

	You said	Our recommendations to the commissioning team (based on what you said)	We Did (what did the commissioners do in response to our recommendations?)	How can you help? (How can service users, carers, members of the public help)
Equality of access	<p>Reduced access to services – people told us that due to the boundary differences between Leeds and Harrogate they were not always getting a ‘full package of care’ and services need to be better joined up and clear about what people should be getting and where from (Leeds or Harrogate) as it is confusing for people. They told us that they had to do a lot of research themselves to get help, which is not easy if you’re struggling with your mental health.</p>	<ul style="list-style-type: none"> • Develop a list that details what services service users in Wetherby can access so staff are better informed as to what they can recommend. • Deliver a programme of preventative interventions across Wetherby to reduce likelihood of further mental health service use and improve resilience. • Allow people the choice of where they receive mental health services from. 	<p>TEWV are working with the Clinical Commissioning Group and other mental health providers to run a service development event in January 2021.</p> <p>The event will map the current mental health services provided by statutory, 3rd sector and VCS providers for adults aged 18 to 65 and older people aged 65 and over.</p> <p>This will help us to understand current service provision across all agencies and inform how partners can work more closely together now and in future.</p> <p>Partners working closer and having a better understanding of local mental health provision will improve pathways between service providers and mean a more joined up approach to</p>	<p>We will involve and engage service users, carers and members of the community to help inform the changes being made and the information we are providing addresses the concerns raised.</p>

			<p>care. This will in turn improve people's experiences and awareness of the services available, as well as access to mental health care.</p> <p>We will work through the implications of choice with CCG colleagues to ensure mental health pathways are clinically effective and safe.</p>	
Accessibility	<p>Local services – people in the Wetherby area told us that they would like to see more services delivered within the Wetherby area. They would like to see Wetherby Health Centre used for mental health services as most community services involve travelling out of area.</p>	<ul style="list-style-type: none"> • Bring community mental health services to the Wetherby area, including the use of the Wetherby Health Centre as a 'hub'. • Develop clear support systems and services to ensure that people with learning disabilities, autism and/or mental health problems receive supportive and person centred care. • Ensure that a 'service boundary' does not stop people getting the care they need. 	<p>COVID-19 has impacted the provision of some face to face care.</p> <p>To make access easier for people at this time and to ensure continuity of care we rolled out a video consultation platform called Attend Anywhere to support service user appointments. We have also established an all age crisis support line to improve people's access to local mental health crisis support. The measures taken have had a positive impact on accessing services</p> <p>To improve local service</p>	

	<p>Transport – people told us that transportation is a big concern regarding the proposed changes, including the move of inpatient services to York. People told us that the Wetherby area is poorly served by public transportation and accessing services</p>	<ul style="list-style-type: none"> • Support service users, carers and family members to travel to and access inpatient/hospital based services in York, such as a patient transportation system. • Work with local services and transportation organisations to influence better public transportation in the Wetherby area. 	<p>delivery TEWV are working closely with Clinical Commissioning Groups and Primary Care Network to identify opportunities to host adult face to face appointments in Wetherby once COVID-19 restrictions are lifted.</p> <p>Face to face appointments for older people’s services have also been taking place in Wetherby.</p> <p>This is in addition to people currently being seen in Harrogate.</p> <p>Leeds CCG to inform</p>	
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	outside of the area can be time consuming, costly and stressful.			
Quality of service	<p>Support for the proposals – people told us that they thought the proposals to develop adult and older people’s community mental health services would help them recover or stay well at home.</p> <p>Staff – people told us that the staff in mental health services are vital for recovery. They told us that they would like to see investment in the staff so they are supported enough to carry out their job as well as there being enough staff to meet the needs of the service. They also told us that the staff need to be trained in what services people can and</p>	<ul style="list-style-type: none"> • Work with partner organisations involved in delivering mental health services to ensure that people in Wetherby have a seamless and joined up ‘package of care’. • Ensure that services are delivered in a person-centred way, guaranteeing people receive the care and mental health services/support they need, for as long as they need, avoiding early discharges if service users don’t feel ready. • Bring a befriending and support group network to the Wetherby area that could better connect the rural villages and the town of Wetherby, reducing social isolation and improving community feeling. • Recruit and support the right staff to deliver on the proposals. • Engage with the people and 	<p>TEWV are working with the Clinical Commissioning Group and other mental health providers to run a service development event in January 2021. The event will enable partners in Primary Care to come together to look at how services can work closer to have a more integrated joined up and seamless approach to mental health care provision that meets people’s needs. This will inform how we will work more closely with Primary Care Networks moving forward.</p> <p>TEWV are working with the Clinical Commissioning Group and other mental health providers to run a service development event in January 2021. The event will map current support available, any gaps and identify opportunities</p>	

	cannot access in Wetherby given the geographical boundary between services.	<p>organisations in Wetherby more regularly to develop a better understanding of the area and its people.</p> <ul style="list-style-type: none"> Engage with the people of Wetherby to work on service development in the area. 	<p>to utilise the 3rd sector or volunteers to establish a befriending service.</p> <p>The befriending service will help support people with their day to day lives to help with their mental health recovery.</p> <p>TEWV have completed a positive recruitment campaign with additional staff recruited to the crisis team and community teams support workers. This has meant we can increase the number of contacts and support available to people in the community.</p>	
Information	Communication – people told us that it isn't clear what services are available to people in Wetherby and there should be better promotion and help from services to access what is available.	<ul style="list-style-type: none"> Better promote mental health services in the Wetherby area. Ensure that information on leaflets, websites and conveyed by staff is clear, up to date and readily available in a variety of formats. 	<p>We will develop service information for professionals and the general public, in the form of information leaflets and online resources. Information will be communicated in partnership with local providers through a range of channels to ensure local people are better informed</p> <p>It is the intention to host a public</p>	

			<p>event in Wetherby with providers present; this has been placed on hold in response to COVID. This will provide further information to local people and give people the opportunity to meet service providers in person. It is the intention to hold this face to face but given COVID restrictions may be moved to online.</p> <p>TEWV has also provided extensive information via its partners, services, website and digital platforms regarding wellbeing advice and support during the COVID-19 pandemic. This has been widely communicated and has provided people with additional support during this time.</p>	
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