

Ref: CCG July 005 2016

Corporate Services  
NHS Liverpool Clinical Commissioning Group  
The Department  
Lewis's Building  
Renshaw Street  
Liverpool  
L1 2SA

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

1 August 2016,

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request that we received on 7<sup>th</sup> July 2016, with regards to Mental Health Services.

Request/**Response**

- 1) What does the CCG currently do to include people who use services and experts by experience in the commissioning and design of mental health services?

***Service user involvement has been a mainstay of mental health commissioning for many years. Liverpool Clinical Commissioning Group has assisted the development of a user-led organisation called Liverpool Mental Health Consortium (LMHC).***

***Full details are on their website, I have provided the link below:***

***<http://www.liverpoolmentalhealth.org/>***

***This is an independent charity which supports the input of experts by experience in a number of ways, by coproducing surveys and producing reports, and designing large scale events and focus groups to enable people to have their say.***

***LMHC also coordinates a Mental Health Festival around World Mental Health Day which increases general awareness of mental health issues, challenges stigma and discrimination and increases the likelihood of people seeking help if they become unwell.***

- 2) Do you have any particular examples of services that you have developed with the input of people with lived experience of mental illness?

***Our Improving Access to Psychological Therapies (IAPT) service, Talk Liverpool, was developed with full user involvement. This included feedback from engagement events, surveys of people's experience of therapeutic services, as well as direct input into the development of the eventual service specification and representation on the procurement evaluation panel.***

***We also recently re-procured our black and minority ethnic (BME) community development services with a similar process of engagement.***

- 3) What plans does the CCG currently have to expand the scope and scale for experts by experience to be involved in the commissioning and design of mental health services?

***The CCG has identified recurrent funding for service user involvement to continue into the future. Priorities for development come from national policy (five year forward view) and through local priorities identified by LMHC itself. These are balanced on an ongoing basis through regular stakeholder meetings comprising a cross section of local stakeholders, and chaired by mental health service users.***

- 4) Is the CCG interested in doing more to include people with lived experience of mental illness, and their careers, in commissioning and designed mental health service? Is there anything we can do to facilitate this?

***NHS Liverpool CCG appreciates the importance of including people with lived experience of mental illness. We are aware however that LMHC often struggles to find capacity and resource to promote the service outside of the city. Any assistance with this or towards an independent evaluation of LMHC's impact would be greatly appreciated.***

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Customer Relations Lead  
NHS Liverpool CCG**