

*People provided their personal experiences and reflections (positive and negative) on what it is like to journey through our existing service pathways, waiting times for treatment and the length of time receiving our services.*

One of our big reasons for changing community mental health services was the feedback from service users about how current service delivery feels to them. Our new service models reduce the number of times a person might be referred internally. Health and care professionals who are needed to support service users in crisis will join the existing team (whether that be Trust staff or external partners and carers) to boost the support. The individual will no longer be transferring from one team to another when developing relationships with other partners.

### Next steps

We expect the new service models to go live in March 2019. From now until then there will be lots of work on the fine detail along with a programme of staff training and development. This

will include a formal evaluation and review process, which allows us to pick up any issues early from implementation as they arise.

### Contact us

To find out more about the community redesign project, use the QR code on this leaflet to access the relevant page on our website or visit <http://bit.ly/LeedsCMH>.

If you've got questions about the community redesign project you can:

Call us: **0800 052 5790**  
(this number is for our Patient Advice and Liaison Service)

Email: [communityredesign.lypft@nhs.net](mailto:communityredesign.lypft@nhs.net)

If you want to provide feedback on our services, our Patient Advice and Liaison Service will be pleased to hear from you.

T: **0800 052 5790**

E: [pals.lypft@nhs.net](mailto:pals.lypft@nhs.net)

Or drop in to the **PALS Office** at  
**The Becklin Centre**  
**Alma Street**  
**Leeds**  
**LS9 7BE**

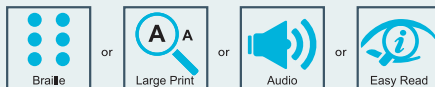
# Community Mental Health Services for Leeds

- how we're responding to your feedback



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## A thank you from Andy Weir, Chair of the Community Redesign Project Board and Deputy Chief Operating Officer:

Recently we told you about our plans to change the way we deliver community mental health by creating two distinct services – one for adults and one for older people. We asked you to tell us what you thought about our plans and promised to let you know about the feedback we got and what we are doing with it.

This leaflet briefly tells you what we heard that was important to the public and how that feedback has made a difference to our plans. There is more detail about this on our website.

I want to thank everyone who made the effort to give us their views on our proposals; whether that was by coming to a meeting, filling in a survey or contributing their experience to the process in some shape or form.

We've learned so much from this engagement and started a conversation with local people that we will certainly continue in future.

**Andy Weir**

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### Headline results

We received over 250 survey responses from people during our public engagement exercise in May and June 2018. We also spoke to over 50 people at two dedicated events in June as well as speaking to hundreds of people from other health care organisations including GP practices and third sector partners.

In short:

- 74% felt that our proposals will either make big or some improvements to our **community mental health services** overall.

- 75% felt our proposals will either make big or some improvements to **older people's services**
- 69% felt our proposals will either make big or some improvements to **working age adult services**.

To help us understand the feedback we got, we grouped it into themes. In this leaflet we've included the themes and responses which were important to you.

### What was important to you and how we're responding

*You said we need an effective system to book appointments, share information between agencies, service users and their carers and support people from different cultural backgrounds.*

We completely agree. Work is already underway to develop shared management arrangements with social care in Leeds and we will use the many good examples we already have when developing relationships with other partners.

We also want to assure you that wherever possible people have continuity of care during the transition to our new service model. We are already looking at ways we can reduce people being handed from one worker to another, as we recognise that people's support needs are complex.

*Service users, carers and partners said we needed really clear criteria for access to services. People recognised the need for our community services to be accessible seven days a week and that people are seen quickly when in crisis.*

We have not been as firm at applying our access criteria as we should have. This has led to our staff trying to fill the gaps in mental health provision across the city, resulting in inconsistencies, high caseloads and a lack of focus to some

people's care. We will aim to apply our service access criteria more rigorously and will work more closely with those partners who are better placed to support people who don't meet our criteria for specialist mental health services.

We will continue to have conversations with commissioners and partners about gaps in mental health service provision in the city and how we can all come together to address these.

*You welcomed the re-introduction of home based treatment and liked the thought of people being cared for within their own homes. But you said that home based treatment may not suit everyone and some service users like the idea of attending a 'therapeutic day service' where activities are held and they meet people*

Whilst the clinical evidence shows home-based treatment gives the best outcomes for service users, we understand it may not be best for everyone. Therefore, our intensive support service will offer support wherever that is needed.

We are talking to partners in Leeds about other options. Examples may be the use of the crisis cafés and the crisis assessment unit at the Becklin Centre. This will need to be further developed with our partners so this becomes a city-wide offer.

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