

8th August 2006

Dear

Re: REVIEW OF NON - NHS SERVICE LEVEL AGREEMENTS

You may be aware that work has been on going across the four Nottingham primary care trusts to review the appropriateness and effectiveness of non-NHS Service Level Agreements (SLA).

A proposed recommendation has been approved by the four PCT Boards to disinvest in the current SLA held with Rethink in respect of the **Focusline** service.

We have commenced a consultation process on this proposed recommendation to end on the 19th October 2006. PCT Boards will approve the final recommendations in early November 2006.

We have identified you or your organisation as being a stakeholder likely to hold views on this proposal.

The basis for this proposed recommendation is:

The PCTs feel that the Rethink Focusline service does not meet the healthcare needs of callers as helpline staff are not healthcare trained. It is also felt that there is no evidence that the service contributes to the mental health related Local Delivery Plan targets and does not meet the definition of a crisis service as per the Policy Implementation guide.

We would very much appreciate your views on the following questions:

1. Are you aware of the service Focusline provides?
2. What links/experiences do you have with the service?
3. What service do you receive from Focusline?
Please give some specific examples.
4. How does the Focusline service help you or your organisation?
5. If Focusline did not exist, where would you go to receive this service?
6. If Focusline did not exist, what impact would this have on you or your organisation?
7. What services do you think Focusline or Rethink should provide?
8. Do you have any other comments about the proposed recommendation?

The recommendation is, at this stage, only a proposal. The PCT Boards will make final decisions after the consultation. After this time, if the decision stands to disinvest in the Service Level Agreement, a period of 6 months notice will be given, which means that the service will end in April/May 2006.

Your feedback regarding the above questions can be given in any or all of the following ways;

- By writing to myself at the above address. Please ensure that any views you wish to be considered as part of the consultation are forwarded to myself by 5.00pm on the **18th October 2006**.
- By attending an Open Meeting on **Thursday 21st September 2006**, 3pm till 6pm at Life at the Centre, 22 Lower Parliament Street, Nottingham NG13DA
- By posting your views on our website: Please visit www.rethink.org click on Discussion Forum, then campaigns. There is a specific topic related to Focusline. Please ensure you have posted your views by 5.00 p.m. on 18th October 2006.

I would also be extremely grateful if you could display or circulate the enclosed flyers and posters regarding the consultation.

Thank you for your help.

Yours sincerely,

Charlotte Wilcockson
Area Services Manager