National mental health roll out programme

Patient Opinion has now signed contracts with Capita, following discussions with the Department of Health to roll out its website feedback platform for all mental health trusts across England. As part of this contract, there will be a package of support and training to help every mental health and care trust to use this feedback to support their engagement with service users and carers in their areas. In addition, the programme will consult with and involve national voluntary sector organisations such as Mind, Rethink and others. It will be important to involve local voluntary sector organisations and other stakeholders eg LINks in these dialogues. This will be facilitated by the development of online resources to speed up involvement by relevant organisations.

The Department of Health are expecting Trusts to use this sort of feedback to meet their 'Next Steps' obligations in line with the Darzi report recommendations to gain a deeper understanding and knowledge of service user and carer experiences.

Trusts can demonstrate responsiveness to postings about services across the whole of their Trust and a transparency about service and quality improvements. They can also use PO to demonstrate success and good practice as well as disseminate information about their services over the web.

The roll out programme will include 10 regional events to which all mental health trusts will be invited. They will support the relevant staff to integrate Patient Opinion into their organisation. The programme will comprise the following:

1. A structure of responding to postings which will involve managers and staff across the trust, who will be sent e mail alerts to inform them of postings directly relevant to their areas of responsibility.

2. A strategy of generating postings in the short and long term that will involve the relevant departments in publicising and raising awareness of Patient Opinion.

3. A model for integrating Patient Opinion into existing PPI arrangements and trust monitoring systems to include governance, risk and other appropriate patient experience groups.

4. A model for using feedback and stories to feed directly into service and quality improvement strategies. It will demonstrate how to use the PO platform to show transparency and engage with the public in a way that meets trust obligations and publicises success and good practice.

5. How to look to the future and continue to innovate and test new ways to help channel feedback to improve services using this new and developing technology.

6. Resources to help trusts to define local service taxonomies.

7. Access to online network set up to encourage shared learning between trusts and organisations as we move forward with the programme.