

FOI 0140/2023 Response

Request

As part of a FOI request, I would like to formally request a copy of the Service Specification for the commissioning of the Forward Thinking Birmingham services and details of when the current incumbent's service providers contract expires.

In addition, I would like to details of the Service Specification for the in-patient care for both CAHMS and Young Adult (18 - 25) and how the incumbents performance against this specification is measured. For instance are complaints sent to the incumbent logged / shared with FTB ? Are absconsions also reported (and is there a difference in reporting for informal patients for the reporting of complaints and absconsions with any governance body)?

***Clarification from Requester:

- I would like to understand how FTB service is measured and governed, who do they report to and is their performance managed? In particular I would like to understand how their in-patient CAHMS service is measured (which I believe is provided by Priory Group) and if complaints, absconsions and other issues are shared with the Governance body (whether that is FTB or a higher level of governance).
- I understand that FTB look after ages 0 to 25 - and therefore while CAHMS information will provide a subset of the answer, I would also like to understand if this governance applies to the 18-25 group within the care of FTB.
- I would assume the term "absconsions" is defined (either contractually or elsewhere in the NHS). I am not disputing the definition of the term (and I completely agree with the example you provided), but I have asked for confirmation that "absconsions" are reported from service suppliers to the relevant stakeholders within NHS and the commissioning body.
- If they are reported, is there a difference between the need to report formal patients (i.e. those who are held under the Mental Health Act) and informal patients (i.e. those who have made the decision to be in hospital due to their mental health)?

Response

Please find attached the requested service specification which holds details around measured and governed.

Please note the following:

- FTB contract is managed by a monthly Contract Quality Review Meeting, where contractual reporting, quality and performance are covered.
- Contract expires 31st March 2024.
- The CAMHS element is not covered under the FTB contact and is covered by a contract directly between NHS England and FTB.

- Absconsions are reported if an individual is detained under the Mental Health Act.
- Absconsion is generally defined as a patient who is outside the perimeter of the hospital on leave absconding and not returning to the hospital. Escape is defined as a patient escaping from a secure perimeter of a mental health hospital. However, if a patient is late returning from Section 17 leave, but intends to return then this is not necessarily an absconsion.
- Absconsion for detained patients this are reportable incident and they are reported to the CQC. Please be aware that the process implemented for responding to complaints is not the same process for dealing with patients who abscond from hospital.
- Absconsion of patients detained under the Mental Health Act are reportable incidents by providers to the responsible commissioner and the CQC would usually be notified by the provider.
- complaints monitoring report is summarised and submitted as part of the contractual reporting requirements on a quarterly basis