



A summary of what you told us about mental health services in south east Staffordshire, including the services that were provided from the George Bryan Centre.

If you are affected by anything in this document, contact our Urgent NHS Mental Health Helpline for support, advice and triage.

FREEPHONE 24/7: 0808 196 3002

In October 2021, the Midlands Partnership NHS Foundation Trust (MPFT) and Together We're Better – the health and care partnership for Staffordshire and Stoke-on-Trent – ran a survey and held two workshops about inpatient mental health services previously provided by the George Bryan Centre.

This was the latest stage in conversations which started in 2019/20, when Together We're Better (TWB) held a 12-week listening exercise. MPFT has also gathered information about people's experiences of services formerly provided by the George Bryan Centre since the fire in 2019.

Thank you to everyone who took part in the system-wide conversation in 2021. We received a wealth of comments and views that will help us to understand local needs and improve health and care services.

This is a summary of the comments we received, and how they will be used to inform future improvements to local services in south east Staffordshire. You can read our full report of findings on our [website](#).

About the George Bryan Centre

The George Bryan Centre provided services to the residents of Burton upon Trent, Lichfield, Tamworth and the surrounding areas. There was an assessment, care and treatment service for working-age adults in an acute state of mental illness and a mental health assessment and treatment service for people aged over 65.

Early in 2019, one of two wings of the building was destroyed by fire. The second wing was later temporarily closed on the grounds of safety. Temporary arrangements were put in place. People in the George Bryan Centre at the time of the fire were transferred to St George's Hospital to continue their treatment. Enhanced community mental health services were also provided to those needing support but not requiring a hospital stay.

Since 2019/20 we have been working to design the long-term solution for inpatient mental health services previously provided from the George Bryan Centre. We recognised that time had passed since we held our events in 2019. We ran our survey and events in autumn 2021 to check if there is anything new we need to consider, as we develop the clinical model that will help shape the future of local mental health services in south east Staffordshire.

Why change is needed

We have been working with existing service users, carers and staff to find a way to bring about the national vision for a community mental health model. This is set out in the [NHS Long Term Plan](#) – the guiding principles are:

- ✓ To improve and simplify access to care
- ✓ To use a Trusted Assessor Model – so you don't have to re-tell your story every time
- ✓ To have one digital plan which all services can access and update
- ✓ For you to have a named worker
- ✓ To provide flexible and personalised care that meets your needs
- ✓ To provide safe services for you, your carers and our staff
- ✓ For all partners to work closely together to join up our services
- ✓ To support your physical health needs.



We want to embrace innovation and new ways of working to remove traditional barriers, improve communication and training, and provide personalised support that enables people to live well and realise their full potential.

The George Bryan Centre was purpose-built in 1995 to the standards required at the time. Not all treatments and interventions were available to people staying there, so some people who had severe mental health needs were admitted to St George's Hospital because of the more intensive support that can be offered in a larger hospital.

What did we want to find out?



**George Bryan
Centre**



**St George's
Hospital**



**Community
mental health
services**

We asked you to rate these services on a scale from 'very poor' to 'very good'. We also asked for your views on community mental health services in the future.

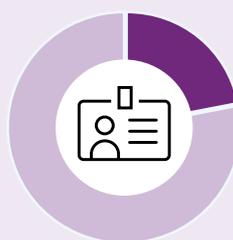
Who did we talk to?



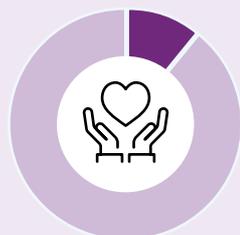
80 people responded to our survey:



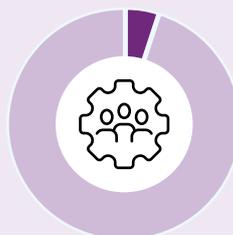
36%
were patients or
members of the public



22%
were NHS employees



11%
were carers of people
using the services



5%
responded formally
on behalf of an
organisation

We held **two events in October 2021** with **29 people**, including staff and service-users joining.



Experience of the George Bryan Centre

We had answers from 29 people about the George Bryan Centre. Most of you rated the centre highly. We heard comments about good care and that staff were supportive and caring. However, we also heard some complaints that staff were unhelpful, and that there wasn't enough support or activities.

Experience was **good / very good**:

More than **3 in 4**



Experience was **poor / very poor**:

Nearly **1 in 5**



"Superb care of a very close friend. The GB team were beyond perfect."

"No communication from staff. Unsafe premises for patients. Layout very poor. Communal areas poor and activities non existent."

In what capacity did you experience the George Bryan Centre? Base: 29



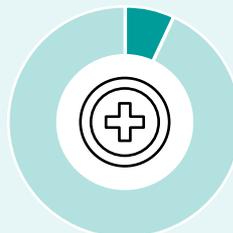
28%
As a member of staff (8)



31%
As a patient (9)



10%
As a carer or support worker for a patient (3)



7%
As a provider of a service to a patient (2)



Experience of St George's Hospital

We heard from 12 people about St George's Hospital, with most answers about the period after March 2019. Some of you told us that communication wasn't good at the hospital, and that you weren't happy with the quality of care or the activities available.

Experience was **good / very good**:

2 in 5



Experience was **poor / very poor**:

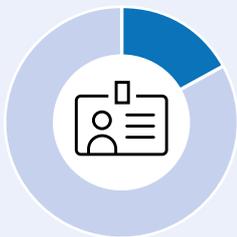
1 in 3



"I haven't even talked to any of the nurses there when I was a patient suffering major depression. They were always too busy. I know that as a NHS nurse, it could get overwhelming and very busy but they really don't talk to patients. They were like robots."

"Staff were unhelpful. Place was dirty. I understand it was due to covid restrictions, but had to isolate in 1 room for 5 days limited contact."

In what capacity did you experience St George's Hospital? Base: 12



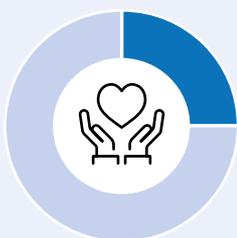
17%

As a member of staff (2)



58%

As a patient (7)



25%

As a carer or support worker for a patient (3)



0%

As a provider of a service to a patient (0)



Experience of community mental health services

We had views from 29 people about community mental health services – with just over half talking about the period after March 2019, and just under half telling us about earlier experiences.

We heard that it was sometimes difficult to access the services you needed, and that some of you weren't happy with the quality of the care. You told us that you wanted to see the same person, for continuity of care, but often this wasn't possible.

Experience was **good / very good**:

Nearly **2 in 5**



Experience was **poor / very poor**:

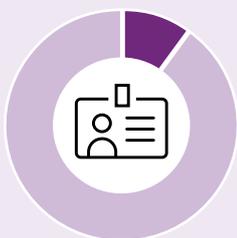
Nearly **1 in 3**



"Very difficult to access the services and often little continuity of care"

"After the fire at George Bryan Centre the lack of a local inpatient facility put pressures on staff, patients and relatives. The combined area of Staffordshire is too big to assist people with mental health challenges. It should revert back to local teams."

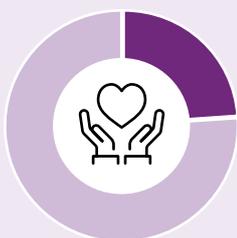
In what capacity did you experience community health services? Base: 29



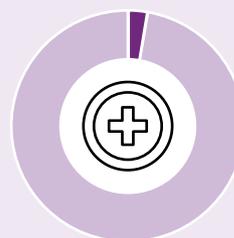
10%
As a member of staff (3)



62%
As a patient (18)



24%
As a carer or support worker for a patient (7)



3%
As a provider of a service to a patient (1)



The new model of community mental health care – your views

We asked what you think about the new model of community mental health care.

You can read about the new model on [page three](#). You can also watch [an animation](#) that explains it, or you can read about TWB's plans for transforming mental health services on the [TWB website](#).



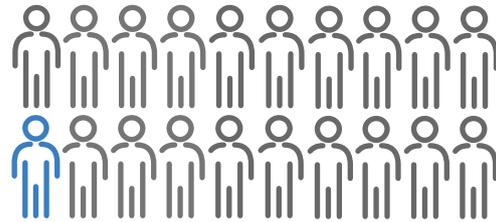
Agree or strongly agree with the new model:

More than
4 in 5



Disagree or strongly disagree with the new model:

Nearly **1 in 20**



We had answers from 50 people, and there was strong agreement with the principles of the new model. In your comments, you said these principles would improve the quality of care, but that this depends on them being implemented effectively.

"All of the above has got to be an advantage and benefit to the service user. However, placing all this on a piece of paper does not achieve the final objectives in the Tamworth area. The objective must be to 'walk the walk' and not simply 'talk the talk'."

"Reducing the replication of story telling will reduce the re-traumatisation of the client and allow for quicker and more targeted treatments."

Next steps

Thank you again for taking the time to tell us your views.

The comments received since 2019 will be considered by clinicians and managers as part of the options appraisal process, as we continue to develop the clinical model which will shape inpatient mental health services in south east Staffordshire.

We will also take into consideration views shared in the reference group, which is due to meet in spring 2022, to consider the latest position, hear about anything new that needs to be considered, and set out the next steps for this programme.

The work to identify the long-term solution for the provision of inpatient mental health services for residents of south east Staffordshire will take several months. If we need to make substantial changes, there will be further opportunities to be involved. We will keep you informed about our plans as we move forward.





If you need more information or need this document in another format, please contact us.



Visit our website:

<https://gettinginvolved.mpft.nhs.uk/george-bryan-centre-engagement>



Call us: **0333 150 2155**



Follow us on Facebook: [TWBStaffsandStoke](https://www.facebook.com/TWBStaffsandStoke)



Tweet us: [@TWBstaffsstoke](https://twitter.com/TWBstaffsstoke)



Email us: twb.comms@nhs.net

If you have been affected by anything in this document, please contact our helpline for support on FREEPHONE 0808 196 3002.