

## You said, we did

### 'What matters to you?' Commissioning Intentions engagement roadshow 19/20

#### Views on adult's mental health services

You said	We did / are doing
Are the mental health services getting as much attention as medical etc needs?	Mental health services are being transformed through the NHS Long Term Plan so that an additional 380,000 adults will be able to access NICE-approved Improving Access to Psychological Therapies (IAPT). Joint Public Health & Wellbeing Strategy 2018-2021 has focus on mental health promotion, mental illness prevention and recovery throughout the life course. You can read this <a href="#">here</a>
Difficulty in getting a mental health referral from GP even when it's absolutely obvious a person is acutely mentally ill	The CCG wrote to all GPs clarifying pathways and held a number of GP mental health workshops with our mental health providers.
Improve access to mental health services, in particular counselling.	Improving access to mental health services is one of the seven key priorities of the CCG's mental health strategy. We have extended our commissioning of Primary Care Counselling and Core IAPT services to include additional partners and commission and deliver online therapy via the Big White Wall.
Access to counselling services. Challenging- time of day outside regular working hours.	

#### Views on children's mental health services

You said	We did / are doing
Are the mental health services getting as much attention as medical etc needs?	Mental health services are being transformed through the NHS Long Term Plan so that an additional 345,000 more children and young people will have access to mental health support. Wolverhampton CAMHS Local Transformation Plan (2015-2020) is about transforming mental health services for children and young people in Wolverhampton. You can read this <a href="#">here</a> Joint Public Health & Wellbeing Strategy 2018-2021 has focus on mental health promotion, mental illness prevention and recovery throughout the life course. You can read this <a href="#">here</a>

The services currently in place have waiting times too long which discourages people approaching the service and even when they do get seen they do not feel as though certain services are equipped to be able to manage their case.	We have recently undertaken a review of our Emotional Mental Health and Wellbeing service to improve services for children and young people. This review has supported the development of the new service specification for the service to be commissioned which addresses the skills staff will require to undertake the work.
Would like more support at school for mental health.	The government is funding mental health support teams who will provide early intervention on some mental health and emotional wellbeing issues, such as mild to moderate anxiety, as well as helping staff within a school or college setting to provide a 'whole school approach' to mental health and wellbeing. Initially there will be a pilot of four mental health support teams in schools in Wolverhampton which will cover 17 schools at this time. These should be fully functional in January 2021. The plan is to increase the number of schools supported using lessons learned from the initial pilot scheme.
Safety net between children's and adult's mental health services would be good.	We are looking at improving the transition between children's and adult's mental health services so that children and young people are better supported through this transition. The NHS Long Term Plan looks to increase the age of CYP services to cover up to 25 years of age and we are working with other organisations in the city to ensure that our services are able to meet this in the future.
I accessed CAMHS at GEM centre in early 2019 and have recently been told I'm too old to access the service. It felt as though as soon as I got a bit better they discharged me. Currently if I have any problems I don't know where to go.	

### Views on primary care services

You said	We did / are doing
GP reception staff can be unhelpful when trying to book an appointment	GP practices are working with their frontline staff to ensure they are offering appointments correctly. A toolkit has been produced to support practice staff in offering extended access appointments and understanding the new roles emerging in primary care.
GP doesn't offer choice appointment at referral	GPs in Wolverhampton are working to improve patient choice by discussing the different treatment options available, including patients in shared decision making and offering choice to patients.
More GP appointments- waiting times too long	GP practices are working together as part of Primary Care Networks to offer more appointments to patients on the evenings and weekends. The appointment may not be at your usual GP practice but at a practice that is working in your network. More information can be found <a href="#">here</a>
GP appointments okay, but only available during the day when I'm at work.	
Sometimes the availability of appointments is poor. The	

ability to book non urgent appointments non-existent.	
The NHS is understaffed and I feel like I'm not getting the service fast enough.	Primary Care Networks are employing healthcare professionals in new roles, such as Physician's Associates and Clinical Pharmacists, to rotate between their GP practices to ease pressure on GPs and provide patients with more access to the most suitable health professional for their need.
I once had to phone the GP practice 95 times to get an appointment, ended up being 3rd in a queue and then all appointments had gone.	Patients can book appointments, order repeat prescriptions and have consultations online which is another route to access primary care.  Extended Access campaign to increase awareness of evening and weekend appointments, new roles in primary care and online access.
People should go online and make use of their pharmacists more.	As above, we are promoting online access to patients as another route to access primary care. Frontline staff in GP practices have been trained as care navigators to signpost patients to the correct service(s) for their need. People are encouraged to visit their pharmacy first if they have minor health concerns. Pharmacists are trained in managing minor illness and can assess symptoms and either recommend the best course of treatment or simply provide reassurance when a minor illness will get better on its own.

### Views on hospital and urgent treatment centres

You said	We did / are doing
A&E waiting times too long	We are promoting the extended access opening hours at GP practices on evenings and weekends, along with the two urgent treatment centres in Wolverhampton for people who need urgent medical attention but it's not a life-threatening situation. This will hopefully reduce the number of people attending the Emergency Department and reduce waiting times for those who really need to be seen. In addition, the Urgent Treatment Centre located above A&E and the Phoenix Centre is well equipped to diagnose and deal with many of the common ailments people attend A&E for. The CCG is also working in collaboration with a range of key stakeholders to review how we can improve urgent and emergency care pathways to ensure the patient's experience and journey through the health system is as smooth as possible.
Urgent Treatment Centre - long wait to get triaged, receptionist handed over form but what if someone was	Urgent Treatment Centres provide both pre-booked same day and "walk-in" appointments, however patients and the public should be actively encouraged to use

handed a form with mental health problems	<p>the telephone or internet to contact NHS 111 first whenever an urgent care need arises. Patients who have a pre-booked appointment made by NHS 111 should be seen and treated within 30 minutes of their appointment time.</p> <p>Patients who require support to complete forms need to advise reception staff.</p> <p>In addition, the Phoenix UTC have extended their opening hours to 12 hours a day 8am, to 8pm, seven days a week, which will help manage patient demand.</p>
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### Views on digital services

You said	We did / are doing
If I had help setting up online GP appointments then I would use that.	We are working with GP practices to promote Patient Access by providing information for them to display in their waiting rooms. Patients can speak to practice staff to sign up to Patient Access and for advice on using online services.
The Patient Access App has no NHS reference to it or branding- it has made a few people I know reluctant to use it because they think it's a scam.	The Black Country and West Birmingham STP has secured funding to develop a system-wide digital app which will increase access to services for the local population. The app will be a locally NHS-branded, easily recognisable and official app which can be accessed by all.

### Views on inappropriate usage of NHS services

You said	We did / are doing
People need to stop abusing the NHS - it upsets me when people moan about the NHS	<p>Ongoing engagement with community groups to find out why they may, or may not, access certain services. Information is being given to these groups to promote NHS services and guidance on accessing the right service for their need.</p> <p>The CCG's primary care team has trained frontline staff in GP practices to care navigate and signpost patients to the correct service(s) for their need.</p>
<p>The number of people misusing ED* has increased- particularly from those who aren't from the UK</p> <p>(*Emergency Department – formally known as A&amp;E)</p>	The Refugee and Migrant Centre in Wolverhampton deliver a training programme to new arrivals into the UK which informs them about the NHS. The CCG has supported this by providing slides to include in the training programme, to inform new arrivals of the extended access appointments available with GPs on evenings and weekends.

## Views on sharing healthcare record between professionals

You said	We did / are doing
60% of respondents to the survey were happy for their healthcare record to be shared between health and social care professionals. Those unhappy for records to be shared (17%) gave the following reasons: unsafe to share information, privacy and it being unnecessary. 22% said they were unsure/would need more information.	We are providing information to patients to reassure them that processes are in place to keep their data safe when sharing information between healthcare professionals.

## General comments

You said	We did / are doing
Many people are severely disadvantaged by virtue of age, ethnicity, poverty and unfamiliarity with the workings of the NHS.	Engagement is taking place with harder to reach groups to find out their views and experiences of accessing healthcare services. The feedback we gather will be used to help inform services that are commissioned in the future.
Improve communication between hospital, GP and patient.	We're developing a shared care record that will link up data from hospitals, community services, mental health services, primary care and social care. This will mean that health professionals will have a full understanding of patients' health conditions and patients won't have to repeat their story. We are planning to give patients access to their health details via a single app for the Black Country and West Birmingham.
I have to repeat my story every time I see a new member of staff.	