service (2012/13), Program 1 (Healthy Homes) (2012/13), Program 1 (New 20 Shared Lives) (2012/13)  
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# Increasing involvement in our own organisation

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# Our commitment to involvement

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**At Rethink Mental Illness we believe in involving people affected by mental illness in everything we do. By working together, listening and learning from each other, we can improve people's quality of life. Together we can transform services, develop teams and create an environment with recovery and inclusion at the core. Together we are stronger.**



# Local involvement - Dorset Early Intervention Service

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Focus for annual NHS/Rethink team development day last October

Action plan:

- Devising a session rating scoring system
- Revamping our service information leaflets
- Open service development meetings (open to service users and staff)
- Developing a social networking profile.
- Creating pop up social groups



# Dorset Early Intervention Service – opportunities for involvement

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- Time to Change time to Talk event in Bridport.
- Parent/Carer exhibition Kingston Mauward College.
- Recruitment for EIP post.
- Rethink information Point Bridport Library
- Mailshot with info about the peer support group
- Taking part in training at schools and GP services



# Service user involvement - Dorset Early Intervention Service

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*Our new volunteers at Time to Talk event, Bridport*





# Further information

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