

National Institute for Health and Care Excellence

4-year surveillance (2016) – [Service user experience in adult mental health](#) (2011) NICE guideline CG136

Appendix B: stakeholder consultation comments table

Consultation dates: 31 August to 13 September 2016

Do you agree with the proposal not to update the guideline?			
Stakeholder	Overall response	Comments	NICE response
NHS England	Disagree	I am happy that the guideline is updated.	Thank you for your comment, unfortunately without further information about why you disagree with the proposal not to update the guideline we are unable to investigate further.
Do you have any comments on areas excluded from the scope of the guideline?			
Stakeholder	Overall response	Comments	NICE response
NHS England	None	No comment	Thank you for your comment.
Do you have any comments on equalities issues?			
Stakeholder	Overall response	Comments	NICE response
NHS England	None	No comment	Thank you for your comment.

Call for evidence

Is there new evidence (not identified through the surveillance) in the following areas that may impact on current recommendations or address research recommendations in this guideline?

Area	Stakeholder	Response	References and supporting information	NICE response
Care and support across all points on the care pathway Recommendations 1.1.1 - 1.1.22	NHS England	Yes	<p>Published by NHS England Sept 16 is a large engagement report on the needs of military veterans. https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/09/veterans-mh-services-engagement-rep.pdf The messages are the same as in the current guidance, but I recommend strengthening the support for family members/carers etc. This was a very clear message from our work as they often “take the brunt”.</p>	<p>Thank you for your comment and the evidence submitted. We have reviewed the evidence highlighted. The evidence supports current recommendations and therefore does not impact on the guideline.</p>
Access to care Recommendations 1.2.1 - 1.2.5	NHS England	Yes	<p>Access in a timely fashion to both GP services and specialist services are key. In particular access when things are at crisis point to individuals who have an understanding of the issues , can make necessary risk assessments and take whatever action is needed. See https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2016/09/veterans-mh-services-engagement-rep.pdf</p>	<p>Thank you for your comment and the evidence submitted. We have reviewed the evidence highlighted. The evidence supports current recommendations and therefore does not impact on the guideline.</p>
Assessment Recommendations 1.3.1 - 1.3.9	NHS England	Yes	<p>This section is about assessment in a secondary care location but would benefit from something in a primary care setting and especially as the vast majority of patients with MH problems are seen, assessed and managed in primary care.</p>	<p>Thank you for your comment. Recommendation 1.3.8 in the guideline states the service users should be informed of the right to have a formal community care assessment. The scope of the current guideline is community and inpatient mental health settings, the surveillance review and call for evidence did not identify published evidence in assessment in primary care to suggest an extension to scope is required.</p>
Community care Recommendations 1.4.1	NHS England	No	No comments	<p>Thank you for your comment.</p>

- 1.4.10				
Assessment and referral in a crisis Recommendations 1.5.1 - 1.5.11	NHS England	Happy with this section	No comments	Thank you for your comment.
Hospital care Recommendations 1.6.1 - 1.6.14	NHS England	Happy with this section	No comments	Thank you for your comment.
Discharge and transfer of care Recommendations 1.7.1 - 1.7.6	NHS England	No answer	Our work with veterans shows that having better care co-ordination would significantly improve matters and especially for those patients in contact with the criminal justice system	Thank you for your comment. The evidence highlighted in your previous comments supports current recommendations therefore does not impact on the guideline.
Assessment and treatment under the Mental Health Act Recommendations 1.8.1 - 1.8.12	NHS England	Happy with this section	No comments	Thank you for your comment.

No comment from the Royal College of Nursing. – Thank you for your comment.