

Questions and Answers on the All Age Transformation Programme

What is the All-Age Transformation programme?

This is a 5 year transformation programme providing an opportunity to redesign all the mental health and learning disabilities services delivered by Leicestershire Partnership Trust.

Is this programme looking to implement an existing design?

No. This programme is focused on co-design, there is no existing blueprint for the new services. Each of the stages of the programme is designed to build the design, test it and then deliver it through working with staff, service users, carers and other stakeholders.

Who's in it?

All mental health and LD services (e.g. CAMHS, AMH, Learning Disabilities and MHSOP).

Is the programme using a specific approach?

Yes. The programme is adopting the approach used by Northumberland, Tyne and Wear Foundation Trust in the improvements they have undertaken in the North of England and within several other NHS Trusts across England. It is focused on **adding value** to patients, **releasing time of frontline staff** to add value and creating a **seamless flow** of patient care across their recovery journey.

This method is rooted in **co-design** which means designing with service users, carers, staff and other stakeholders to understand and design services that work well with patients and their carers. The different stages are shown in the attached diagram.

What are the stages to the Transformation Programme?

There are 5 key stages to the Transformation programme. These are as follows (and visually presented in the diagram in Appendix A):

Stage 1: Principles - Staff, patients, carers and other stakeholders have shaped a set of principles that they want mental health and learning disabilities services to deliver. This is to be finalised at the end of February 2018

Stage 2: High Level Pathway – Staff, patients, carers and other stakeholders work together to develop a description of how the system works for the common stages of patients' journeys (access, assessment, treatment and discharge), what this looks like, the key high level features of the newly organised system, process maps of how people will flow through it, initial views on how it may work (e.g. some of the roles and skills required etc.) and how this delivers the principles set in stage 1. This will be delivered in four separate week long workshops, one for each of the patient journey stages and additional staff and stakeholder events (held alongside the workshops) across March and April 2018.

Stage 3: Detailed Pathways – Staff, patients, carers and other stakeholders build on the high level pathway by focusing on the detailed clinical and administrative pathways. The complexity of our services means that there will be many of these detailed pathways each developed through 3 day to week long workshops involving the experts, specific service users and stakeholders for the given topic. These workshops will be set up across 2018/19 with a complete description, process map, workforce model and resource plan that form the new mental health and learning disabilities services design. This will be completed by the end of March 2019.

Stage 4: Testing, publishing new model – The newly designed model gets tested against the likely demand, the amount of resource available and different scenarios. It is adjusted accordingly and published by the end of April 2019.

Stage 5: Phased implementation – The newly published model is put into place bit by bit across the following three years before full implementation in March 2022.

Update on Programme as of 22nd January 2018

What stage is the programme at?

The programme is just finishing stage 1. There have been contributions from staff, service users, carers, social services, wider local authorities, voluntary sector and commissioners on what they believe excellent looks like. These contributions are currently being analysed and will be sent out to staff on the 26th January 2018 as a set of principles.

When and where can I see the principles generated from the co-design in stage 1?

It will be sent out electronically to staff on the 26th January 2018, it will be provided as a poster by the beginning of the week commencing 29th January 2018 and staff will be able to see them at drop-in sessions starting on 26th January 2018. Dates and venues are shown below:

Dates	Time	Venues
Friday 26 th Jan 2018	14.00 - 15.00	Bradgate Unit, Board Room
Monday 29 th Jan 2018	14.00 -15.00	Bradgate Unit, Relaxation Room
Tuesday 30 th Jan 2018	14.00 - 15.00	Stewart House , Meeting Room
Wednesday 31 st Jan 2018	14.00 - 15.00	Agnes Unit, Large Meeting Room
Friday 2 nd Feb 2018	14.00 - 15.00	Mill Lodge, (Stewart House, Meeting Room)
Tuesday 6 th Feb 2018	14.00 - 15.00	Bennion Centre, Meeting Room 1
Friday 9 th Feb 2018	14.00 - 15.00	The Willows, Large Meeting Room
Monday 12 th Feb 2018	9.30 - 10.30	Valentine Centre, Video Room
Monday 12 th Feb 2018	14.00 - 15.00	Evington Centre, Swithland Room
Tuesday 13 th Feb 2018	9.30 - 10.30	Westcotes House, Rory Nichol Room
Friday 16 th Feb 2018	14.00 - 15.00	Agnes Unit, Large Meeting Room

What else is going on around the transformation?

There are lots of different bits of work being undertaken. Two main pieces that are underway (shown on the diagram below) and that will inform the detailed design work (stage 3) are a detailed analysis of the **current state** (including mapping out patient journeys, shadowing of staff, service data, workforce information etc.) and a **review of national direction and guidance** (e.g. national strategy and best practice guidance). Both of these will be completed by the end of March 2018.

When is the high level pathway (stage 2) going to start?

The high level pathway is going to be developed through 4 week long workshops in March and April 2018. The discussion around this will start from the 26th January 2018 to ensure staff, public and other stakeholders are starting to think through what they would want in the new pathway. The design of the high level pathway will then take place over the following 4 workshops, each focusing on a different phase of a typical patient journey:

- 5th – 9th March 2018 – How people get help when they need it (access focused workshop)
- 19th – 23rd March 2018 – How people's needs are identified (assessment focused workshop)
- 9th – 13th April 2018 – How people's identified needs get supported (treatment focused workshop)
- 23rd – 27th April 2018 – How people move on from our services (Discharge focused workshop)

How do I get involved in the design of the high level pathway?

There are several ways to get involved in each of the workshops. These are:

1. You could put yourself down to attend a workshop (each head of service is forming a list of people to attend with team leaders). Places on each workshop are limited to 20 -24 and they are open to patients, carers, staff and other stakeholders.
2. You can attend additional feed-in groups taking place on a Monday and Wednesday of each workshop week. This is where you can come and see the progress made in the workshops and contribute to what you think should be in the design. The attendees of the workshop will then need to accommodate these views in the design. Dates and venues of these groups will be issued early next week (29th January).
3. You can contribute to an online feed-in platform that works on a Monday and Wednesday of each workshop week and allows you to see progress in the workshops and contribute to what you think should be in the design. The attendees of the workshop will then need to accommodate these views in the design. A guide to how to access this online platform will be issued in February 2018.
4. There will be updates released from the workshops at least twice a day that staff can sign up to receive through email and they will be able to provide comments too.

If you want to sign up then please contact: MHLDTtransformationteam@leicspart.nhs.uk

Will this design specific patient pathways or services?

No. Detailed patient pathways, looking at specific conditions and specialties will be undertaken in Stage 3 of the transformation. This will involve specialists, experts, relevant stakeholders, specific service users and carers being invited to workshops to develop these pathways. There are many detailed pathways and it is expected that there will be around 30 workshops undertaken in stage 3 in 2018/19.

Appendix A: Stages of Transformation

