



# ARC East of England Evaluating the Peterborough Exemplar

***The Peterborough Exemplar is a joined-up community mental health care model and 1 of the 12 Early Implementer sites funded by NHS England.***

The Peterborough Exemplar aimed to strengthen relationships among local service providers to enable knowledge exchange and the provision of joined-up care and to develop mental health services that address existing gaps in service provision.

This project evaluated service provision by studying the impact of the Exemplar on service accessibility, patient outcomes, as

well as its implementation. Additionally, an economic evaluation of the Exemplar is underway.

## **What was the aim of the project?**

To evaluate the Peterborough Exemplar and assess whether it has met its main goals.

## **What did we do?**

The ARC research team liaised with frontline workers and service managers to

gain understanding about how services are delivered and received feedback from key stakeholders. Service activity data and routine outcome measures (ROMs) were also used to assess the Exemplar's impact. Qualitative and quantitative methods were employed to analyse the collected data.

### How did we involve people?

Two workshops with service users were organised to receive feedback about parts of the healthcare system that are important to evaluate and the selected evaluation methods. Workshops were co-facilitated with a service-user third-sector organisation. We also met with NHS practitioners to understand service provision in Peterborough, gain clarification on ROMs collection and inform the interview guide for qualitative data collection.

### What is the impact so far?

The Primary Care Mental Health Service and liaison practitioners help improve decision-making about treating service users referred by General Practitioners, but is impacted by GP engagement. The

Exemplar Services are likely filling the service gaps as services were not available before, are in demand, and are accessible to those with symptoms not severe enough for specialist treatment. However, waiting times for specialist Community Mental Health Teams did not reduce.

### What next?

We plan to publish our findings. A final report was shared with the Exemplar Steering Group, and it was used to inform decisions about the further implementation of the Exemplar model across the Cambridgeshire and Peterborough County. The report was also shared with the Adult Mental Health Team of NHS England.

### For more information about this project

Scan the QR code or contact the ARC Office (ARCOffice@cpft.nhs.uk).



### What is NIHR ARC East of England?

The National Institute for Health and Care Research Applied Research Collaboration East of England is one of the 15 NIHR ARCs. NIHR ARC East of England collaborates with Cambridgeshire and Peterborough NHS Foundation Trust, and the Universities of Cambridge, East Anglia, Hertfordshire and Essex along with other NHS Trusts, Local Authorities, Integrated Care Systems, patient-led organisations, charities, and industry partners.

### Get in contact with NIHR ARC East of England



[arc-ee.nihr.ac.uk](https://arc-ee.nihr.ac.uk)



[ARCOffice@cpft.nhs.uk](mailto:ARCOffice@cpft.nhs.uk)



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