

Lesley Griffiths AC / AM  
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services



Llywodraeth Cymru  
Welsh Government

Eich cyf/Your ref P-04-400  
Ein cyf/Our ref LG/07335/12

William Powell AM  
Chair  
Petitions Committee

committeebusiness@Wales.gsi.gov.uk

15 July 2012

Dear Bill

Thank you for your letter of 26 June regarding the petition, received by the Petitions Committee, urging the Welsh Government to adopt and implement the NICE quality standard for service user experience in adult mental health.

I agree service user experience should be the focus of adult mental health in Wales. Indeed, a key *Programme for Government* commitment is to use the legislative powers delivered by the Mental Health (Wales) Measure to ensure modern, user-focused care is implemented consistently across Wales.

As highlighted by the petition, these Quality Standards and other Standards which have been developed in England, do not apply in Wales at present. However, I have taken the decision, in principle, for the Quality Standards being developed by NICE to, in future, apply to the NHS in Wales. Officials are currently finalising the detail of a new Service Level Agreement with NICE to allow this to happen.

In terms of improving mental health service user experience in Wales, it should be noted the rights of service users in Wales under the Measure in some areas go beyond the NICE Quality Standards in England. For example, while the Quality Standards are not mandatory, in Wales under the Measure, it is a statutory requirement for all individuals in secondary services to have a Care and Treatment Plan which takes into account an individual's wider needs, such as housing, employment and physical health. Under the Measure, all individuals discharged from secondary services will be able to self-refer back to those services if they feel their mental health is deteriorating. In addition, every in-patient, as well as those detained under the Mental Health Act 1983, whether in hospital or community, will have support from an independent mental health advocate. The Measure is a flagship policy of which the Welsh Government and Assembly Members can be proud and there has been long standing cross party support for the Measure.

As the petition states, a Delivery Plan to support *Together for Mental Health*, the draft strategy for mental health and wellbeing in Wales, is currently being developed. *Together for Mental Health* is being consulted upon currently and we are seeking the views of service users on the outcomes the strategy proposes. Dedicated public consultation events have specifically targeted and elicited the views of, service users and their carers. The strategy on the whole has been very well received by service users, particularly as it has been developed in partnership with statutory and third sectors, service users, their families and carers. I have asked my officials to include the petition in their analysis of responses to the strategy public consultation. The draft strategy is available here:  
<http://new.wales.gov.uk/consultations/healthsocialcare/mhealth/?lang=en>.

A Delivery Plan to support *Together for Mental Health* will be published alongside the final strategy in October. The Delivery Plan will include effective and measurements of the strategy outcomes, intended to improve the patient experience, prioritise safe, dignified, evidence-based interventions and ensure service user participation in Care and Treatment Planning.

I hope this information is helpful.

A handwritten signature in black ink that reads "Lesley". The signature is written in a cursive style with a long, sweeping tail on the letter 'y'.

**Lesley Griffiths AC / AM**

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