

Overall: It has been a pleasure to be able to support the process and help out at the Crisis Concordat signing, it has helped me a lot in the process, especially with my confidence, which is something I struggle with so has been a really good few months :-) I look forward to any opportunities in the New Year.

Overall: As a carer, I was overwhelmed by the enthusiasm and ardent passion portrayed by all the participants, to try and help improve Mental Health in this area.

Overall: I think we really bonded as a group - almost as a team - in the very short time we were together. Mutual respect was clear but we also felt able to express different views robustly. We also felt that our questions had been effective and that we had been able to add some real value to the process.

As part of the mental health procurement, we recruited service users and carers to form stakeholder panels.

The panels were responsible for asking the shortlisted organisations a range of questions relating to patient experience.

General: I sensed overall enthusiasm was due to how well the evaluation process had gone and that people truly welcomed the involvement they'd had. In part this also flowed from the CCG emphasis on the independent decision making role of the panel members – people welcomed the responsibility they were given.

General: It was great we had a direct say, by a well chosen panel.

All panel members attended a bespoke half-day training session to prepare them for their roles and to form the questions.

The stakeholder panels contributed 4% towards the final procurement score.

This is some of the feedback we received following the sessions.

General: We were really impressed how passionate the providers were about the services they provide now and how they want to provide something similar in Bedford.

General: I really am glad that service users are given a voice and very much appreciate the opportunities to be heard, it means a lot to me having used the service for quite a while now, that the negatives in the mental health service will hopefully be ironed out and a much more safe and positive service will be formed.

General: I think the main thing was that as a service user I felt valued as I was involved with the process. As service users we are the ones using the service or who have used the service that the potential providers will be delivering, it really affects us as to who is providing it.
I personally very much appreciated being part of the process.

Training: I really liked the idea of getting people to be more aware of others opinions/views. Describing what our favourite things were and sharing it as a group made it clear that we are all very different.
It was a fun way to make people realise such an important factor in working with each other.

