

Working collectively to review the mental health system

COMMUNITY TRANSFORMATION
NHS ENGLAND: TEES VALLEY



Background on Community Transformation



NHS LONG-TERM PLAN

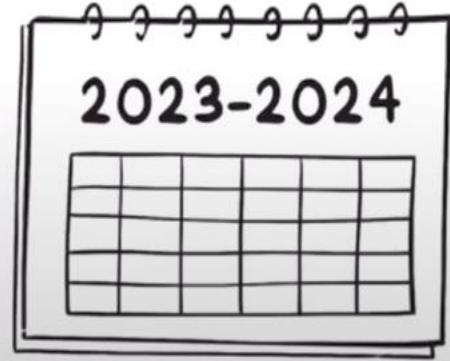


COMMUNITY MENTAL HEALTH

£975 MILLION



BY



370,000 PEOPLE



SEVERE MENTAL ILLNESS

- PSYCHOSIS
- BIPOLAR DISORDER
- 'PERSONALITY DISORDER'
- EATING DISORDERS
- SEVERE DEPRESSION
- MENTAL HEALTH REHABILITATION NEEDS

NEW INTEGRATED MODEL

The core principles of the framework

- Development of tailored services based around individuals and their whole-life needs - not just their mental health needs.
- Services as close-to-home as possible and shaped to meet the needs of local communities.
- A one-team approach - removing organisational boundaries to ensure joined-up care.
- Embedding support with navigating the system
- Embedded co-production and co-design with people who have lived experience .

What has been happening in the last six months?

Head of Service: Shaun Mayo



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 Dr Shah



Event Scope

Development of an operational place based model for AMH and MHSOP functional community services which is integrated with Primary Care networks and Voluntary Care Sector services and delivers services to meet the needs of those with severe mental illness.

The model should be coproduced with staff, stakeholders, the local community, service users and carers.

AMH teams will include Access, Affective, Psychosis, ADHD & Autism. Interface with Perinatal and EIP will be included. Specialty teams and crisis and excluded.

MHSOP teams will include functional teams

New model will ensure

- People should receive a good-quality assessment at whatever point they present
- Deliver meaningful interventions for mental health problems are readily available and accessible
- location is most appropriate to people's needs
- Care can be stepped up where or when more specialist care is required, and stepped down, in a flexible manner without the need for cumbersome referrals and repeated assessments
- There are effective links with community assets to support and enable people to become more embedded within their community and to use these assets to support their mental health.

PCN Pilot and developments



PCN Mental Health Practitioners

- 1 Full time mental practitioner in each PCN
- 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 2,207 appointments have been facilitated between end of June-27th August.
- 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





Questions and answers

