

## Thank you, Suffolk!

During September and October 2020, we asked people living in east and west Suffolk to let us know what they thought of our plans by filling out a survey. We asked you to consider the plans we'd made, and tell us if we'd got things right. We asked you if you thought that the changes we'd proposed would make mental health services better. Lots of you watched our videos and looked at our plans before filling out the survey.

These are the reoccurring topics you highlighted:

- Training and Education for all professionals
- Funding for the new models
- Staffing levels, Recruitment, retention
- Culture changes
- Knowing how and where to access services for service users and the Mental Health professionals.

We had 201 surveys completed via Survey Monkey and Easy Read. The website received nearly 4000 visits over the 7-week period.

In total 450 people engaged with us from across health care and education across East and West Suffolk.

250 members of workforce joined the Live Q&A events and 200 public and service users joined the live public Q&A events.

All the feedback has been analysed alongside coproduction and a final report with the detailed analysis of all of the engagement sessions, to date, is available for viewing on our website.

## Our Next Steps...

The Priority leads are reflecting on the comments and feedback detailed in the co-produced report, including the recommendations from the Alliance Clinical Reference Group and NHS England's Clinical Senate action report.

Changes will be made to pathways where possible and appropriate and we will share these with you on our website during the summer.

Since the government's announcement of national lockdown, it has been agreed that the programme will continue. However, to allow operational staff to prioritise their time to the current pandemic we have taken the decision to slow down the pace of the programme. This does mean that the mobilisation will be delayed by 3 months, making mobilisation September 2021.

Although the formal engagement period has 'closed', we will continue to listen and engage with our service users, workforce and stakeholders via newsletter and continue to attend co-production networking groups for updates on progress and receive feedback. Please continue to view our website [www.westsuffolkccg.nhs.uk/averydifferentconversation/](http://www.westsuffolkccg.nhs.uk/averydifferentconversation/) or email us any questions to [wsh-tr.mhprogrammteam@nhs.net](mailto:wsh-tr.mhprogrammteam@nhs.net)



Mental health services in east & west Suffolk  
*#AVeryDifferentConversation*