

**NHS BOLTON CLINICAL COMMISSIONING GROUP
Public Board Meeting**

AGENDA ITEM NO:6.....

Date of Meeting:29th June 2018.....

TITLE OF REPORT:	Patient Story	
AUTHOR:	Hannah Carrington, Project Support Officer	
PRESENTED BY:	Jane Bradford, Clinical Director Governance and Safety	
PURPOSE OF PAPER: (Linking to Strategic Objectives)	This month's patient story details feedback received from patient experience of the Honeysuckle Lodge.	
LINKS TO CORPORATE OBJECTIVES (tick relevant boxes):	Delivery of Year 3 Locality Plan.	
	Joint collaborative working with Bolton FT and the Council.	
	Supporting people in their home and community.	
	Shared health care records across Bolton.	
	Regulatory Requirement	
	Standing Item	√
RECOMMENDATION TO THE BOARD: (Please be clear if decision required, or for noting)	For noting.	
COMMITTEES/GROUPS PREVIOUSLY CONSULTED:	N/A	
REVIEW OF CONFLICTS OF INTEREST:	Review of conflicts of interest not required for this report.	
VIEW OF THE PATIENTS, CARERS OR THE PUBLIC, AND THE EXTENT OF THEIR INVOLVEMENT:	These stories originate from issues raised with the CCG or providers through complaints and incidents.	
OUTCOME OF EQUALITY IMPACT ASSESSMENT (EIA) AND ANY ASSOCIATED RISKS:	This standard report has been considered against the criteria of EIA and an assessment is not considered necessary for this report.	

Patient story

Honeysuckle Lodge is a new venture which opened in April 2018 between Greater Manchester Mental Health NHS Foundation Trust (GMMH) and Alternative Futures Group (AFG), commissioned by Bolton CCG and based on the Royal Bolton hospital site, adjacent to the Rivington Unit.

It provides a specialised in-patient rehabilitation service for women with complex mental health needs comprising of 14 ensuite bedrooms, and a range of therapy spaces and communal areas to support recovery. The service was set up to repatriate Bolton women who have been receiving care and treatment in out of area placements due to the previous lack of a local specialised service.

7 patients have been admitted so far, repatriated from out of area placements and from secure hospital settings, with plans for a further 7 by the middle of August. Care close to home will enable an opportunity to optimise recovery and ensure the most appropriate pathways are identified to enable further step down and reintegration to the local community.

The service users have been actively engaged and have given input into the décor of Honeysuckle Lodge to ensure they feel comfortable in their surroundings, and also had input into the development of the official launch event that was held on 10th May 2018.

Numerous anecdotal comments from the current service users have been received from patients regarding the décor, and the improved access to their family and friends since patients were repatriated back to Bolton. A member of the Mental Health Commissioning Team at NHS Bolton CCG visited Honeysuckle Lodge on 7th June 2018 to speak to patients about their experiences and their transition back to Bolton.

The following patients were happy to speak to the CCG, and without giving personal details surrounding their diagnosis they shared their experience of Honeysuckle Lodge and their previous out of area placements. Real names have not been used to protect confidentiality. It is worth noting that some patients have been out of area for some time, and therefore may feel reticent being interviewed as they are still adapting to their new surroundings, and only just beginning to develop therapeutic relationships with the staff. As these relationships development, it is anticipated that the patients will become more comfortable and open to talking about their experiences.

S

'I've been back in Bolton a month after being in Warrington for the past three and a half years. I found it very difficult in Warrington as my family could only visit me once a month. Now I'm back in Bolton, I get to see my family all the time. They have even visited me today and brought me some crisps. I get leave to go out, and the staff are really nice and friendly – especially Jen and John. I am much happier here!'

H

'I was placed over in Bury but I'm still very glad to be back in Bolton. It is much easier for my friends to visit me here at Honeysuckle Lodge, and I feel the local hospital understands me and my needs much more than they did in Bury. In particular, I feel my psychiatrist understands me here.'

Mrs R

'I was placed in Leek for a while so I am very glad I've been able to come home. I didn't like anything while I was in Leek and while I would obviously like to be back in my own home, I am much happier to be back in Bolton and here in Honeysuckle Lodge.'