

Directorate of Civic Engagement

Engagement and Communication Plan - Functional Mental Health Pathway Redesign

ACTION	BY WHOM	TIME FRAME	
PRE-CONSULTATION / DISCUSSION PHASE			
Mental Health Consultation Advisory Group in place – Functional Mental Health pathway steering sub- group formed	West Kent PCT – Head of Stakeholder Engagement; Public Liaison officer; Programme manager KMPT – communication manager; service manager MIND – Sevenoaks CEO KCC Health network ambassador	Feb 2008	
Consultation format devised, stakeholder groups identified, particularly vulnerable groups	MCAG sub - group	Feb 2008	
Consultation document and questions developed and written	KCC KMPT Service manager HN ambassador MIND WKPCT comms team Selected HN members for proof reading	March – May 2008	

Consultation document sign off	Lauretta Kavanagh, commissioner Medway PCT	May 2008											
Sevenoaks MIND commissioned to facilitate focus groups	Sevenoaks MIND	March 2008 onwards											
CONSULTATION PHASE BEGINS													
Document and questionnaire disseminated	W Kent PCT website KMPT website Sevenoaks MIND website NHS Trust staff briefings Media Health network PCT stakeholder database	July 2008											
MIND listening exercise													
<p style="text-align: center;">Listening Exercise undertaken by Sevenoaks Mind on behalf of West Kent PCT</p> <p>Meetings were attended / took place between August – October 2008. Dates of Focus Group Meetings – West Kent PCT Listening Exercise</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Invicta Advocacy</td> <td>18 August 2008</td> </tr> <tr> <td>Woodlands Villa (Platform)</td> <td>14th August 2008</td> </tr> <tr> <td>Darent House Sevenoaks</td> <td>2nd September 2008</td> </tr> <tr> <td>Carers First Tonbridge</td> <td>4th September 2008</td> </tr> <tr> <td>Maidstone</td> <td></td> </tr> </table>				Invicta Advocacy	18 August 2008	Woodlands Villa (Platform)	14 th August 2008	Darent House Sevenoaks	2 nd September 2008	Carers First Tonbridge	4 th September 2008	Maidstone	
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Carers	9 th September 2008		
Shepway Flyers (Platform) Maidstone	10 th September 2008		
Heart of the Matter (Gravesend)	10 th September 2008		
Compass House Maidstone	16 th September 2008		
Tunbridge Wells Mental Health Resource	29 th September 2008		
Reachout Group (Cranbrook)	2 nd October 2008		
Shaw Trust Tonbridge	15 th September 2008		
Maidstone Mind	2 nd September 2008		
Priority House	19 th August 2008		
Platform - Women's Group Maidstone	8 th September 2008		
Further meeting dates to be added – Please check before attending as dates may be altered Telephone 01732 459558			
Rajinder 19 th WK housing Assoc Reachout 23 rd Tun Wells MHR Southborough 24 th Blackthorn Trust Young carers 5.30 tonbridge carers first Brocklehurst 26 th 10.00 (2 nd visit) 29 th twmhr tun wells 2 nd oct Cranbrook reachout			
Information about the listening exercise had been sent round			

previously and many people had had the leaflets in this way. Information was also sent by email, and the exercise was discussed in meetings attended by service users, carers and project support workers, eg JCB and LPMG

The Focus groups lasted between 2- 3 hours with facilitator and note taker; The meetings offered the opportunity for explanation; questions and discussion; and finally the opportunity to give a consensus reply to the specific questions. It was clear that for many the opportunity to be heard in this way was a novel experience: setting specific time aside for specific topics was important to all. It was a challenge for the facilitator to ensure boundaries were kept. However, many other themes emerged in all the meetings which it was felt important to encapsulate even though not strictly relevant to the listening exercise. These are included in the report for information and as being of importance to Service Users and Carers and therefore of relevance to the PCT for future information.

However, most attendees found it difficult to take in all the information at the first hearing and therefore it was agreed that some groups would be re-visited to clarify and give an opportunity to digest the information.

Objectives

- To access focus groups to explain the listening exercise and listen to as many people's views as possible.
- Go through the consultation document and the seven questions.
- Produce report containing qualitative information and common

Methodology

The review comprised three complimentary methodologies;

- Reading and responding to the consultation document by hard copy and postal return using a freepost address.
- Viewing the consultation document and responding on-line.
- Attending a discussion and listening event organised by Sevenoaks Area Mind.

This ensured that people who could not attend the focus groups had a mechanism to submit their views.

Focus Groups – Participants and Settings

Focus groups were selected from established groups and forums within the mental health service to represent the geographical and demographical area across West Kent.

Total number of Focus Groups accessed

- 21 Groups were visited – of these 9 needed visiting twice [See problems with Methodology]

- Males 85
- Females 96
- Total Participants 181

Focus Groups by Geographical Area.

Tunbridge Wells

- Reachout in Cranbrook
- Womens Group
- Tunbridge Wells Mental Health Resource Centre.

Tonbridge.

- Shaw Trust
- Carers First
- Carers First [Young carers]

Maidstone.

- Platform – women’s group
- Platform – Shepway Flyers

<ul style="list-style-type: none">• Woodlands Villa• Mind• Blackthorn Trust• Maidstone Carers• 111 Tonbridge Road – KMPT Rehab <p>NW Kent.</p> <ul style="list-style-type: none">• D&G Mind• Heart of the Matter – BME group• Sahara Project – BME group• Rethink – men’s group. <p>Sevenoaks.</p> <ul style="list-style-type: none">• West Kent Housing – Pulse Group• Darent House – older people• Rethink [attended Tonbridge meeting.] <p>In Patient Services.</p> <ul style="list-style-type: none">• Priority House		
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GP focused questionnaire			
CONSULTATION PHASE ENDS		Oct 2008	
New West Kent NHS commissioner briefed		Oct 2008	
Collation of evidence and feedback	Sevenoaks MIND West Kent NHS	Nov – Dec 2008	
Analysis of feedback	West Kent NHS – user research team	Dec 2008	
Outcomes document/ briefing written	User research team	Dec 2008	
Outcomes document shared and sign off from NHS West Kent Commissioners	Lauretta Kavangh NHS West Kent Directors	Jan 2009	
Feedback to consultees	West Kent NHS Commissioner to all focus groups Media	Jan 2009 – Mar 2009	
Log all internal and external briefings – identify key spokespeople			
Identify and log key PCT decision making fora			
BOARD MEETING and Decision			
Share decision with all stakeholders			
Log all media and internal briefings			
Evaluation of consultation process			

