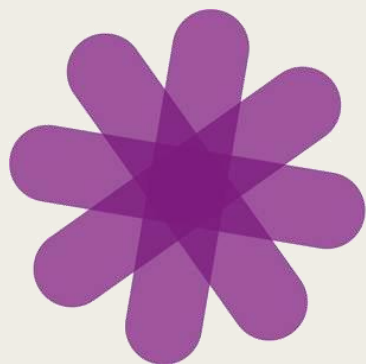


# FUTURES WORKSHOP



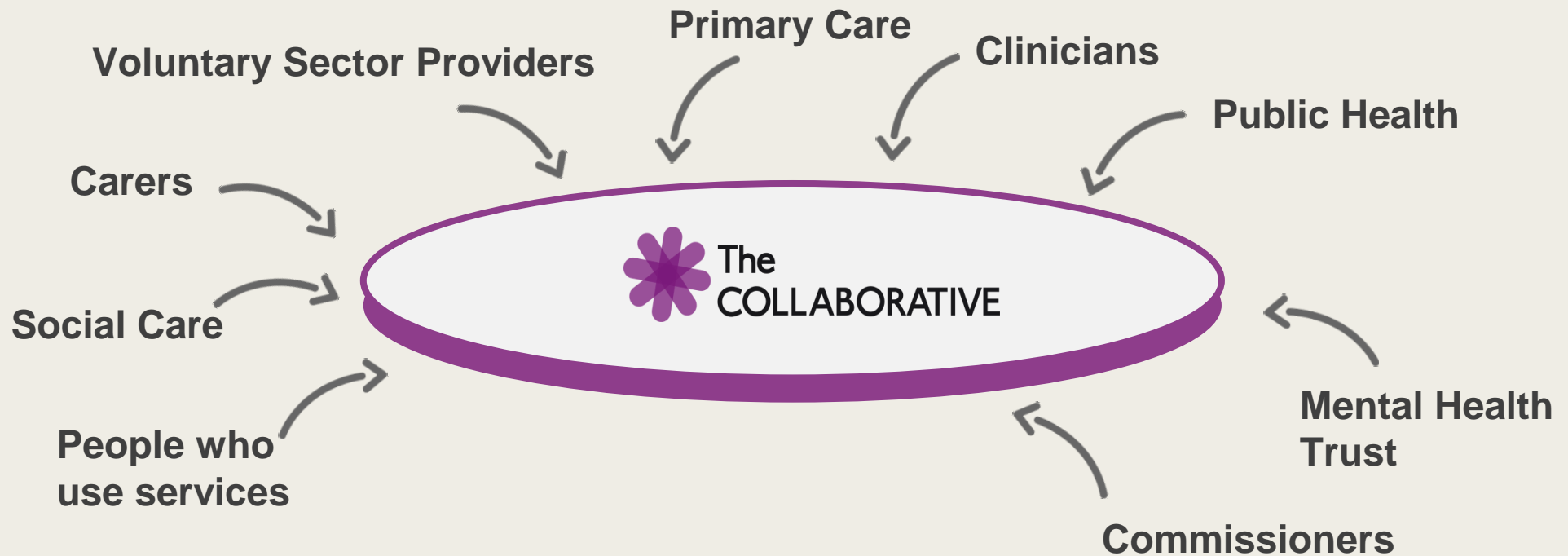
The  
COLLABORATIVE

# The vision for Adult Mental Health in Lambeth

**Denis O'Rourke**

Assistant Director Integrated  
Commissioning for Adult Mental  
Health NHS Lambeth CCG

## We grew a strong **Collaborative Platform** to support service change



## Our vision for “the way we do things around here”

**“We will “work to” provide the context within which every citizen whatever their abilities or disabilities, can flourish, contribute to society and lead the life they want to lead.”**



# Driven by the principles of co-production



# Towards 3 Big Outcomes



**1. To recover & stay well**

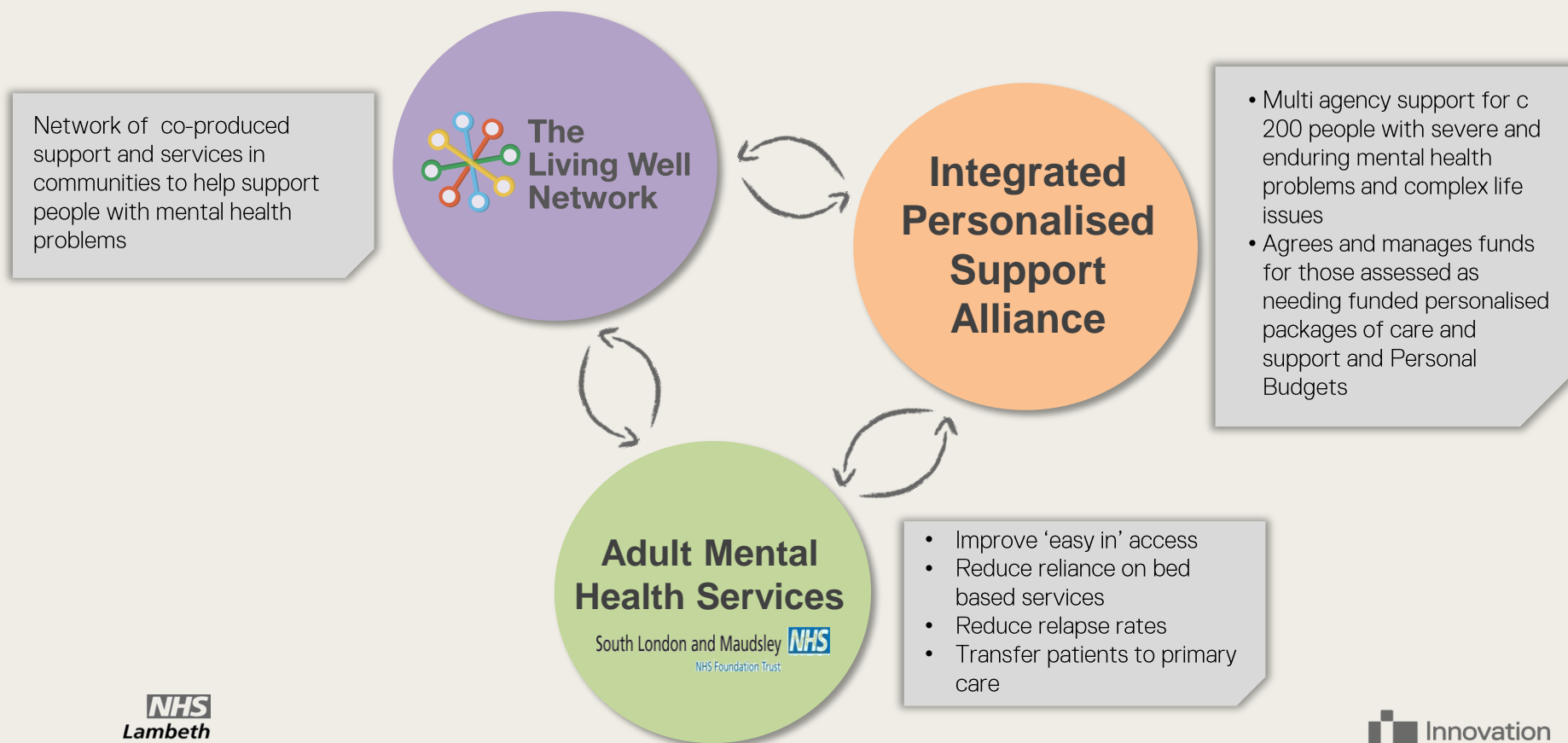


**2. To make their own choices**



**3. And to participate on an equal footing in daily life**

# We are **transforming** how the adult mental health system works



## Working as an Alliance



### Our shared principles & values of working:

- ✓ Co-production in all we do
- ✓ Service user at the heart
- ✓ Honesty
- ✓ Best for service decision making for service improvement and development decisions
- ✓ Empathy and understanding of each other
- ✓ Openness through open book reporting & accounting
- ✓ Transparency through publication of our outcomes & performance
- ✓ Unanimous decision making



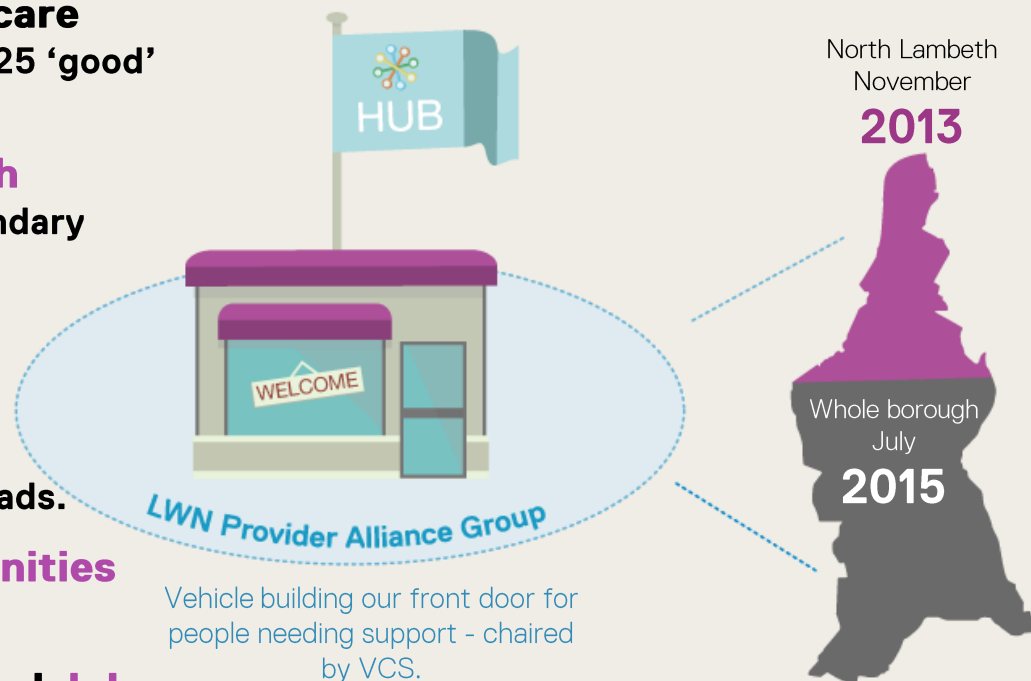


# The Living Well Network

Improving outcomes for people through the provision of a multi agency “alliance” network “asset based” approach to supporting people with mental health problems.

## The impact so far...

- ✓ **43% reduction in referrals to secondary care** (MAP assessment and Liaison team) from 125 to 25 'good' referrals per month)
- ✓ **Average of 400 people supported a month** previously only those eligible for input from secondary care would have received support
- ✓ **Reduced waiting times for support** previously within one month & now within a week
- ✓ **Supporting savings and efficiencies** within secondary care-reduced referrals & caseloads.
- ✓ **Above average take up from BME communities**  
Based on initial data returns
- ✓ **Joint working with Housing Department and Job Centre Plus**  
provision of surgeries and 300 job coaches and 75 housing managers have received MH awareness raising training



# Integrated Personalised Support Alliance (IPSA)

Improving the outcomes for c200 people with complex needs through a multi-agency alliance.

## Outcomes in first 12 months...



### Bernadette's story



- ✓ Successful **first year of an Alliance Agreement** - chaired by VCS.



- ✓ **65 people supported** to move onto more independent provision

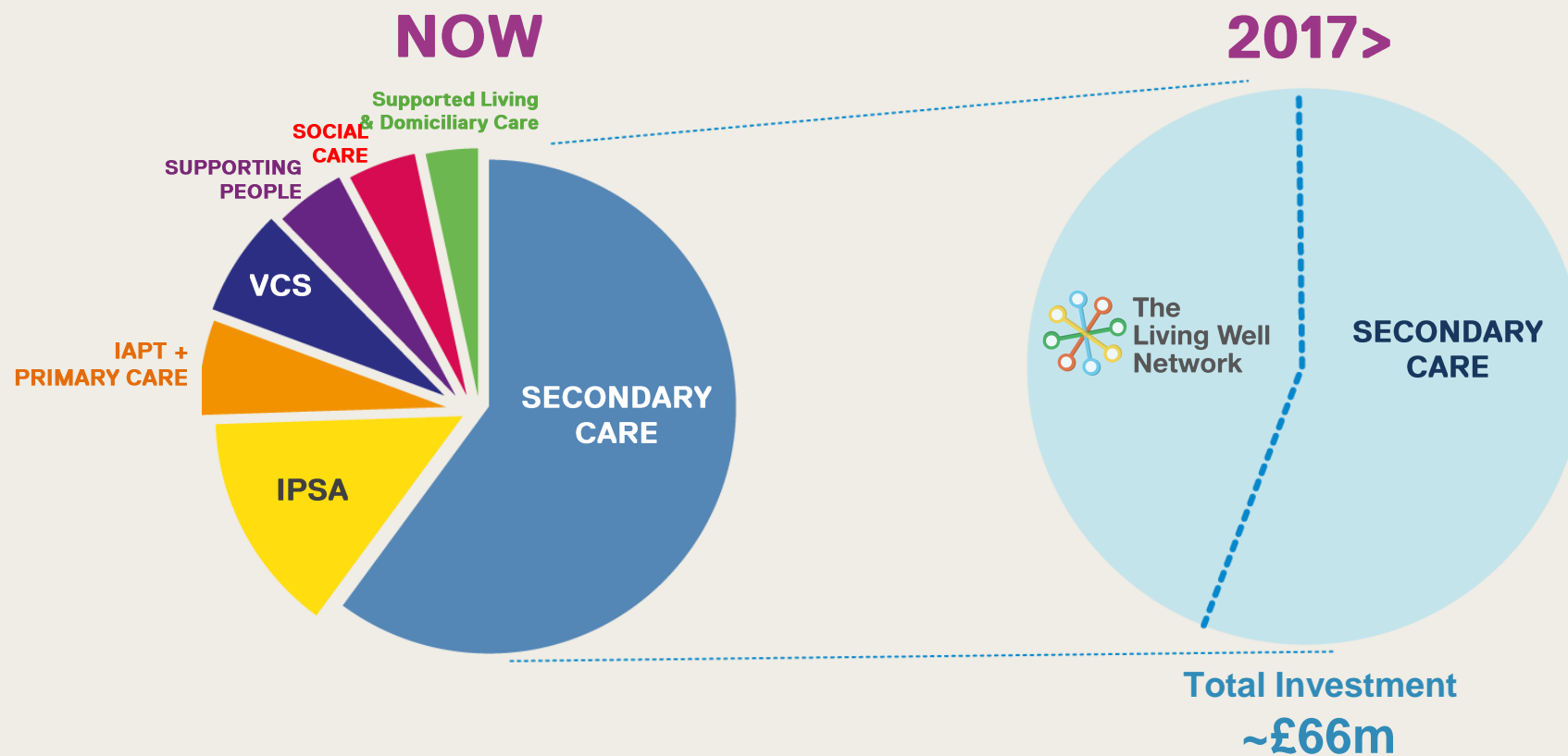


- ✓ Steady reduction in spend - to **deliver 23% savings** by end of year 2



- ✓ **60% reduction** in people entering residential care & **58% reduction** in use of in-patient beds

## Our current resources in Lambeth



# A Whole System Alliance Proposition



## Proposed functions of Living Well Network

- ✓ Deliver early, preventative, holistic support
- ✓ Accelerate us towards our big 3 outcomes
- ✓ Co-ordinate care and drive integration
- ✓ Manage demand and access
- ✓ Drive workforce and culture change
- ✓ Review services and allocate resources

# A Whole System Alliance

## Alliance structure

- ✓ All providers encouraged to apply
- ✓ 7/8 core strategic alliance members (including primary care, social care, VCS, secondary care & commissioner)
- ✓ Other providers will be associate members/sub-contractors
- ✓ Community, people who use services & family & carer voice
- ✓ Total adult mental health investment of c£66m

## Contract Term

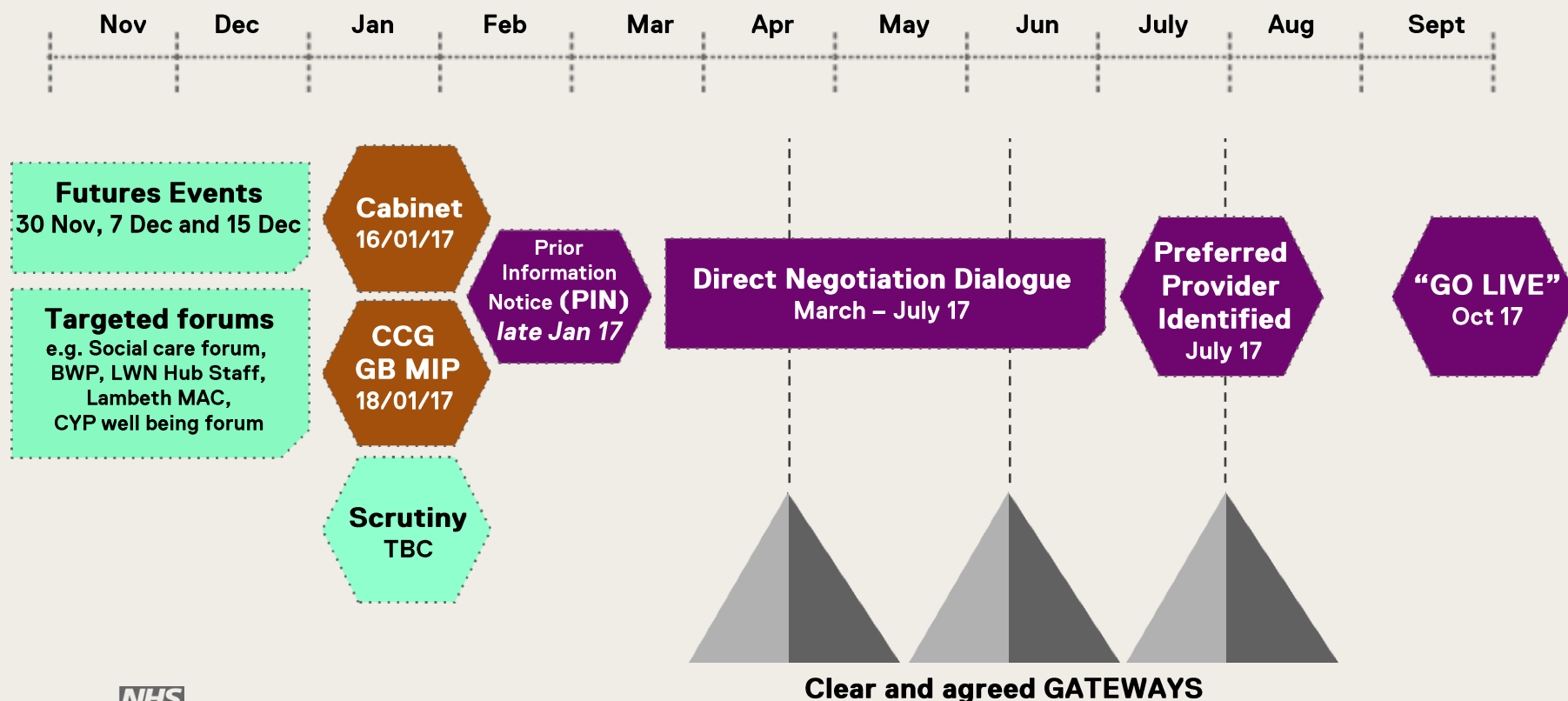
- ✓ 7 to 10 years, ideally.
- ✓ Pain and gain share c5-10%?

## Procurement

- ✓ EU light touch regime since April 2016 requires market notification.
- ✓ Direct negotiation possible but open to challenge

NB – all of above subject to agreement by  
Lambeth Council Cabinet and NHS  
Lambeth CCG Governing Body

# LWN Alliance Timetable (provisional)



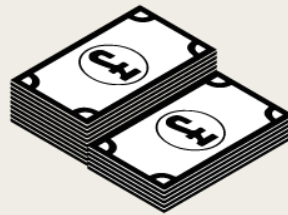
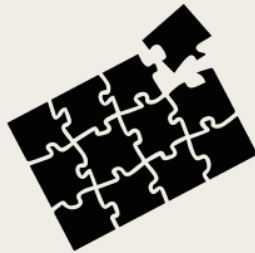


We still face **big challenges** as a system that we must continue to actively address moving forward

**Service  
fragmentation  
and duplication**



**High  
demand for  
services**



**Reducing  
resources**



**Inequalities**



**Lack of focus  
on outcomes**

**Culture  
change**



## We have a set of powerful enablers

### Digital Thinking

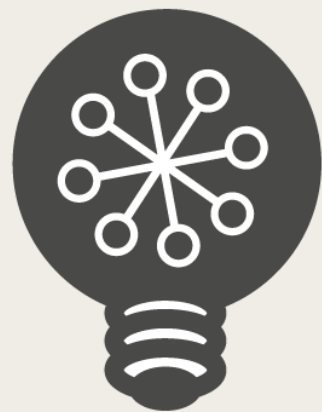
living well with  
technology

### 21<sup>st</sup> Century Demand Management

from beds and  
caseloads to active  
networks of support

### Collaborative Leadership

leading with  
communities  
and networks



# FUTURES WORKSHOP

**A series of workshops and events to explore  
the key drivers and enablers that should drive  
continued innovation in Lambeth**

1

# Digital Thinking

living well with technology

**30th November, 4pm to 7:00pm, Bolney Meadow**

Community Centre (31 Bolney St,  
Vauxhall, London, SW8 1EZ)

2

# 21<sup>st</sup> Century Demand Management

from beds and caseloads to active networks of support

**7th December, 2.30pm to 5.30pm  
Coin Street Neighbourhood Centre**

108 Stamford Street, South Bank  
London SE1 9NH

3

# Collaborative Leadership

leading with communities and networks

**15th December, 2.30pm to 5.30pm**

**The Foundry**

17 Oval Way, London, SE11 5RR

# Help shape our aspirations

We have organised three Future Workshop events to:

- ✓ **Inspire creative thought and energy about possibilities for change** in the way mental health is supported in Lambeth over the next 5-10 years.
- ✓ Help us describe **what ‘good’ mental health services and support** looks like in 5-10 years time.
- ✓ Help **develop proposals prior to formal procurement**. Please see ‘Our Plans for the Future’, which describes our ambition in more detail.

# Digital Thinking

living well with technology

## EVENT AGENDA

- |       |   |   |
|-------|---|---|
| 16.00 |    | NETWORKING                                  |
| 16.20 |    | ASPIRATIONS FOR MENTAL HEALTH<br>IN LAMBETH |
| 17.00 |    | SPEAKERS                                    |
| 17.20 |    | MARKETPLACE                                 |
| 17.50 |    | COLLABORATIVE WORK                          |
| 18.40 |  | FEEDBACK AND SHARING                        |
| 19.00 |  | CLOSE                                       |

## WHAT ARE YOUR KEY CHALLENGES AND OPPORTUNITIES?



CHALLENGE

**I THINK A KEY CHALLENGE IS...**

 FUTURES  
WORKSHOP

NAME

CONTACT



OPPORTUNITY

**I THINK A KEY OPPORTUNITY IS...**

 FUTURES  
WORKSHOP

NAME

CONTACT





# INTRODUCING OUR SPEAKERS



## 1. Maxine Mackintosh

- Managing Director of HealthTech Women in the UK
- Has worked at the Royal Society, DFID, L'Oreal, Roche and NHS England.
- Consults on medical innovation in the UK, central Europe and the Silicon Valley.
- Undertaking a PhD at UCL in neuroinformatics - the intersection of data science and dementia.



# INTRODUCING OUR SPEAKERS




## 2. DR Peter Ilves

- Primary care specialist, NHS commissioning consultant and Caldicott Guardian for Big White Wall.
- Big White wall is a safe online community of people who are anxious, down or not coping who support and help each other by sharing what's troubling them, guided by trained professionals.
- Peter has been a GP principal in Wandsworth for 16 years.

# INNOVATIONS MARKET PLACE

## BIG WHITE WALL



### WHAT IS IT?

- Big White Wall (BWW) is a digital support and recovery service for people (aged 16 and over) who are stressed, anxious, low or not coping.
- A community of members can support and help each other, share what's troubling them in a safe and anonymous environment, with the guidance of trained professionals, who are online 24/7.
- Users can also benefit from guided support through a range of self-managed and facilitated programmes, as well as live therapy via instant text, audio or video from a panel of approved BWW therapists.

### OUTCOMES?

- 46% of BWW members reported sharing an issue or feelings on BWW for the first time. 70% of members from local health contracts reported that using Big White Wall improved their wellbeing in at least one way.
- NHS trusts can commission and refer members to BWW.
- BWW delivers to the health sector, the armed forces, employers and universities in the UK as well as in the US, Canada, Australia and New Zealand. It now has more than 35,000 users.



## ACCESS

Technology can reduce the time people have to wait for help and offer a more convenient way of engaging with services. Services and support offered by apps and online platforms can be accessed immediately, at home. Digital solutions help many more people and empower them to get the help they need when they need it.

### NETWORK MISSION

### MARKET PLACE MISSION

	What is different, surprising or unexpected?	Is there a challenge that the innovation can help overcome?	Is there any specific and promising practice?
CASE STUDY 1			
CASE STUDY 2			
CASE STUDY 3			

# 10 minutes x

**3**   
**Lambeth  
Clinical Commissioning Group**

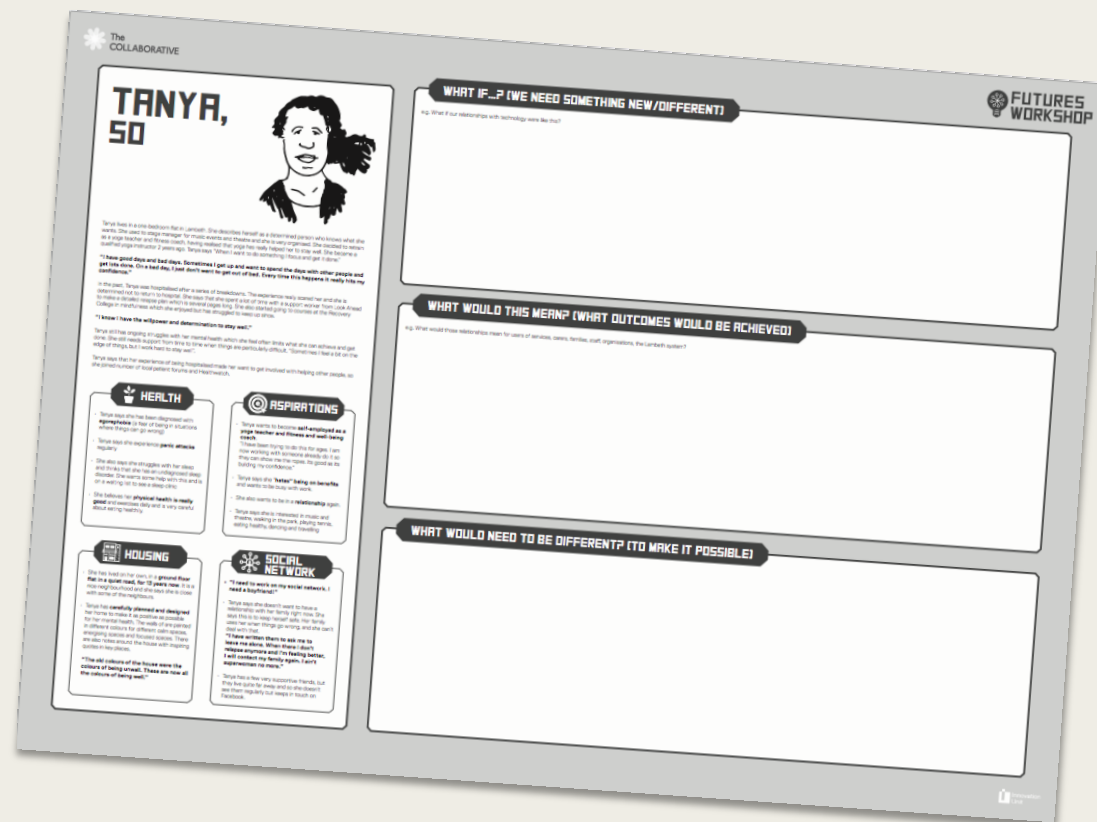
## Capture insights and ideas

9:59

# COLLABORATIVE WORK



**Mixed groups of  
themes**



**Exploring ideas from perspective of one person  
based on stories of real people in Lambeth**

# Feedback and sharing



**I LIKE THIS!**

Place a sticker on an idea/provocation you like from another group

**EVEN BETTER IF...**

Ideas, thoughts, developments, etc.



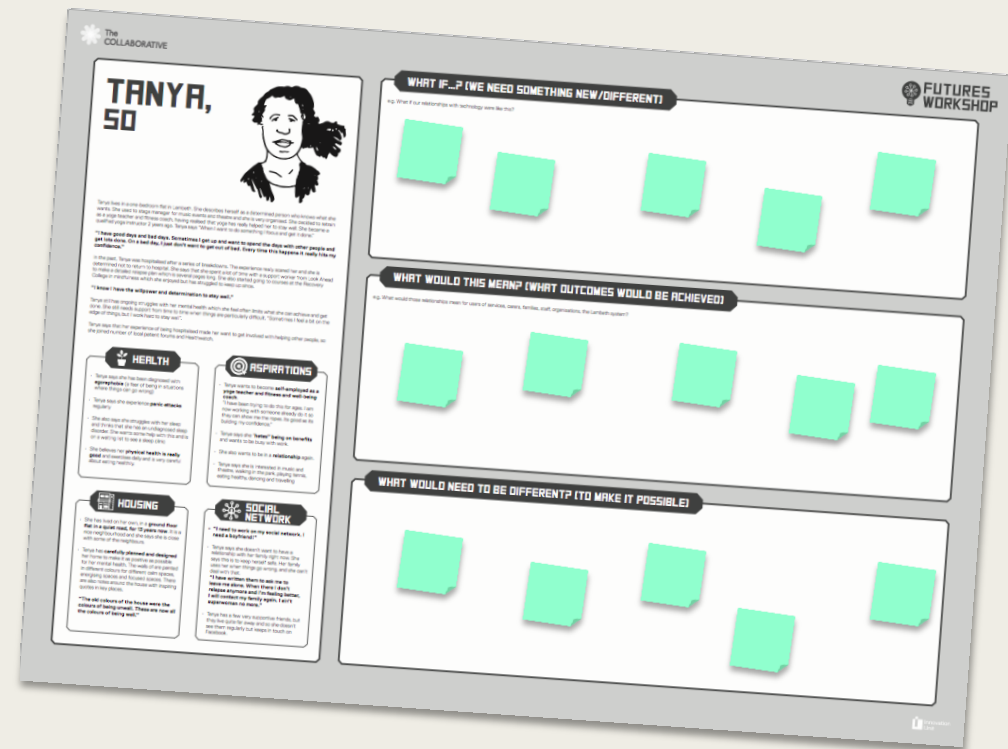
Add some productive thoughts to an idea you think needs developing further

**LET'S STAY IN TOUCH!**

Nick,  
nick@nick.com



Share your contacts with someone to stay in touch



Explore the ideas  
captured by other



Supported by:



Lambeth

Clinical Commissioning Group

# THANK YOU

JOIN US FOR THE REST OF THE  
UPCOMING FUTURES  
WORKSHOPS

1

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# Share your feedback about the workshop

