Suffolk Alliance Mental Health Programme

Team Newsletter

September
2019

easy read

This document

This document is quite long and contains lots of information. You may want to read in stages.

We have broken it up into coloured sections to make it easier.

If you need this document in a different language or format, please e-mail:

comms@suffolk.nhs.uk

This document uses Blue Words. If a word or phrase is complicated, it is written in blue text and explained in more detail.

Blue Words

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Introduction & Programme Team Update

Welcome to the first edition of the Suffolk Alliance Mental Health Transformation Newsletter.

Local Alliances includes NHS, councils and other organisations. The alliances' ambition is to improve health, wellbeing and care in their local areas.

There are 2 Alliances in Suffolk. One that covers West Suffolk and one that covers Ipswich & East Suffolk.

We know there is lots of work needed to improve our mental health and emotional wellbeing outcomes for people living in Suffolk.

To help us do this, we started something called #averydifferentconversation.

We listened to more than 4,000 people, asking them what future mental health services should look like in east and west Suffolk.

#averydifferentconversation helped us to find out lots about the mental health needs of people in Suffolk.

The learning from #averydifferentconversation helps to write the 10-year East and West Suffolk Mental Health & Emotional Wellbeing Strategy.

The strategy focuses on physical and mental health services working closer together.

The strategy also looks at making sure there is enough money given to services and the staff working in health services are well supported.

Phase **2**

It is now time to move on to the next phase of #averydifferentconversation

We now have some models for new services and want to continue to work together to get them right.

- The **right support**
- at the **right time**
- from the **right people**
- in the **right place**
- in the **right way**

We want these models to enable us to provide people with the right support, at the right time, from the right people, in the right place and in the right way.

There is now a Suffolk Alliance Mental Health Transformation Programme Team in place.

Phase **2**

The team's job is to co-ordinate the phase 2 of #averydifferentconversation.

Working in
co-production

We want to do this in co-production with our alliance partners, our co-production partners and anyone else who is interested to help improve things for the future.

Our alliance partners are:

Suffolk GP Federation

NHS East Suffolk and North Essex NHS Foundation Trust

NHS West Suffolk Clinical Commissioning Group

NHS Norfolk and Suffolk NHS Foundation Trust

Suffolk County Council

Our co-production partners are:

Ace Anglia

Suffolk Family Carers Living Fuller Lives

Suffolk Parent Carer Network

Suffolk user forum

Phase 2 will focus on turning the strategy into reality.

The plan is to design and create services for people living in east & west Suffolk. These will include both children's and adult services.

This services will be ready to start from September 2020. This is in about a year's time.

Section 2.
Regular newsletter

Now the team is up and running we want to use this newsletter to provide regular updates about this work.

We will use this newsletter to share highlights from our 4 priority areas.

The 4 priority areas are:

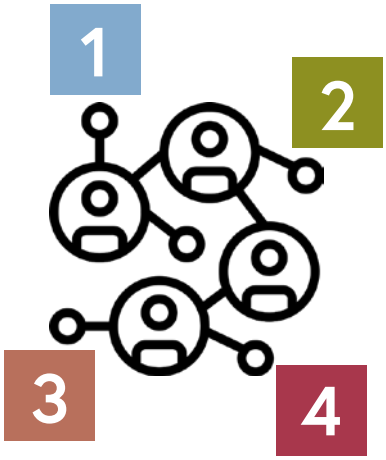
Priority 1
Children, Young People & Families Model

Priority 2
Community Model

Priority 3
Crisis Model

Priority 4
Learning Disabilities & Autism Model

We will also use this newsletter to tell you about the things you can get involved in.



The team will work across all of the priorities to make sure they work well together.

Since July, we have been working with alliance and co-production partners to agree when new services should start.

Together, we have worked on creating a high-level model in each of our 4 priority areas.

A high-level model looks at the whole system and the overall goals we want to acheive.

These models will be the starting point before we develop more detailed plans.

The plans will show how the system will meet people's mental and physical health needs.

The team presented the high-level models to alliance partners on 20th September.

Section 3.
Meet the team

Lizzie Mapplebeck Programme Director

Gemma Wixley Programme Support Manager

Rebecca Pulford Clinical and Governance Lead

Rachael Beard Head of Workforce

Hannah Sullivan Governance and Risk Lead

Katie Sargeant Co-production Lead

Emma Reader Informatics and IT Systems Lead

Charlie Davies Finance Lead

Anna Whatling Finance Lead

Stan Bloor Data Lead

Priority 1

Children, Young People & Families Model

The objective of the Children, Young People and Families Model is to have a joined up and system wide approach.

Our goal is that all children and young people (0-25 years) will have good mental health and wellbeing.

We want to help all children and young people to lead good and meaningful lives.

We want a system that listens to the person's voice at each stage of their support.

The model will offer more choice and decisions about support will be shared.

The re-design steering group has been meeting every 2 weeks to develop the model.

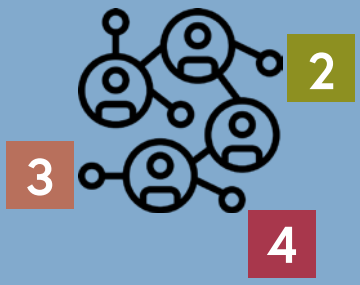
Priority 1

The group have developed an engagement survey to ask for people's feedback and ideas.

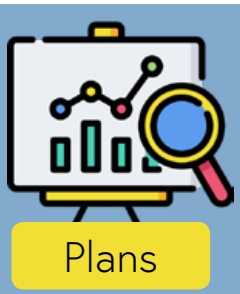
The other current areas of focus are:

Capacity

Meeting the needs of people in Suffolk



Links with the other priorities



Plans

Workforce planning

Engagement with the workforce

Priority 2
Community Model

The Community Priority will offer mental health support from a GP and in the community.

This will make support more accessible to patients, families, carers and professionals.

This will mean people with mental and physical health conditions can get better support.

GP practices will be given support so that they can offer the right support, from the right person, at the right time.

These teams might include a:

The model works for children, young people and adults across east & west Suffolk.

There will be support to help people to stay well, as well as working with people who have a more serious mental illness.

This will include a short treatment, group sessions, phone calls and support to get involved in your community.

Support in the **community**

People who need support for longer, or need specialist support, will be able to access this in community settings.

Children, young people and families will also be able to access support through schools or colleges.

Priority 2

The Community Model group met in August to talk about the different ways services could offer mental health support in the community.

We are holding working sessions between alliance partners to develop our draft model.

NHS
East London
NHS Foundation Trust
NHS
City and Hackney
Clinical Commissioning Group

Members of the group are also going to visit two NHS services in London.

The visit will help us to share ideas and look at good ways of doing things.

We presented the models to alliance partners at a meeting on 20th September.

Priority 3
Crisis Model

This project will deliver the crisis element of the local strategy.

The model will support people of all ages.

It will offer a single point of access.

The service will provide engaging signposting and time for listening.

People can refer themselves, or can be referred by their family, their carers or professionals.

The model will be a supportive system helping staff to be confident in their roles.

There will be 1 assessment with people so they do not have to repeat their story.

A meeting took place in September which looked at the Police Triage Service and how it will fit in with the new Crisis Model in the future.

Organisations at the meeting:

NHS Clinical Commissiong Groups

NHS Norfolk and Suffolk NHS Foundation Trust

SUFFOLK CONSTABULARY

The Police Triage Service is a service that provides advice to police officers who are working with people with possible mental health problems.

Following the meeting, Suffolk Police have promised to fund the service for the next 3 years.

Priority 4
Learning Disabilities & Autism Model:

The objective of the Learning Disability and Autism priority is to co-produce person centered and community based care.

We want the model to provide good quality, skilled care for people who cannot have their needs met through mainstream services.

The model looks to reduce health inequalities.

Health inequalities are unfair, unacceptable and avoidable differences in the health of people or groups of people.

We will do this by making sure people are offered reasonable adjustments.

Reasonable adjustments means doing things differently to meet someone's needs. This could be things like easy-read information or making sure there is a ramp for a wheelchair user.

The model focuses on the key things from Transforming Care.

Transforming Care is all about improving health and care services so that more people can live in the community, with the right support, and close to home.

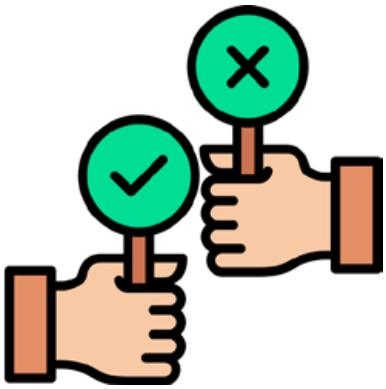
The model also includes things that are important in the NHS Long Term Plan.

The NHS Long Term Plan is a plan that sets important goals and ambitions for NHS over the next 10 years.

Click here to find out more information about Transforming Care.

Click here to find out more information about the NHS Long Term Plan.

Section 8. **Decisions that have already been made**



Some decisions have already been made.

Money for **mental health services**

We have successfully secured additional money to extend psychiatric liaison services in east and west Suffolk.

Psychiatric liaison services help people when they are mentally ill. They make sure people get a mental health assessment and quickly get the help they need.

This also gives us the chance to design better ways of providing mental health support in our hospitals.

We have agreed to work together as alliances to develop the models, using people's skills and knowledge to make things better.

This includes working with service users, their families and carers at all stages of the work.

Our alliance partners:

Suffolk GP Federation

NHS East Suffolk and North Essex NHS Foundation Trust

NHS West Suffolk Clinical Commissioning Group

NHS Norfolk and Suffolk NHS Foundation Trust

Suffolk County Council

Suffolk has been successful in securing money to provide some mental health services in schools.

The timeframe for all services being ready to go is September 2020.

However, some services will be ready before this.

Section 9.
Get involved

If you would like to get involved in the work taking place around these key project areas,

please email: comms@suffolk.nhs.uk

We are also keen for people to get involved in giving feedback on the high-level models so we can make any changes before we move onto the next stage.

We will be holding some drop-in sessions in the next few months to ask for your feedback.

When?

The event details will be featured in the next newsletter edition.

Where?

For more information:

Online:
ipswichandeastsuffolkccg.nhs.uk
or **westsuffolkccg.nhs.uk**

e-mail:
comms@suffolk.nhs.uk

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