

# Working collectively to review the mental health system

COMMUNITY TRANSFORMATION  
NHS ENGLAND: TEES VALLEY



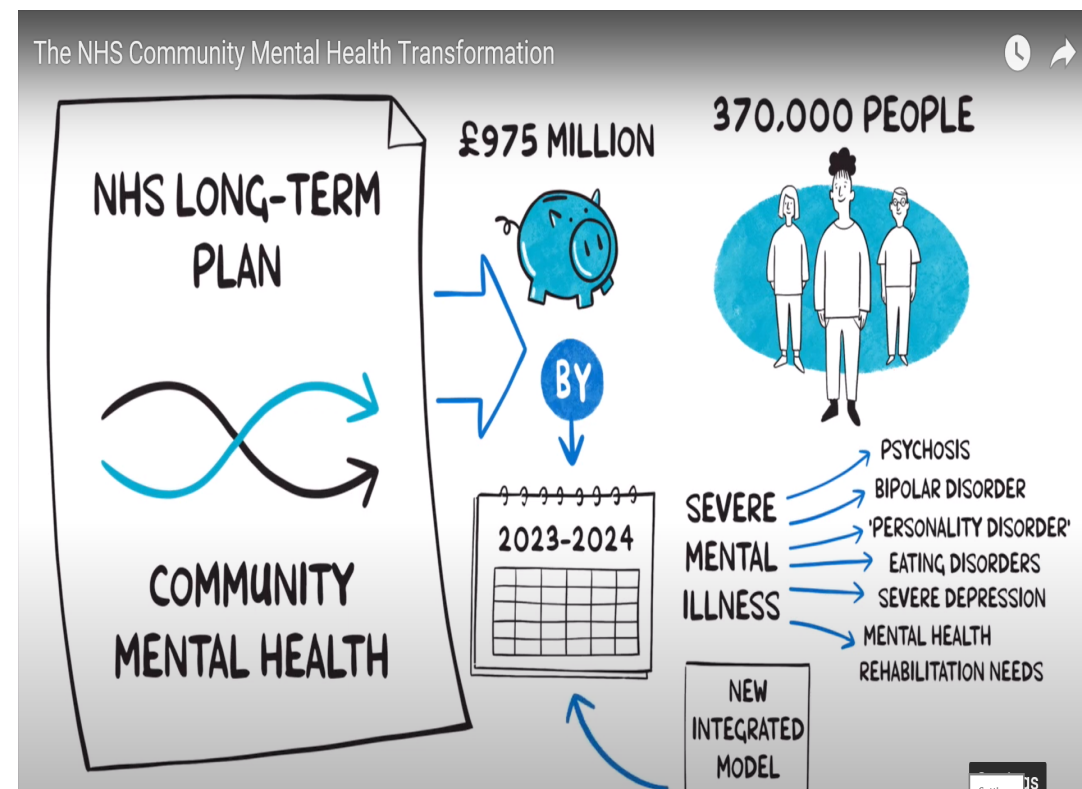
# Background on Community Transformation



## Core 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 in the last  
six months?**





# Healthwatch findings

## Purpose of the report:

**Understand each of the five local communities' needs:** 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





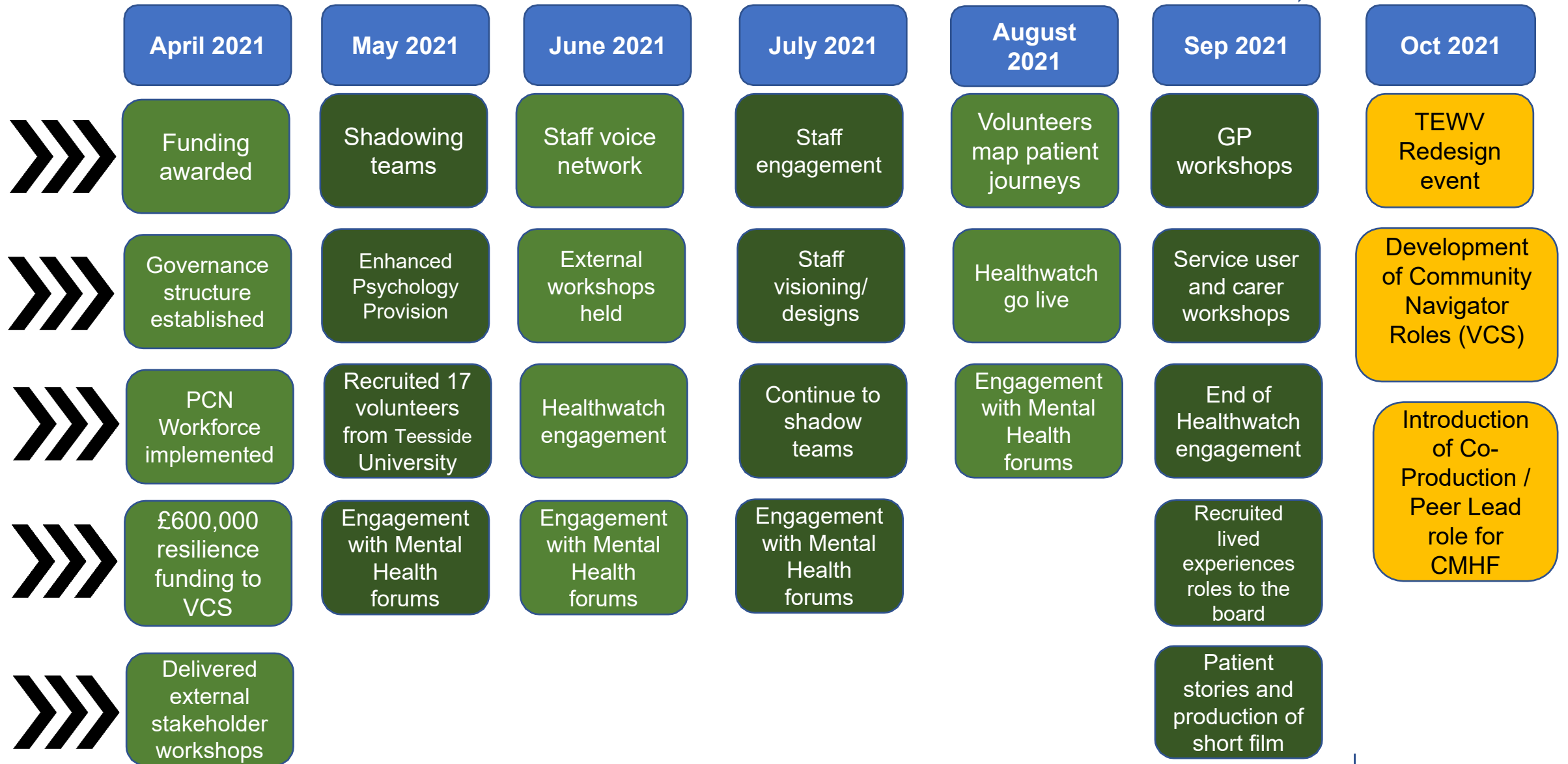
- **Better communication** to the public of what is available in terms of wellbeing support.
- **Awareness raising** in communities to reduce the stigma of mental health.
- **Easier access** through local community venues or supporting transport needs.
- **Greater accessibility** for those who face physical 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.

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


 The logo for healthwatch features the word "healthwatch" in a bold, sans-serif font. The letters "h", "e", "a", "l", "t", "h", "w", "a", "t", "c", "h" are in a dark blue color. The letter "e" is highlighted in pink, and the letter "a" is highlighted in green.

**900 people engaged in consultation across the Tees Valley**

# Staff and service user/ carer led design



## Information and mapping phase 1

# Design Event





**Principles:**  
We accept each other's assessments.  
We do not refuse a referral

Assessment, triage, support and advice

Intervention and treatment

**Getting advice**

**Getting Help**

**Getting more help**

Local community support  
Primary Care networks

Libraries/ leisure centres  
Parks/ recreation  
Education  
Places of worship



Family/Friends  
Work/Colleagues  
Online support/ self help  
Social Media

Aligned by PCNs

**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

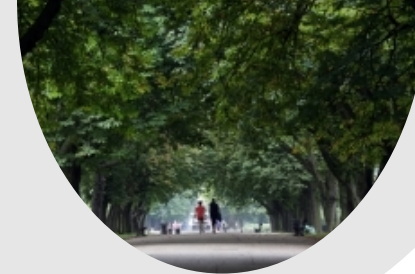
Physical health Review offer/ medication

**Treatment and Intervention Services**  
One team per locality

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

**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 3,441 appointments have been facilitated between end of June-end September.



# 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 someone 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.

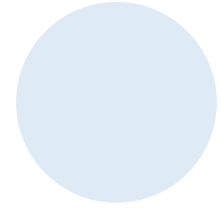
Nurse very professional, empathic and non-judgemental.

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

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- Sign off internally and externally to progress the model
- Working groups to be established for each area at place based
- Co production of services through the introduction of Teesside Peer Led role
- Focus upon resilience/ prevention year 2 agenda
- Expand the PCN workforce

Date

Your Footer Here



# Closing comments

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