



Mental Health Acute CarePathway review Public consultation results

NHS
Dorset Clinical
Commissioning Group

June
2017





- NHS Dorset CCG commissioned the Market Research Group to assist in the view seeking process.
- We are an independent market research agency based within Bournemouth University.
- We are a full service agency, with the capability to carry out data collection and analysis for clients in need of qualitative, quantitative or desk-based research.
- We specialise in providing market and social research intelligence services for healthcare organisations, local government, heritage, tourism, arts and academic sectors and have accumulated over twenty years' worth of experience working within the public sector in particular.



- The Market Research Group designed a postal and online survey in collaboration with NHS Dorset CCG and other partners.
- Online survey web link promoted by NHS Dorset CCG on their website, Facebook page, Twitter account and in the local media.
- Paper responses were distributed at the various public drop-in sessions across Dorset throughout the consultation period and were made available at GP surgeries, Mental Health Services Offices and other NHS sites.
- Paper responses were posted back via freepost to The Market Research Group where they were logged, processed and scanned.
- All raw data from the public consultation survey was recorded anonymously and collated into one spreadsheet.
- Quantitative data analysis was performed using SPSS statistical software.
- Qualitative data was thematically analysed independently by The Market Research Group and the most common themes that emerged are highlighted throughout the report.



- Respondents were asked to provide the first part of their postcode only. For the purpose of further analysis interpreting the responses to the consultation, postcodes were allocated to one of 14 districts. Caution should be taken when interpreting districts however, due to the fact that some postcodes cross the boundary for multiple districts.
- 217 responses were collected from the *Save Our Mental Health* campaign group based in North Dorset. These responses have been collated with all other responses from the open survey. However, a number of these respondents did not provide valid responses to the quantitative questions. Only valid responses have been included in the analysis of responses, and as such, when responses have been analysed by locality, the quantitative data will only highlight those who provided valid responses. Qualitative responses to subsequent questions are included in the report and commented on as being from respondents who did not provide a response to the corresponding quantitative question.

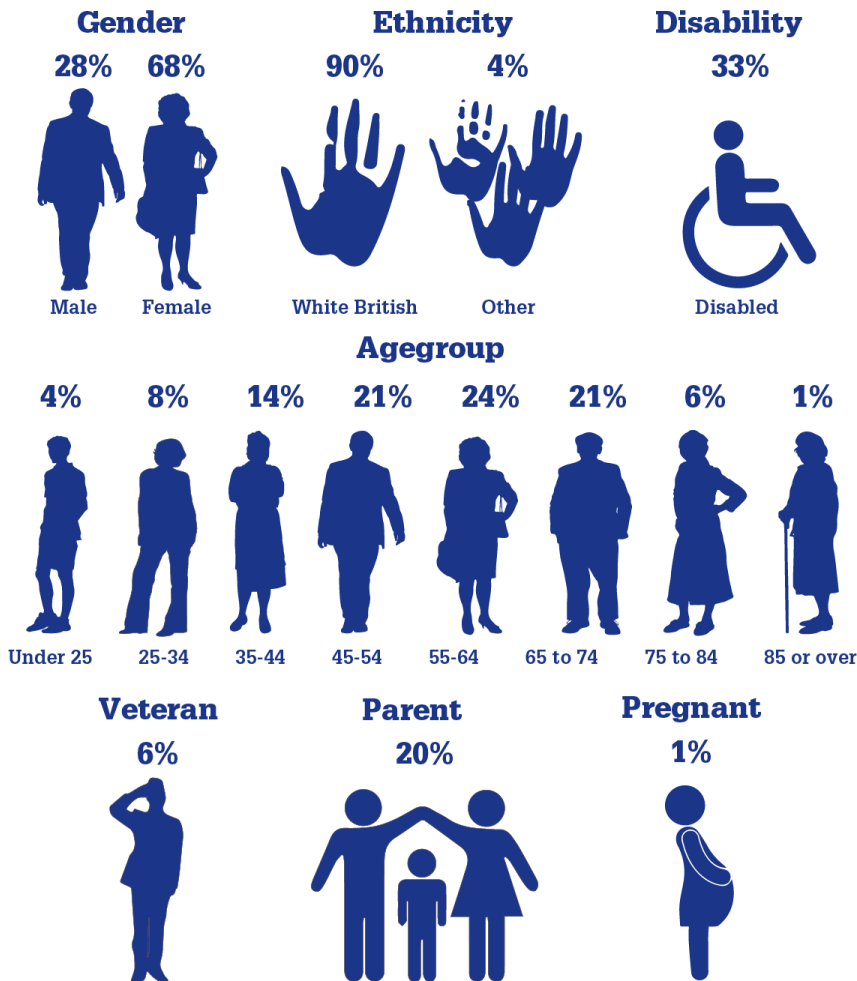
Demographics



Localities	
North Dorset	29%
West Dorset	18%
Bournemouth	13%
Poole	11%
Weymouth & Portland	10%
Christchurch	5%
East Dorset	4%
Purbeck	4%
Weymouth & Portland and West Dorset	4%
Purbeck, Poole, East Dorset	1%

Sexuality	
Heterosexual	82%
Bisexual	2%
Lesbian	1%
Gay	1%
Other	1%

1,156 individual responses to the consultation questionnaire. 623 of these were postal responses and 533 were responses to the online survey.

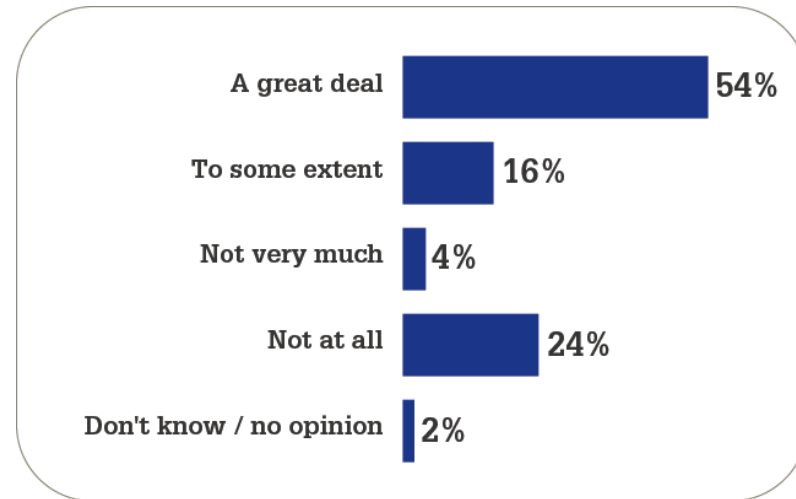


Additional inpatient beds



Q1. To what extent do you support the proposal to add beds in order to meet the demand?

70% of respondents support the proposal either 'a great deal' or 'to some extent'



- More than three-quarters of MH ACP service users, carers, workers in MH services and those who are affiliated to a MH organisation support the proposal either 'a great deal' or 'to some extent'
- High levels of support in:
 - Bournemouth
 - Christchurch
 - East Dorset
 - Poole
 - Purbeck
 - Purbeck, Poole and East Dorset
- Low levels of support in North Dorset

Support of proposal to add beds – qualitative comments



Support proposal (531)

Positive reasons (324)

- There is a shortage of beds / demand exceeds availability / they are overdue (148)
- Beds provide a safe place for vulnerable mental health patients (69)
- Reduces transfers to hospitals in other areas (59)
- Service shortages cause distress for patients (30)

Cautionary comments (207)

- Disapproval of closures in other areas of the county, especially the Linden Unit (76)
- Preference for beds to be located elsewhere in the county (63)

Do not support/ No opinion/ No answer (315)

- Locality (228), especially the lack of provision in North Dorset
- Disapproval of closures in other areas of the county, especially the Linden Unit (59)

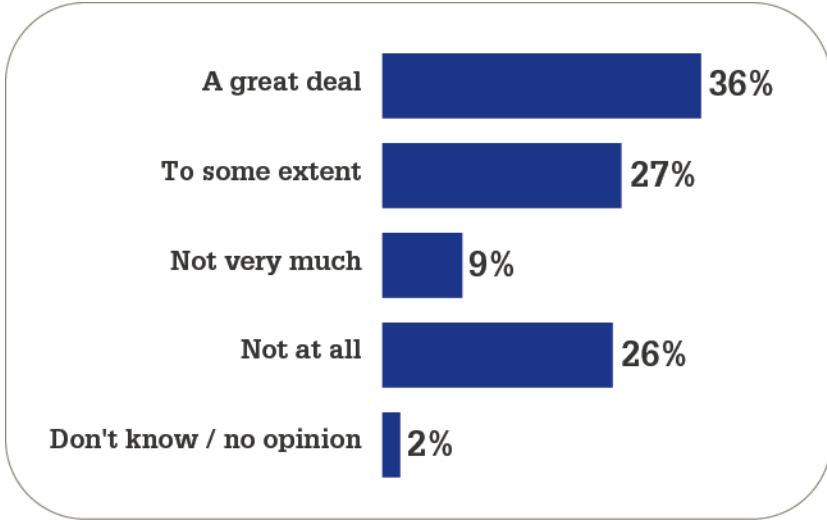


Move inpatient beds to areas of high demand



Q3. To what extent do you support the proposal to move beds to areas of high demand?

Just less than two-thirds of respondents support the proposal either 'a great deal' or 'to some extent'



- MH ACP service users most likely to support proposal 'a great deal'
- High levels of support in:
 - Bournemouth
 - Christchurch
 - East Dorset
 - Poole
 - Purbeck
 - Purbeck, Poole and East Dorset
- Low levels of support in:
 - North Dorset
 - Weymouth & Portland
 - Weymouth & Portland and West Dorset
 - West Dorset
- Support decreases with age

Support of proposal to move beds – qualitative comments



Support proposal (427)

Positive reasons (209)

- Generally a good idea (70)
- Beds are needed in areas of high demand (61)
- Reduces transfers and being placed away from family and friends (58)
- Service shortages cause distress for patients (30)

Cautionary comments (218)

- Locality of the beds and beds are also needed in other areas of the county (130)
- Concerns relating to closures in other areas of the county, especially the Linden Unit (56)

Do not support/ No opinion/ No answer (371)

- Locality of the beds (273) and beds are also needed in other areas of the county, especially North Dorset, rural areas, West Dorset, Weymouth & Portland
- Concerns relating to closures in other areas of the county, especially the Linden Unit (87)

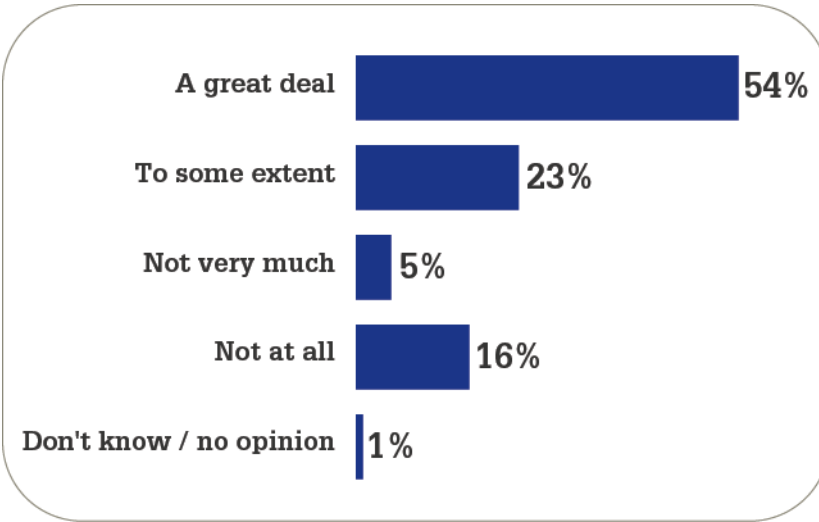


Support of creation of two Retreats



Q5. To what extent do you support the proposed creation of two Retreats?

77% of respondents support the proposal either 'a great deal' or 'to some extent'



- MH ACP service users most likely to support proposal 'a great deal'
- High levels of support in all districts, with the exception of North Dorset (very low levels of support)

Support of creation of two Retreats – qualitative comments



Support proposal (595)

Positive reasons (292)

- People with mental health problems need help, support, communication, safety and support for the family (114)
- It is generally a good idea (75)
- Good to have before situation escalates (70)
- Releases pressure on other services (33)

Cautionary comments (303)

- Need for Retreats to be located elsewhere in the county (76)
- Staffing concerns (46)
- Accessibility issues (42)
- More than two Retreats are needed (34)
- Operation hours need extending (34)

Do not support/ No opinion/ No answer (252)

- Locality of the Retreats (137) and a lack of service provision in North Dorset
- More than two Retreats are needed (38)
- Accessibility issues (20)

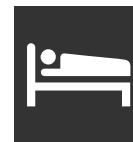
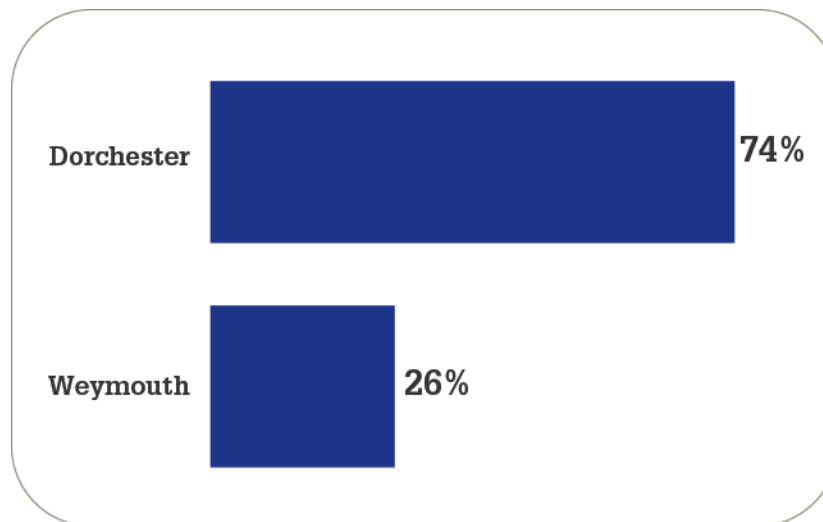


Preferred location of Retreat in the West of the county



Q7. Which of the two locations for the Retreat in the west of the county would you prefer?

Dorchester is the preferred option for a Retreat in the west of the county



Dorchester is the preferred option for all districts apart for:

- Weymouth & Portland
- Weymouth & Portland and West Dorset

Preferred location of Retreat – qualitative comments



Dorchester (458)

Positive reasons (403)

- Easier to access (333) and has better public transport options
- Closer to where respondent lives (36)
- It is a better option generally (17)

Cautionary comments (52)

- Locality (32), particularly in relation to North Dorset

Weymouth (170)

Positive reasons (161)

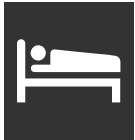
- More suitable in terms of access and population size (44)
- Mental health needs of the local population is greater than in Dorchester (41)
- It overcomes the closure of the Linden Unit (35)
- Proximity to the sea and well-being benefits (19)
- Closer to where respondent lives (17)

Cautionary comments (9)

- Need for a Retreat in both locations (6)

No answer (229)

- Locality (142), particularly the lack of services in North Dorset
- Did not know / mind (29)
- Disagree with the two locations proposed (17)
- More Retreats are needed (14)

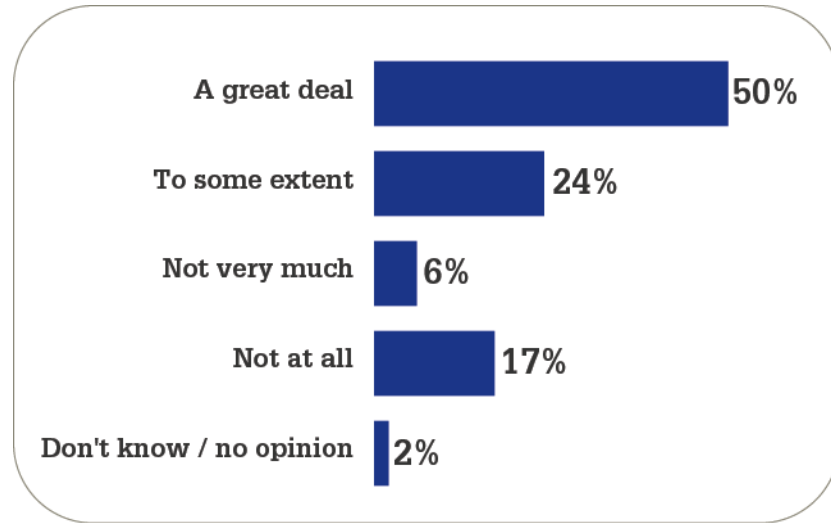


Support the proposal for Community Front Rooms



Q9. To what extent do you support the proposals for Community Front Rooms in local areas to help people who experience serious mental illness?

Three quarters of respondents support the proposal either 'a great deal' or 'to some extent'



- MH ACP service users most likely to support proposal 'a great deal'
- High levels of support in all districts, with the exception of North Dorset (low levels of support)

Support the proposal for CFRs – qualitative comments



Support proposal (574)

Positive reasons (332)

- Good to have support within easy access and in a relaxed, safe environment (100)
- Generally a good idea (99)
- Feel part of the community and able to communicate with others in a similar situation (72)
- Early intervention to avoid crisis (43)

Cautionary comments (242)

- Staffing issues and links with CMHT (69)
- Concerns about accessibility (29)
- A need for more information (28)
- Locality of the CFRs (27)
- Privacy concerns in community settings (26)
- Opening hours (24)

Do not support/ No opinion/ No answer (277)

- CFRs are not adequate for mental health sufferers (78)
- Staffing concerns (34)
- Opening hours are not adequate (33)
- Locality of the CFRs (23) are not easily accessible for those in North Dorset



Combination of Community Front Rooms and Recovery beds



Q11. What combination of Community Front Rooms and Recovery beds would you prefer?



All capacities are most in favour of seven Recovery beds and three Community Front Rooms.

All districts are most in favour of seven Recovery beds and three Community Front Rooms, although Weymouth & Portland are least likely to support this combination.

Combination of CFRs and Recovery beds qualitative comments



7 Recovery beds & 3 CFR (390)

Positive reasons (335)

- CFRs are more accessible to more people (102)
- Early intervention may reduce the need for beds (66)
- CFRs are more important (44)
- Better balance of resources in terms of location and needs (43)
- It is the NHS preferred option (40)

Cautionary comments (55)

- CFR in North Dorset needs to be located elsewhere other than Stur Newton (14)

10 Recovery beds & 2 CFR (178)

Positive reasons (152)

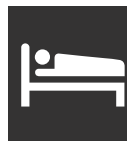
- There is a greater need for more beds than any other service (112)
- CFRs are inadequate (36)

Cautionary comments (25)

- There is a need for more CFRs and beds than what is proposed (9)

No answer (194)

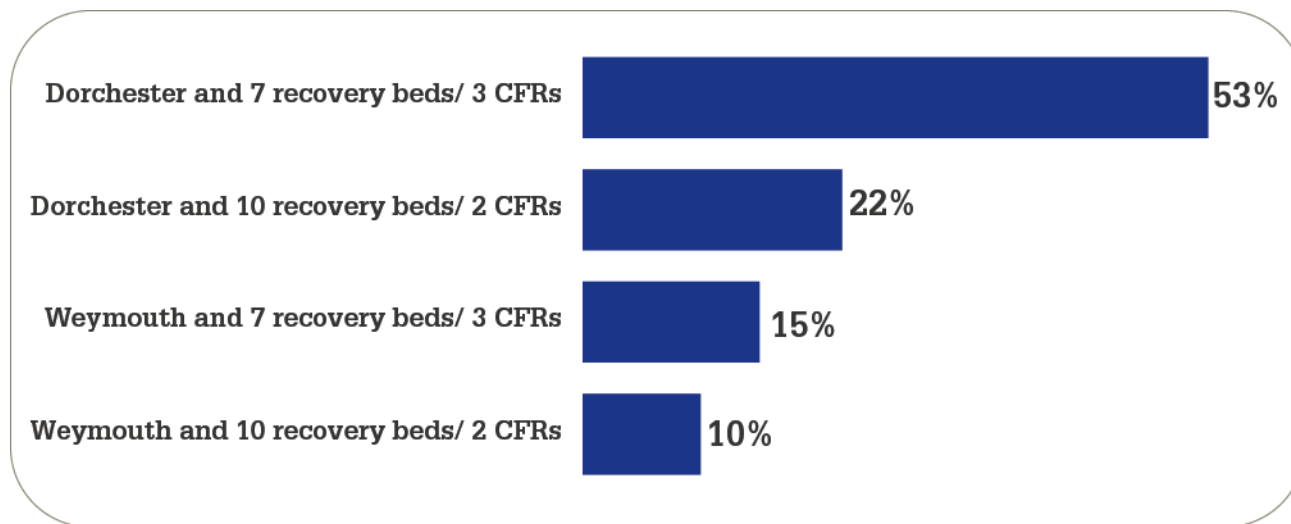
- Need for services in North Dorset (103)
- Lack of information to make decision (22)
- Don't know / don't mind (22)



Combination of areas and number of beds and CFRs



Q7 and Q11 (combined). Preferred location for the Retreat and combination of Recovery beds and Community Front Rooms.



Dorchester and seven Recovery beds and three Community Front Rooms preferred option for all capacities.

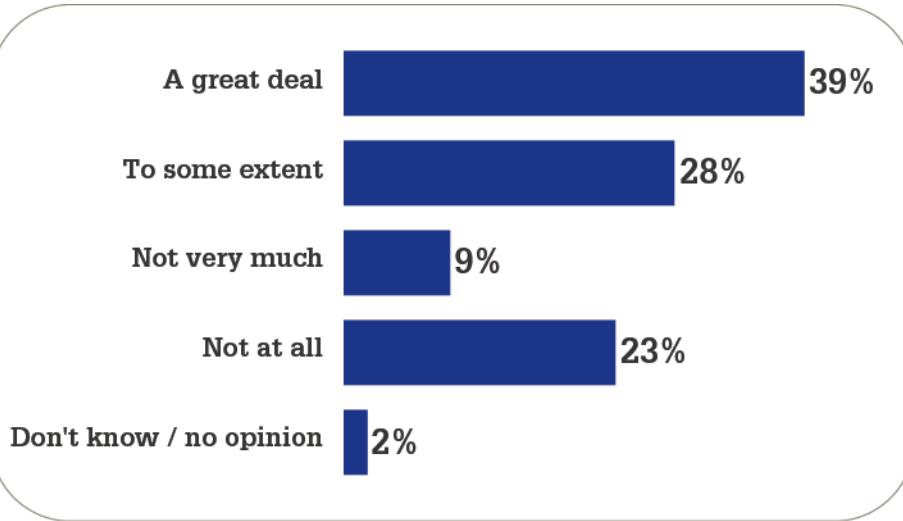
Dorchester and seven Recovery beds and three Community Front Rooms preferred option for all districts, apart for Weymouth & Portland, and Weymouth & Portland and West Dorset.

Support of proposal overall



Q13. Overall, to what extent do you support the proposed changes to how mental health acute care is provided in Dorset?

Two-thirds of respondents support the proposed changes either 'a great deal' or 'to some extent'



- Strong support from all capacities
- Very high levels of support in:
 - Bournemouth
 - Christchurch
 - East Dorset
 - Poole
 - Purbeck
 - Purbeck, Poole and East Dorset
 - West Dorset
- Support decreases with age

- Very low levels of support in North Dorset

Support of proposal overall – qualitative comments



Support proposal (506)

Positive reasons (338)

- General positive comment (187)
- Makes help and support easily accessible especially when in crisis (52)
- Preventative approach (34)
- There is currently a need for more beds (27)
- Releases current pressure on the system and reduces transfers (26)

Cautionary comments (168)

- Staffing concerns (36)
- Concerns for proposed locations for service changes (30)
- Concerns relating to closures in other areas of the county, especially the Linden Unit (28)

Do not support/ No opinion/ No answer (340)

- Proposed locations for services (202), especially the provision of services in North Dorset
- Other concerns and recommendations (30)
- Concerns relating to closures in other areas of the county, especially the Linden Unit (27)



Thank you for your time

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