

THE SCOTTISH GOVERNMENT CONSULTATION PROCESS

Consultation is an essential and important aspect of Scottish Government working methods. Given the wide-ranging areas of work of the Scottish Government, there are many varied types of consultation. However, in general, Scottish Government consultation exercises aim to provide opportunities for all those who wish to express their opinions on a proposed area of work to do so in ways which will inform and enhance that work.

The Scottish Government encourages consultation that is thorough, effective and appropriate to the issue under consideration and the nature of the target audience. Consultation exercises take account of a wide range of factors, and no two exercises are likely to be the same.

Typically Scottish Government consultations involve a written paper inviting answers to specific questions or more general views about the material presented. Written papers are distributed to organisations and individuals with an interest in the issue, and they are also placed on the Scottish Government web site enabling a wider audience to access the paper and submit their responses (www.scotland.gov.uk/consultations). Consultation exercises may also involve seeking views in a number of different ways, such as through public meetings, focus groups or questionnaire exercises. Copies of all the written responses received to a consultation exercise (except those where the individual or organisation requested confidentiality) are placed in the Scottish Government library at Saughton House, Edinburgh (K Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD, telephone 0131 244 4556).

All Scottish Government consultation papers and related publications (eg, analysis of response reports) can be accessed at: Scottish Government consultations (<http://www.scotland.gov.uk/consultations>)

The views and suggestions detailed in consultation responses are analysed and used as part of the decision making process, along with a range of other available information and evidence. Depending on the nature of the consultation exercise the responses received may:

- indicate the need for policy development or review
- inform the development of a particular policy
- help decisions to be made between alternative policy proposals
- be used to finalise legislation before it is implemented

Final decisions on the issues under consideration will also take account of a range of other factors, including other available information and research evidence.

While details of particular circumstances described in a response to a consultation exercise may usefully inform the policy process, consultation exercises cannot address individual concerns and comments, which should be directed to the relevant public body.

CONSULTATION QUESTIONS

Overall Approach

This consultation reflects a continuation and development of the Scottish Government's current approach for mental health. There is a general consensus that the broad direction is right but **we want to consult on:**

- The overall structure of the Strategy, which has been organised under 14 broad outcomes and whether these are the right outcomes.
- Whether there are any gaps in the key challenges identified.
- In addition to existing work, what further actions should be prioritised to help us to meet these challenges.

Comments

Yes, broadly these are the right outcomes, but unless they are monitored and evaluated consistently they will NOT be effective.

Improvement Challenge Type 1

We know where we are trying to get to and what needs to happen to get us there, but there are significant challenges attached to implementing the changes. An example of this is the implementation of the Dementia Strategy. There is a consensus that services for people with dementia are often not good enough and we already know about a range of actions that will improve outcomes. However some of these changes involve redesigning the way services are provided across organisational boundaries and there are significant challenges attached to doing this.

Question 1: In these situations, we are keen to understand whether there is any additional action that could be taken at a national level to support local areas to implement the required changes.

Comments

YES to encourage not only communication across organisational boundaries, but also a commitment to work together.

Improvement Challenge Type 2

We know we need to improve service provision or that there is a gap in existing provision, but we do not yet know what changes would deliver better outcomes. Supporting services to improve care for people with developmental disorders or trauma are two areas where further work is needed to identify exactly what needs to happen to deliver improved outcomes.

Question 2: In these situations, we are keen to get your views on what needs to happen next to deliver a better understanding of what changes would deliver better outcomes.

Comments

More structured care in the community, especially immediately after a spell in hospital, for young adults still living at home with parents/carer.

Outcome 1: People and communities act to protect and promote their mental health and reduce the likelihood that they will become unwell.

Question 3: Are there other actions we should be taking nationally to reduce self-harm and suicide rates?

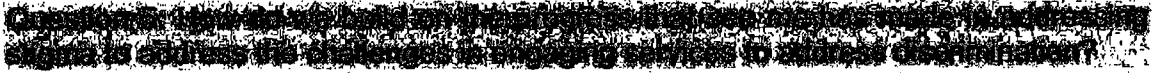
Comments

Better education, both in schools, colleges/universities and in community groups regarding early diagnosis of mental health difficulties. Listening to families with relatives who have mental health issues.

Question 4: What further action can we take to continue to reduce the stigma of mental illness and ill health and to reduce discrimination?

Comments

Encourage employers to take ^{on} an agreed % of people with mental health difficulties. Implement a supported employment strategy. Look at benefits / part-time employment are they mutually sustainable?



Comments
Continue with similar information given through various channels such as TV, film, radio. Dramas addressing particular issues.



Comments
Greater attempt to relieve stress at particular stages in life. Celebrating each individual's gifts. Helping adults have a better work/leisure balance.

Outcome 2: Action is focused on early years and childhood to respond quickly and to improve both short and long term outcomes.



Comments



Comments

Outcome 3: People have an understanding of their own mental health and if they are not well take appropriate action themselves or by seeking help.

Question 9: What further action do we need to take to enable people to take actions themselves to maintain and improve their mental health?

Comments

Better education of general public - schools, use of media advertisement of signs & symptoms, dramas on T.V. People who have had difficulties being prepared to talk to groups about their experience.

Question 10: What approaches do we need to encourage people to seek help when they need to?

Comments

To have help available in centres such as libraries, citizen advice rather than what are not specifically ^{clearly} marked for mental health difficulties. Broader local availability.

Outcome 4: First contact services work well for people seeking help, whether in crisis or otherwise, and people move on to assessment and treatment services quickly.

Question 11: What changes are needed to the way in which we design services so we can identify mental illness and disorder as early as possible and ensure quick access to treatment?

Comments

Better training of Primary Health Professionals

Outcome 5: Appropriate, evidence-based care and treatment for mental illness is available when required and treatments are delivered safely and efficiently.

Question 12: What support do NHS Boards and key partners need to apply service improvement approaches to reduce the amount of time spent on non-value adding activities?

Comments

Administrative help is office skilled people to deal with necessary paper work - keeping of records

Question 13: What support do NHS Boards and key partners need to embed Integrated Care Pathways into practice?

Comments

Involvement of volunteers from churches, other faith groups and community vol. associations

Outcome 6: Care and treatment is focused on the whole person and their capability for growth, self-management and recovery.

Question 14: How do we continue to develop service user involvement in service design and delivery and in the care provided?

Comments

Exploring and developing each individual's skills and abilities so that they gain maximum satisfaction thus increasing their self-esteem. Also, where possible, working as a group to help each other

Question 15: What tools are needed to support service users, families, carers and staff to achieve mutually beneficial partnerships?

Comments

Better methods of monitoring and evaluating what is being done and improvements in methods of communication
Formation of forums where carers might meet with health care professionals towards better all round service provision

Comments
 By asking the men and taking them on board after all they know the people they are coming for best

Question 19: How do we support families and carers to participate meaningfully in care and treatment?

Outcome 7: The role of family and carers as part of a system of care is understood and supported by professional staff.

Comments

Question 18: How can the South West/ Devon mental health system support embedding recovery approaches across different professional groups?

Comments

Question 17: How do we encourage engagement of the new system? Indicator (SIR)

Comments

Question 16: How do we ensure that the system is sustainable and that the current approach is embedded across the system?

Question 20: What support do staff need to help them provide information for families and carers to enable families and carers to be involved in their relative's care?

Comments

The confidentiality aspect requires changing for adult service users. This issue is a massive stumbling block at present where parent carers' views are ignored or sidelined.

Outcome 8: The balance of community and inpatient services is appropriate to meet the needs of the population safely, efficiently and with good outcomes.

Question 21: How can we capitalise on the knowledge and experience developed in Data areas that have redesigned services to build up a national picture of what works to deliver better outcomes?

Comments

For some people with mental health issues greater encouragement and/or incentives are necessary for the uptake of community services offered.

Outcome 9: The reach of mental health services is improved to give better access to minority and high risk groups and those who might not otherwise access services.

Question 22: How do we ensure that information is used to monitor who is using services and to improve the accessibility of services?

Comments

Better liaison with service providers and carers and also clinical professionals. Partnerships that work!

Comments

Better communication and information sharing amongst all agencies and groups involved.

Comments

I have commented under Q2 SEE P. 40

Outcome 10: Mental health services work well with other services such as learning disability and substance misuse and are integrated in other settings such as prisons, care homes and general medical settings.

Comments

...the health and social care workforce has the skills and knowledge to undertake its duties effectively and displays appropriate attitudes and behaviours in their work with service users and carers.

Comments

Outcome 11: The health and social care workforce has the skills and knowledge to undertake its duties effectively and displays appropriate attitudes and behaviours in their work with service users and carers.

...

Comments

*Addressing absence issues, relieving stress and workload.
Perhaps employing more skilled workers.*

...

Comments

Survey of carers.

Comments

Question 32: What would support services locally in their work to embed clinical outcomes reporting as a routine aspect of care delivery?

Comments

Question 27: In addition to the current work to further develop national benchmarking resources, is there anything else we should be doing to enable us to meet this challenge:

Outcome 12: We know how well the mental health system is functioning on the basis of national and local data on capacity, activity, outputs and outcomes.

Question 30: How do we ensure that we have sustainable training capacity to deliver better access to psychological therapies?

Comments

Question 28: What are the other priorities for workforce development and planning over the next 4 years? What is needed to support this?

Outcome 13: The process of improvement is supported across all health and social care settings in the knowledge that change is complex and challenging and requires leadership, expertise and investment.



Comments



Comments

Outcome 14: The legal framework promotes and supports a rights based model in respect of the treatment, care and protection of individuals with mental illness, learning disability and personality disorders.



Comments