



3rd Sector Redesign

Service User Evaluation Report

June 2015



*Cambridgeshire and Peterborough
Clinical Commissioning Group*

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Introduction

The Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) are currently considering ways in which commissioned mental health services can work effectively together to provide an equitable service across the county.

The voluntary organisations currently funded by the CCG to improve people's mental health/wellbeing are: Mind in Cambridgeshire, Lifecraft, Group Therapy Centre, Red2Green, Choices Counselling, Richmond Fellowship Retain/Regain Employment Service, Relate Peterborough.

They want the NHS service in Cambridgeshire & Peterborough (known as Cambridgeshire & Peterborough Foundation Trust - CPFT) and voluntary organisations to work closely together to provide a better service.

They want the NHS service to be more aware of what the voluntary organisations listed above are offering so that when people are discharged, they continue to get support.

Brief summary of evaluation

For the purpose of this report, the SUN Network have designed a short questionnaire to capture what services are being received by those that access the service and what further support they feel would be useful to them that they are currently not able to access. We also asked for people's views on mental health services working together.

The participants were anonymous and no demographics with regards to location, age, gender etc. were gathered.

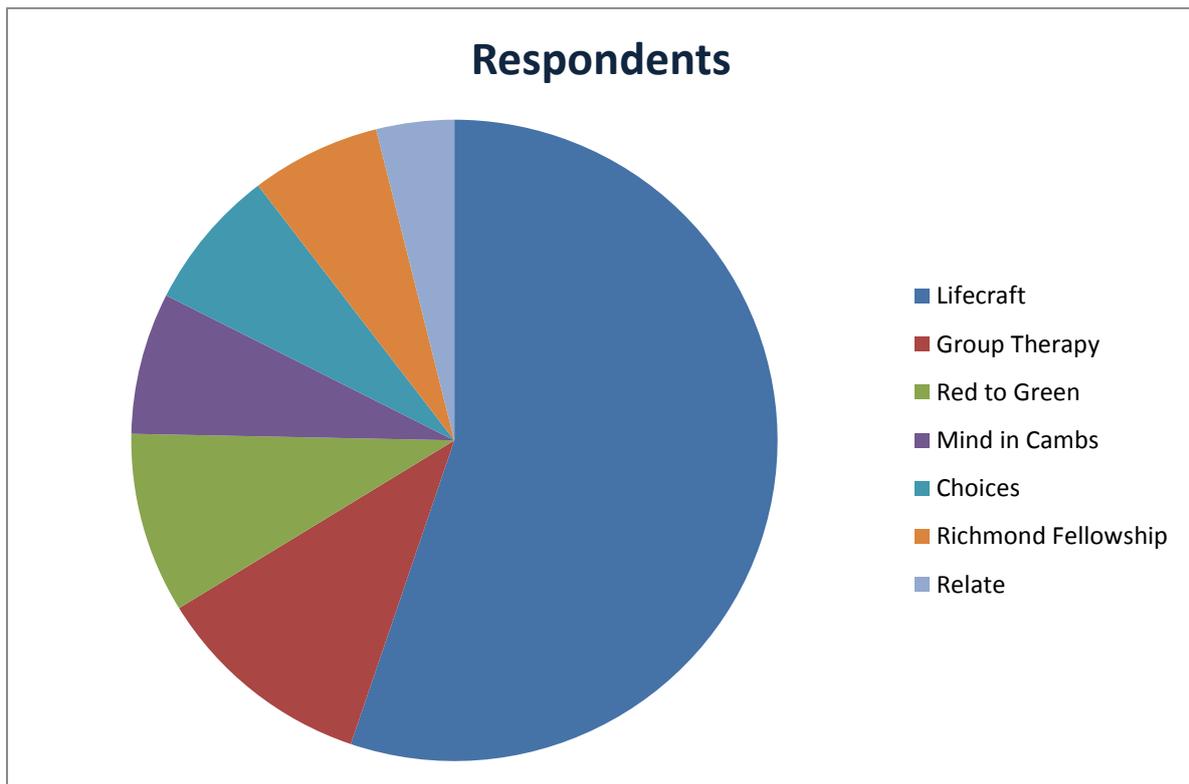
The questions were as follows:

- 🌀 What support are you currently receiving?
- 🌀 How does this improve your mental health/wellbeing
- 🌀 Do you understand what the NHS (CPFT) pathways are?
- 🌀 What other support do you need that is currently not provided by the service you currently access?
- 🌀 What are your thoughts on organisations in Cambridgeshire and Peterborough working more in partnership to provide a better service?

Evaluation

Number of responses:

The SUN Network carried out an evaluation of the seven given organisations over a period of 6 weeks between May to June 2015. In this time we received the following number of responses:



Lifecraft (counselling and Lifeline) – 85

Group Therapy – 17

Red2Green – 14

Mind in Cambridgeshire – 11

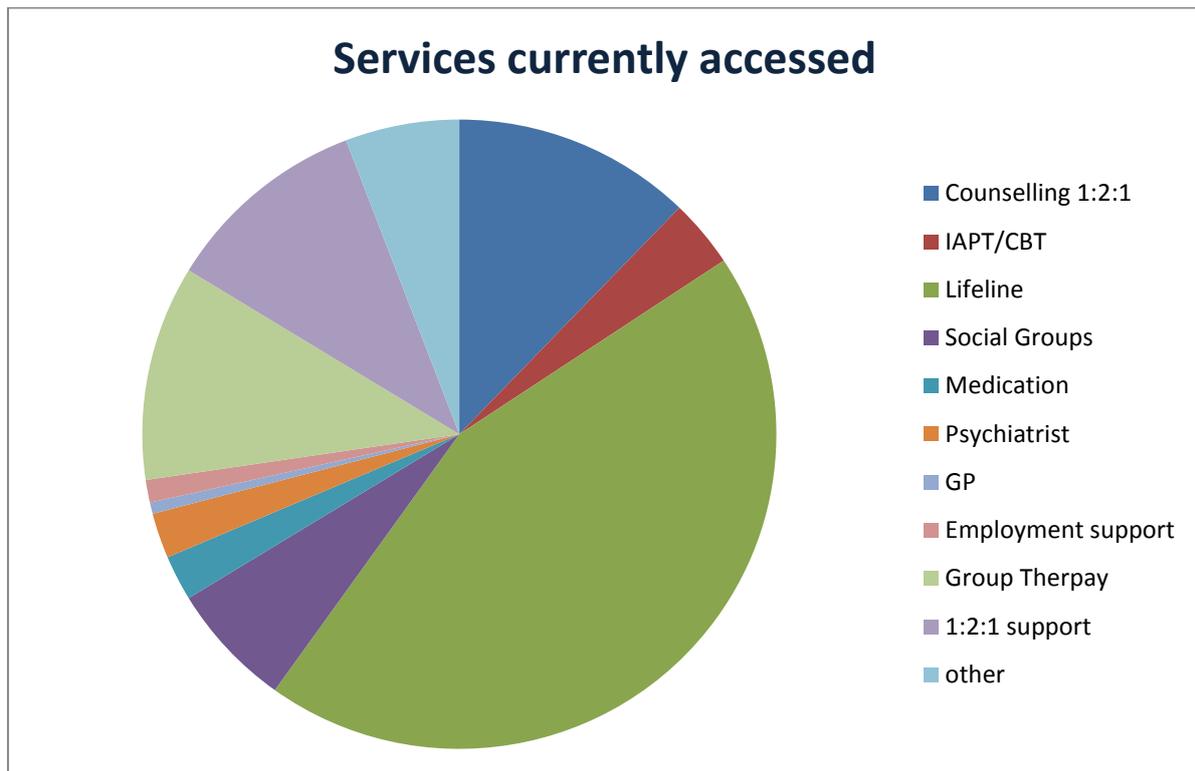
Choices Counselling – 11

Richmond Fellowship – 10

Relate Peterborough – 6

Total number of responses - 154

What support are you currently receiving?



Lifeline – 76

Counselling 1:2:1 – 21

Group Therapy – 19

1:2:1 support – 18

Social Groups – 11

IAPT/CBT – 6

Medication – 4

Psychiatrist – 4

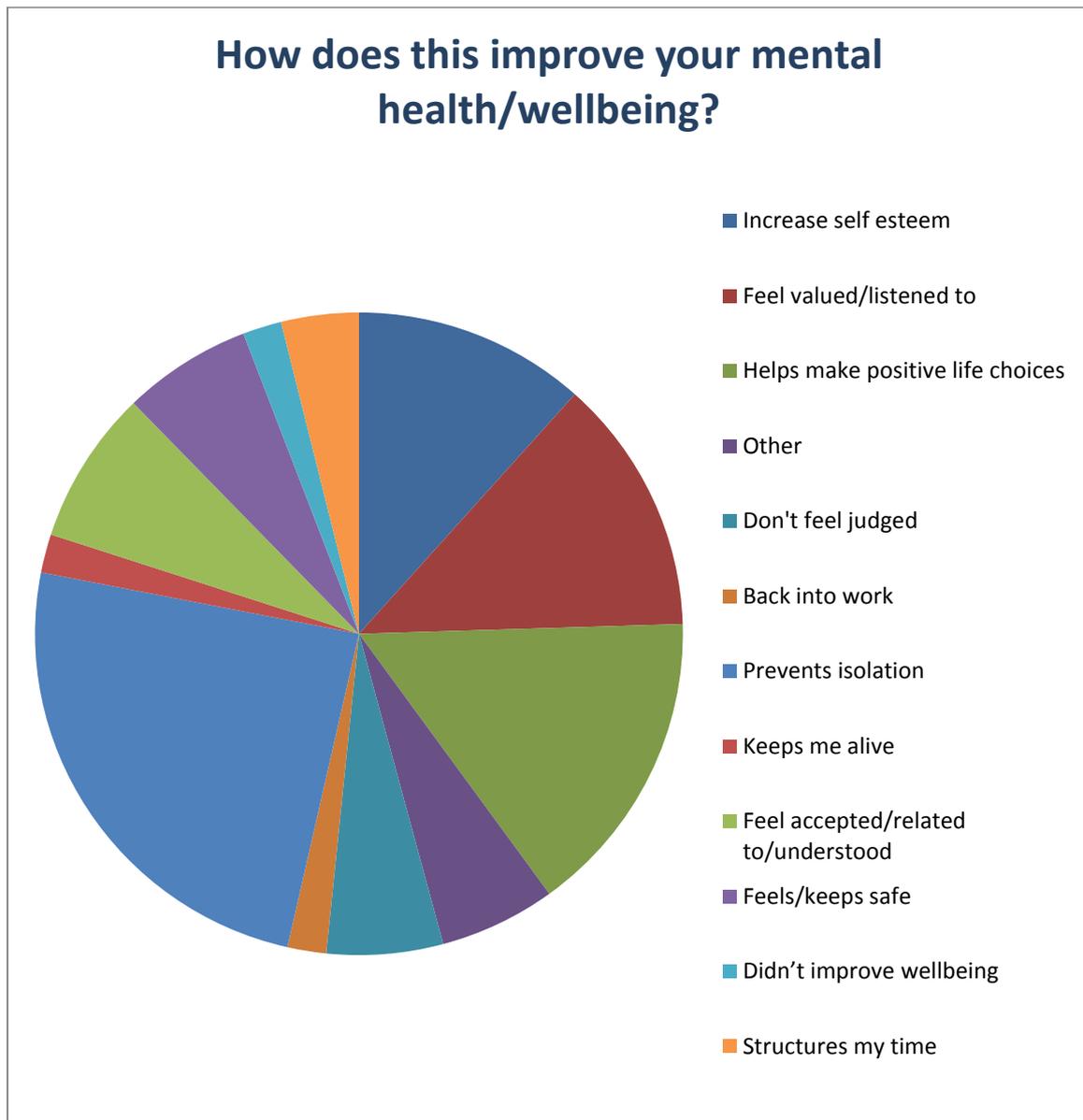
Employment assistance – 2

GP – 1

Other – 10

Total services currently accessed – 172

How does this improve your mental health/wellbeing?



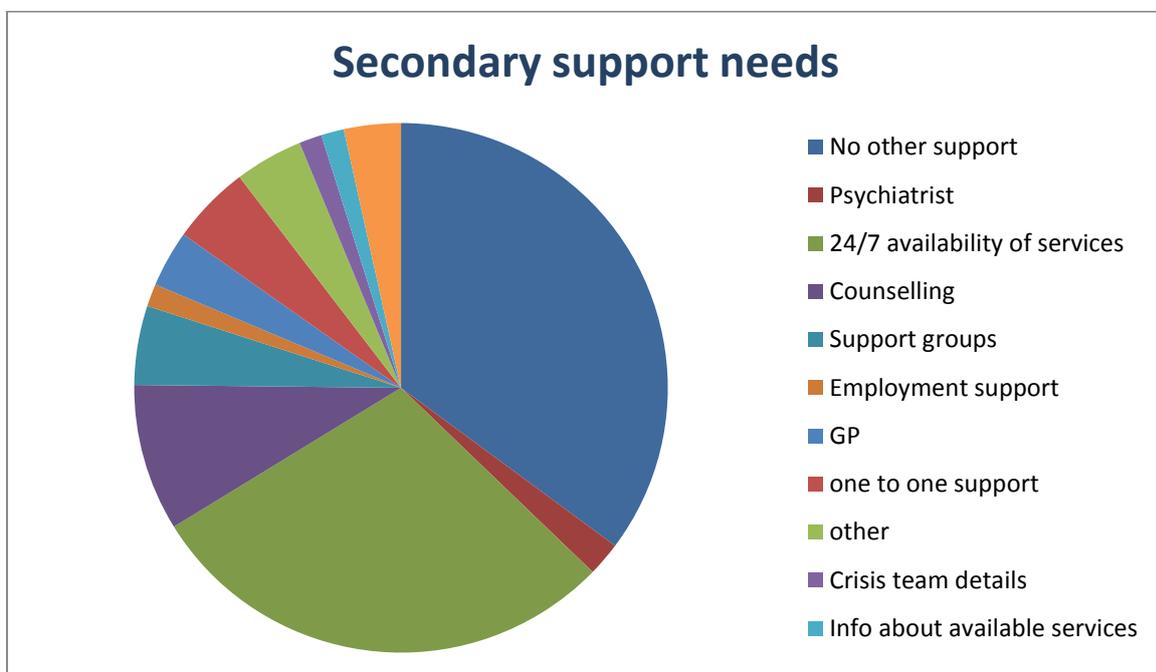
There were numerous positive impacts recorded from attending the services, with 38 respondents citing a prevention of isolation being the main impact. The majority of these were attending one or more groups provided by services. The other positive impacts were:

- Helps me make positive life choices – 24
- Makes me feel valued and listened to – 20
- Increase self esteem/confidence – 18
- Feel accepted – 12
- Feels safe/keeps me safe – 10
- Don't feel judged – 9

Helps me structure my time – 6
Keeps me alive – 3
Helped back into employment – 3
Other – 10

Only 3 of the 154 respondents (<2%) felt accessing services hadn't helped them at all.

What other support do you need that is not currently provided by the service you access?



When asked about what other support they would like alongside their current service, a third of all respondents stated that the service they accessed was enough. Nearly all of these were accessing Lifeline, and a third of those accessing Lifeline would want it to be available at different times of the day.

Other requirements were as follows:

Services to be available 24/7 – 42
Counselling – 13

Support groups – 7
One to one support – 7
Legal or financial advice – 5
Easier access to GP – 5
Psychiatrist – 3
Crisis team contact details – 2
Information about other services - 2
Other – 6

Do you understand what the NHS (CPFT) Mental Health pathways are?

Approximately 90% of respondents had never heard of the CPFT Mental Health pathways and even after reading the information supplied, either didn't understand them or didn't know how it applied to them or how they were able to access them.

Some comments from respondents were:

- ❌ How will being in a pathway help?
- ❌ Will being on a pathway prevent stigma?
- ❌ Where are they publicised? Vulnerable people are not enabled to access the information they need.
- ❌ Is this just a new labelling of existing services?
- ❌ I find it very unclear and frightening.

Are you a carer? If so, how could organisations working together help you?

Of the 52 respondents asked this question, 8 people identified themselves as carers. Their responses were as follows:

- ❌ There would be more support available to carers and more one to one.

- ✘ Assists in dialogue between services, cared for and carer. Sharing information minimises risk of duplication in support and streamlining services.
- ✘ Meet like minded people to support me dealing with the anxiety of being a carer.
- ✘ Do not feel supported.
- ✘ Knowing where to go for help and support would be easier if services worked together.

What are your thoughts on mental health services within Cambridgeshire and Peterborough working together to provide a better service?

This question produced a response with mixed feelings. Approximately 80% of respondents were keen for services to work together with the main reasons being that information could be shared and more services available equitably throughout Cambridgeshire and Peterborough.

There were concerns around waiting times, confidentiality and also budget cuts.

The NHS as a whole was regarded unfavourably with respondents feeling let down or dismissed by the system and thus turning to 3rd sector organisations for support, and not wanting to lose these services by joined up working with the NHS.

Some of the comments received were as follows:

- ✘ Joined up thinking, planning and strategy should work well as long as not too much of the budget is used up on this as frontline work is most important. Treat people earlier and make it more available to prevent in patients and crisis.
- ✘ More equitable in location is a must.
- ✘ Partnership is a good idea in theory; it always seems very hit and miss as to whether one service is aware of other services available and how to access them.

- ⊗ Something needs to change to offer more support in the community, prevention being better than cure, leaving people until they are desperate is not on.
- ⊗ I am concerned that if it gets to big, it would become impersonal.
- ⊗ My GP had no awareness of what was available to me.
- ⊗ I hope it would be free of NHS jargon.
- ⊗ My hopes are for a seamless approach to mental health for ordinary people.
- ⊗ I have major concerns over waiting times.
- ⊗ Don't like the idea, I am concerned about confidentiality.
- ⊗ It would be great if ALL services including GP's communicated well together.

Conclusion:

Overall, there was a high percentage of respondents that would like to access more than one service but felt that they weren't able to access enough/any information about what services were available to them. There was also a considered amount of respondents that felt that GPs were not informed as to what services were available and that communication between GPs and services was virtually non-existent.

There was undeniably a great amount of value placed on 3rd sector services and the support they are currently providing, with respondents expressing concerns over the culture of joined up working being 'NHS culture'; the consensus being that the NHS was not supportive.

Over 90% of the respondents had not heard of the NHS (CPFT) Mental Health pathways and even once it was explained, people were not sure what or how it applied to themselves.

Counselling was the service that was most desired with respondents concerned about current waiting lists being compounded by joined up working and becoming even longer.

The biggest requirement from respondents was that the current services be available 24/7.

There was a great deal of support from the respondents for joined up working with some very valid concerns surrounding waiting times and confidentiality highlighted.