

Working collectively to review the mental health system

NHS ENGLAND: TEES VALLEY



Background on Community Mental Health Transformation



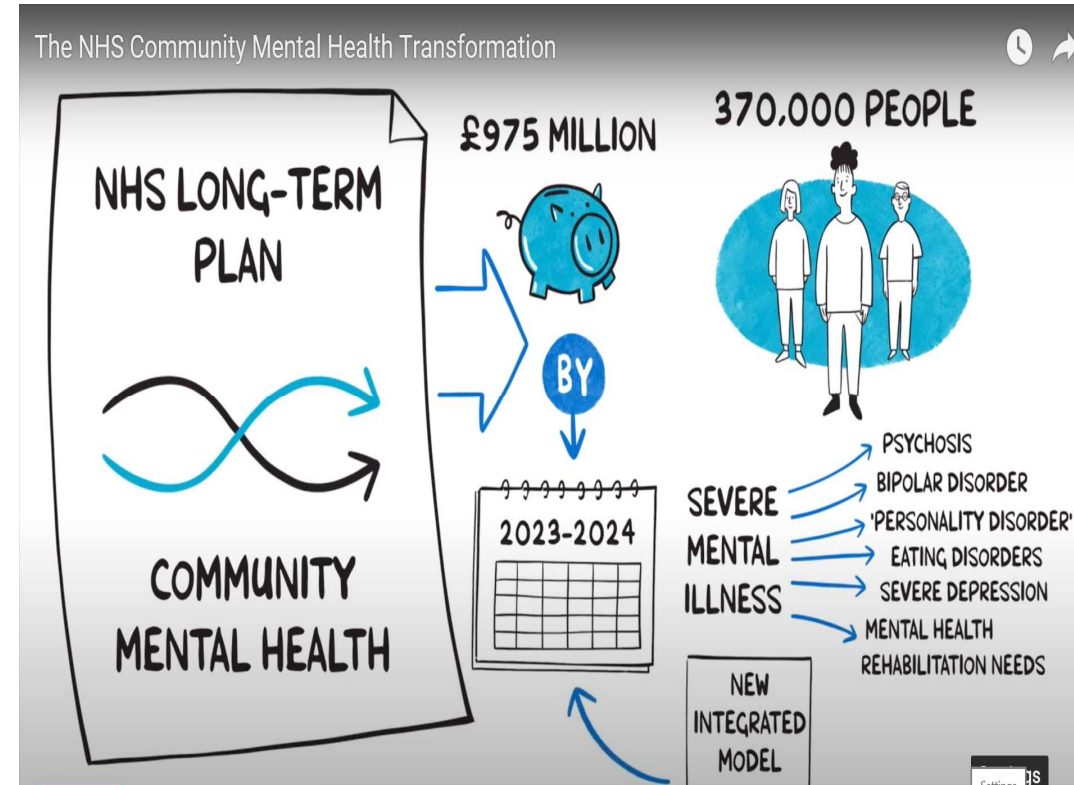
More aims of Community Transformation

Background:

Driven by NHS England long term plan offering significant investment to enable those with severe mental health illness better access to integrated primary and community mental health care

Move from fragmented silo working to integrated, holistic, person-centered care model

Services and care pathways should be co-produced with service users, carers and local communities.



What has been happening?





Healthwatch findings

Purpose of the report:

- **Understand each of the five local communities' need's:** what keeps people well and how communities would like to access mental health services in each area.
- **Establish a baseline** of what local people's knowledge of current services are and your expectations of mental health services.
- Enable local communities to have **greater choice** and control over their care, and to live well within each community.
- Develop **localised place-based** action plans that are held collaboratively as partners to meet the needs of local populations



- **Better communication** to the public of what is available in terms of wellbeing support.
- **Awareness raising** in communities to reduce the stigma of mental health.
- **Easier access** through local community venues or supporting transport needs.
- **Greater accessibility** for those who face physical and mental health challenges.
- Provision of **more creative activity**, exercise, and social activity groups.
- **Shorter waiting lists**.
- **Longer therapy pathways** – for example more than 6 sessions.
- **Greater exploration of therapies** rather than medication.
- **More empathy, understanding, respect and awareness** of mental health conditions.
- **Supporting those who have caring responsibilities**, to attend wellbeing sessions themselves: care for the carer.

Darlington	Men (over 18)	Parent Carers and Carers (over 18)	Young people aged 16 to 25 in transition from child to adult mental health services
Hartlepool	Deaf community	Blind and Visually Impaired	Older People
			LGBT
South Tees	Carers	Visually Impaired	Refugees and Asylum Seekers
	Ethnic Minority groups (2)		Older People
Stockton on Tees	People with a learning difficulty / disability	Substance misuse	Carers

healthwatch

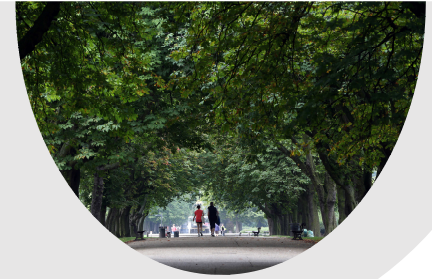
900 people engaged in consultation across the Tees Valley

Staff and service user/ carer led design

	April 2021	May 2021	June 2021	July 2021	August 2021	Sep 2021	Oct 2021
	Funding awarded	Shadowing teams	Staff voice network	Staff engagement	Volunteers map patient journeys	GP workshops	TEWV Redesign event
	Governance structure established	Enhanced Psychology Provision	External workshops held	Staff visioning/ designs	Healthwatch go live	Service user and carer workshops	Development of Community Navigator Roles (VCS)
	PCN Workforce implemented	Recruited 17 volunteers from Teesside University	Healthwatch engagement	Continue to shadow teams	Engagement with Mental Health forums	End of Healthwatch engagement	Introduction of Co-Production / Peer Lead role for CMHF
	£600,000 resilience funding to VCS	Engagement with Mental Health forums	Engagement with Mental Health forums	Engagement with Mental Health forums		Recruited lived experiences roles to the board	
	Delivered external stakeholder workshops					Patient stories and production of short film	

Information and mapping phase 1

Design Event



Principles:
Accept each other's assessments.
Do not refuse a referral

- Getting advice
 - al community support
 - aries/ leisure centres
 - s/ recreation
 - ducation
 - s of worship
 - ily/Friends
 - Colleagues
 - e support/ self help
 - cial Media

Assessment, triage, support and advice

Intervention and treatment

Getting advice

Getting Help

Getting more help

Primary Care networks

Primary Care Network Mental Health Team
Based in GP surgeries

Community Hub
Senior clinical staff including peers and community navigators.
Co-located with VCS and LA

Physical health Review offer/ medication

Treatment and Intervention Services
One team per locality

- EIP
- ADHD/ ASD
- Personality & Relational
- MHSOP & Dementia Ax
- Rehab
- Eating Disorders
- Perinatal

Aligned by PCNs

SUPPORTED BY NAVIGATORS

System one recording CITO recording

PCN Pilot and developments



PCN Mental Health Practitioners

- 1 Full time mental practitioner in most PCNs.
- Practitioners are providing 20 minute appointments to 12 patients a day, 54 patients per week.
- Over 2000 appointments per year in each PCN
- Across Teesside 4,935 appointments have been facilitated between end of June-end October.



PCN Mental Health Practitioners

- Upskilling all the current staff to have an NMP qualification. To improve patient access to treatment and review of the treatment.
- Patients' attendance at appointments is good. The DNA rate varied from 7% - 19% between PCNs. The average DNA rate is 15%.
- The majority of patients are being contained within primary care services with intervention from the practitioners, social prescribers, IAPT and other VCS organisations.
- Now working alongside PCN Clinical Directors to enhance service offer based upon local population needs



Patient Feedback

Patient feedback is very positive and FFT patient satisfactions rates are between 95.83%-100%. All comments on the surveys are very positive.



In the past when speaking to others regarding my mental health, I often felt dismissed and misunderstood, quite often leaving me feeling worse than before seeking help. However with this new service I felt listened to, properly understood and I actually feel some progress is being made with my issues for the first time in many years. The mental health nurse I spoke to was phenomenal, making me feel like some actually cared and that there was finally hope and light at the end of the tunnel. I am incredibly happy with this new service and would very much like to see it continue in this way.

Spoke to a highly competent, professional, caring individual – who was obviously well qualified and an outstanding example of her profession.

Nurse very professional, empathic and non-judgemental.

Fantastic, couldn't have had a more respectful, supportive person. Wonderful caring person

Very helpful call I felt so much better and positive in myself after. She couldn't of been more helpful



Next steps



Moving into year 2

- **Sign off internally and externally to progress the model**
- **Working groups to be established for each area at place based for community hub model**
- **Co production of services through the introduction of Teesside Peer Led role**
- **Expansion of the PCN workforce**



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Closing comments

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