

# Mental Health Service Update

Healthwatch Public Board Meeting Monday 6<sup>th</sup> February 2023

## *Presenting*

Sarah Dugan – Chief Executive

Matthew Hall – Chief Operating Officer

Jack Lyons-Wainwright - Senior Programme Lead (Mental Health)

## *In attendance*

Sue Harris – Director of Strategy & Partnerships

Winsom Robotham – Associate Director Primary Care & Community Mental Health

# Content of the presentation

- Now We're Talking - where to go for early help and resources
- IAPT Healthy Minds - update following the presentation to Healthwatch Board in 2022
- Neighbourhood Mental Health Teams – overview of the service model and VCSE partnership work
- 24/7 Urgent Mental Health Helpline – an update on the service model, performance and activity

Of note – development of the Mental Health Collaborative

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# Now We're Talking Partnership

Including:



- The Now We're Talking **partnership** and **website** has been developed by local organisations in H&W, working together across organisational boundaries to better co-ordinate mental health communications, awareness and engagement
- The website – [www.nowweretalking.nhs.uk](http://www.nowweretalking.nhs.uk) - offers mental health support and information all in one place, helping people navigate to the right support as quickly as possible, including self-help resources, videos, podcasts community services, NHS support and urgent help.
- **The site was accessed by over 75,000 people in 2022.**

# Promoting the wider offer

**Local mental health support for young people**  
In Herefordshire and Worcestershire

**I feel okay.**

**Looking after yourself**  
Search '5 steps to mental wellbeing' on the NHS Choices website for simple tips on how to keep your mind healthy. Looking after yourself when you feel okay can also lower the risk of worse mental health when things may go wrong.

**Community Services**  
A list of local community groups and services. They offer information, advice, and tools on a range of feelings including loneliness and isolation or money worries.

**Worcestershire – Here2Help: SearchForHelp** ([worcestershire.gov.uk](http://worcestershire.gov.uk))

**Herefordshire – Talk Community:** [www.talkcommunitydirectory.org](http://www.talkcommunitydirectory.org)

**I'm struggling and need some help.**

**Talk to someone**  
you trust such as a teacher or family about how you feel.

**Kooth** Free, safe and anonymous support for your mental wellbeing including live chat and online discussion boards. [www.kooth.com](http://www.kooth.com)

**Visit the CAMHS website** Access to self-help guides, advice and tools on a range of local support. [www.camhs.hacw.nhs.uk](http://www.camhs.hacw.nhs.uk)

**Visit your GP Practice Team** To discuss the best options for you, including access to specialist services.

**I have thoughts of hurting myself or someone else and need help quickly.**

**Call the free local NHS urgent mental health helpline:**  
☎ **0808 196 9127**  
If you need to speak to someone quickly (24 hours a day 365 days a year).

☎ **Call 999**  
For free, if you are seriously injured, have taken an overdose or if there is an immediate risk to life.

**Other people who can help you**

- ☎ Young Minds: Text YM to 85258 anytime for free support
- ☎ Childline free phone: 0800 1111
- ☎ Papyrus suicide prevention helpline: 0800 068 4141

You can also scan this QR code to access an online version in your own time.

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**Adults**

**Local mental health support you can access today**  
In Herefordshire and Worcestershire

**I want to keep a healthy mind.**

**Looking after yourself**  
Search '5 steps to mental wellbeing' on the NHS Choices website for simple tips on how to keep your mind healthy.

**Community Services**  
List of local community services that offer information, advice, and tools.

**Worcestershire – Here2Help: SearchForHelp** ([worcestershire.gov.uk](http://worcestershire.gov.uk))

**Herefordshire – Talk Community:** [www.talkcommunitydirectory.org](http://www.talkcommunitydirectory.org)

**I'm struggling and have been for a couple of weeks.**

**Now We're Talking**  
Access to self-help guides and online courses. [www.nowweretalking.nhs.uk](http://www.nowweretalking.nhs.uk)

**Qwell** Free mental wellbeing support including online chat and forums. [www.qwell.io](http://www.qwell.io)

**NHS Healthy Minds**  
Self refer for free online, group or 1:1 talking therapies. [www.healthyminds.whct.nhs.uk](http://www.healthyminds.whct.nhs.uk)

☎ Worcestershire: 0300 013 57 27  
☎ Herefordshire: 01432 220 507

**Visit your GP Practice Team** To discuss the best options for you, including access to specialist services.

**I need urgent advice and support for myself or someone I know.**

**Call the free local NHS urgent mental health helpline:**  
☎ **0808 196 9127**  
If you need advice and support quickly (24 hours a day 365 days a year).

☎ **Call 999**  
For free, if you are seriously injured, have taken an overdose or if there is an immediate risk to life.

**Wellbeing and Recovery College** For a wide range of courses designed to build new skills at any point on your journey. [hwellbeingandrecoverycollege.org.uk](http://hwellbeingandrecoverycollege.org.uk)

You can also scan this QR code to access an online version in your own time.

**Local mental health help for children**  
In Herefordshire and Worcestershire

**I feel okay.**

**Looking after yourself**  
There are some simple things you can do to keep feeling happy. They're known as the 5 ways to wellbeing.

- **Keep active:** run, jump or do sports.
- **Take notice:** paint what you can see, listen to sounds or play I spy.
- **Connect:** talk and make new friends.
- **Keep learning:** how you want to.
- **Give:** help at home or share with friends.

**I feel sad or worried.**

**Talk to someone**  
Talk to a family member like your mum or dad, a close friend or a trusted adult for example your teacher about how you feel.

**Visit the CAMHS website**  
It includes activities you can do at home and where to go for help. [www.camhs.hacw.nhs.uk](http://www.camhs.hacw.nhs.uk)

**I have thoughts of hurting myself or I am in danger.**

**Call the NHS mental health helpline for free:**  
☎ **0808 196 9127** at any time and on any day.

☎ **Call 999** if there is an emergency, you are really hurt or feel unsafe.

**Other people who can help you**

- ☎ Young Minds: Text YM to 85258 anytime for free support
- ☎ Childline free phone: 0800 1111

**Worried about a child's mental health**

- Share concerns with the child's school/ college
- Visit the CAMHS NHS website [www.camhs.hacw.nhs.uk](http://www.camhs.hacw.nhs.uk)
- Visit your GP Practice Team if you are a parent or carer to discuss the best options, including access to specialist services.
- Young Minds parent support: [www.youngminds.org.uk/parent](http://www.youngminds.org.uk/parent)

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**Useful national resources**  
MIND: [www.mind.org.uk](http://www.mind.org.uk) Samaritans freephone: 116-123 ☎ Text "SHOUT" to 85258

**NHS** Provided by Herefordshire & Worcestershire Health and Care NHS Trust

# IAPT Healthy Minds Service

Update on performance and transformation  
programme

A blue circular graphic containing the NHS slogan, with a wavy line extending from the bottom left and a quote mark icon at the top right.

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# Targets and outcomes

75% assessed  
within 6 weeks  
95% within 18  
weeks

50% achieve  
“recovery”

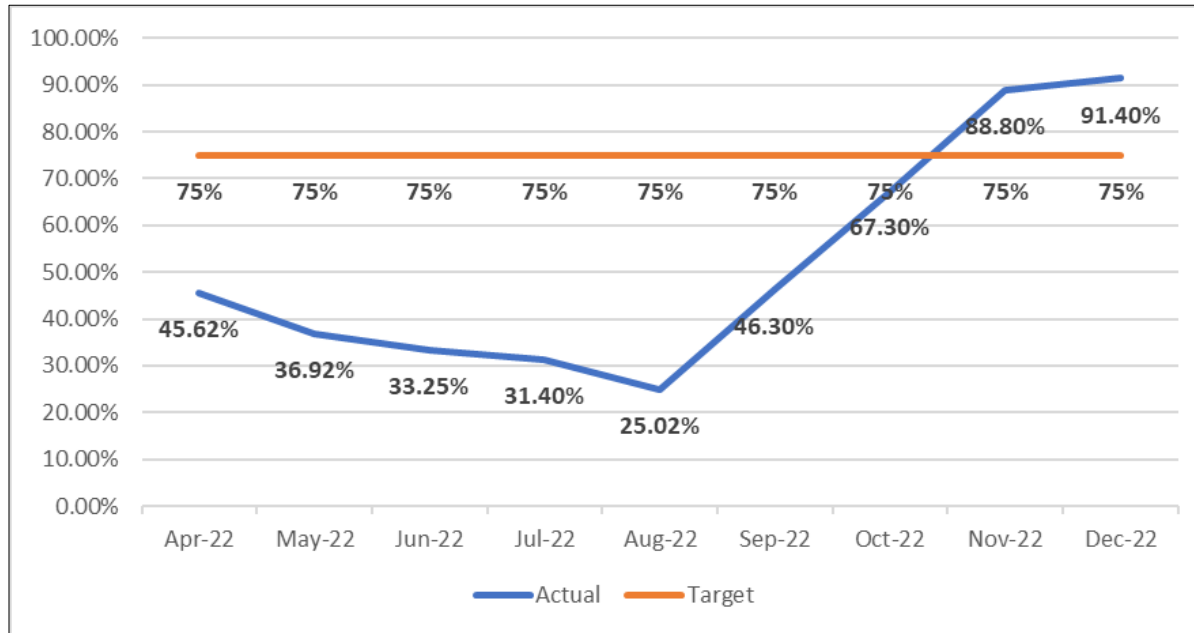


21,228  
entering  
treatment

90%  
commence  
treatment  
within 90 days

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# Some Key Performance Indicators (KPIs)

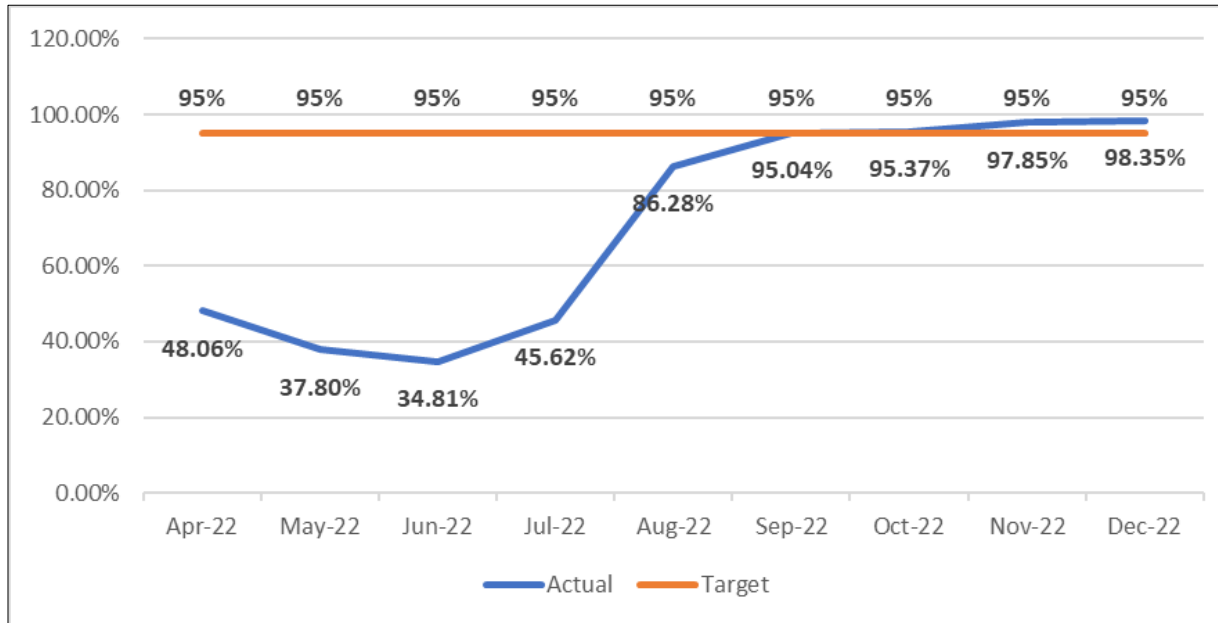


Service access waiting times are from receipt of referral by the service to first appointment / assessment:

- 75% of patients should receive a first assessment/treatment appointment within 6 weeks of referral.
- KPI is reported on upon discharge, however, the service are now meeting this KPI **in-month**, with projected full recovery of the KPI expected in July 2023 as patients moving through the system are discharged.

**\*All data presented in all slides covers both Herefordshire & Worcestershire**

# Some Key Performance Indicators (KPIs)

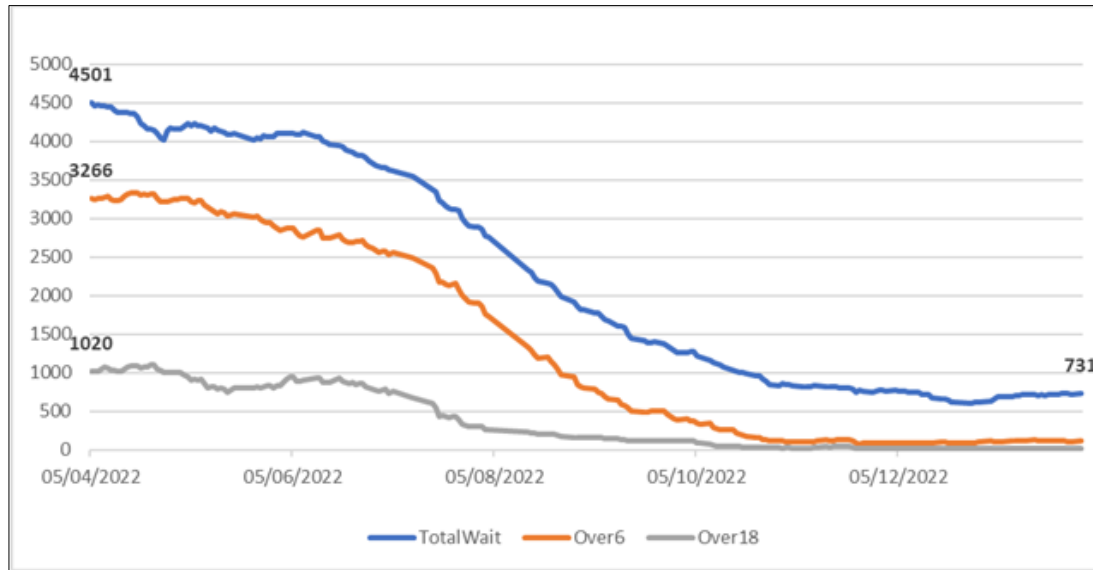


- Service access waiting times are from receipt of referral by the service to first appointment / assessment:
- 95% of patients should receive a first assessment/treatment appointment within 18 weeks of referral
- KPI is reported on upon discharge, however, the service are now meeting this KPI **in-month**, with projected full recovery of the KPI expected in April 2023 as patients moving through the system are discharged.

**\*All data presented in all slides covers both Herefordshire & Worcestershire**



# Key Performance Indicators (KPIs)



A huge amount of work has gone into improving performance in relation to first assessment/treatment appointments:

- Number of patients awaiting a first appointment has reduced by **81.95%** since April 2022.
- Number of patients waiting over 6 weeks for a first appointment has reduced by **96.35%** since April 2022
- Number of patients waiting over 18 weeks for a first appointment has reduced by **98.23%** since April 2022
- The current figure of 731 awaiting a first appointment are likely to have one booked. This figure is comparable to the number of patients who access the service each month and is representative of a service who's 'front door' is now, operationally, in a steady state.

# PCN schemes supporting reduction of IAPT waiting times

- Money allocated to each PCN to enhance local provision  
Examples include:
  - Expanding the provision of talking therapies (counselling, Cognitive Behavioural Therapy, Dialectical Behaviour Therapy, counselling specifically for children and young people)
  - 121 Wellbeing Coaching Sessions
  - Mood Master courses
  - Peer to Peer groups and drop ins
  - Steps to Success development course
- Outcome/impacts are being captured and evaluated

# National Rebrand

All NHS IAPT Services will shortly be re- branded:

*“NHS Talking Therapies for Anxiety  
and Depression”*

This will replace the “Improving Access to Psychological Therapies” nomenclature and local branded services.

# Community Mental Health Services

Overview of the service model and the VCSE  
partnership work



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# Key Principles

- No Threshold, No Wrong Door, No Discharge
- Spectrum from common problems to SMI
- Locally designed for local needs
- Multi-disciplinary
- Enhanced role for VCSE – working within teams
- Evolve to close gap between Primary and Secondary Care (including developing ARRS workers)



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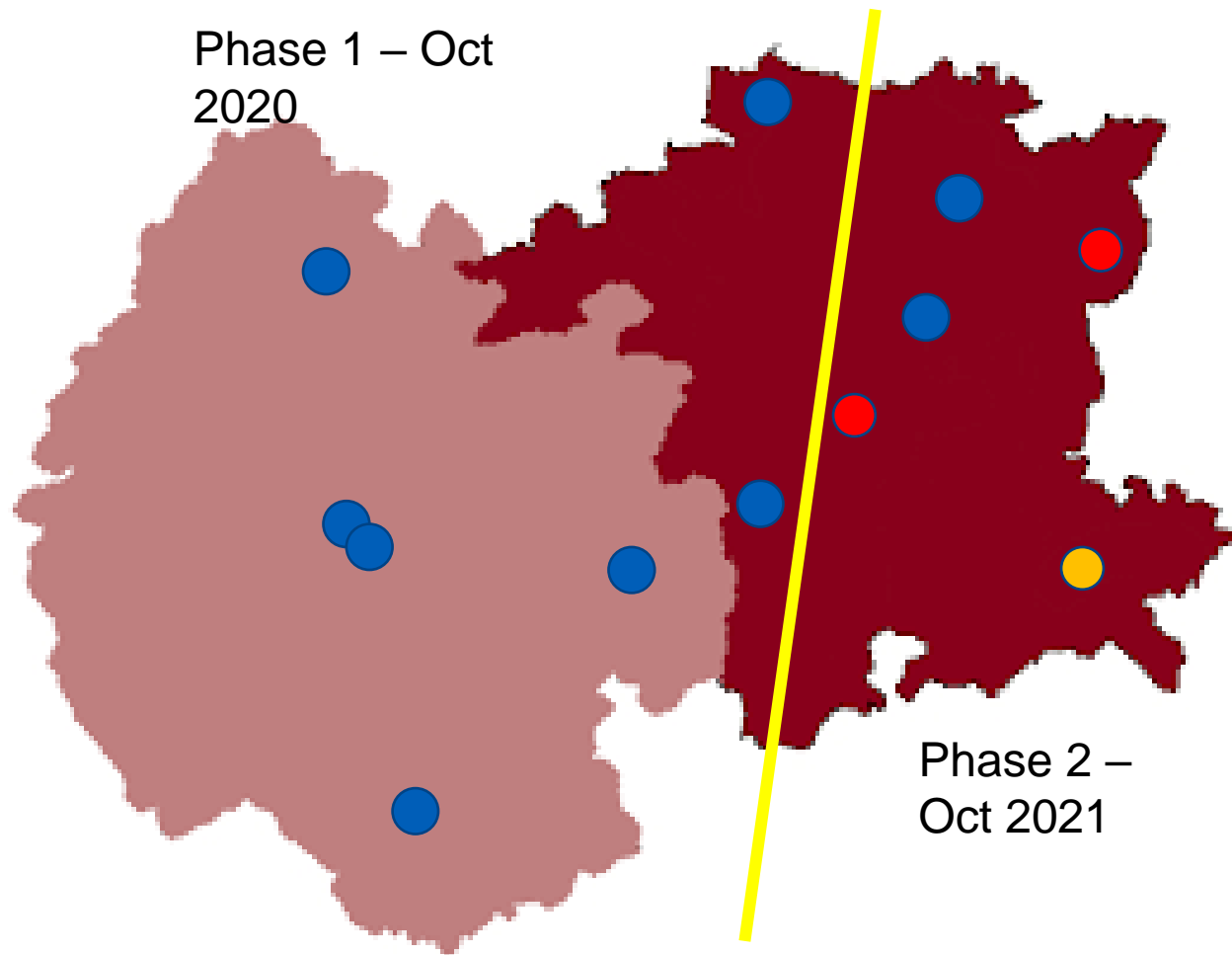
# Neighbourhood Mental Health Team



## VCSE Partnership

- **Onside Advocacy, Herefordshire MIND, SW&W MIND**  
- integrated offer addressing social factors, wellbeing and wider determinants of health. Psychologically informed approaches - group and one to one offer.
- **Worcestershire Association of Carers** – carer support
- **Community First** – evaluation
  
- **Plan-** to increase VCSE capacity (initially in Worcs)

# Team Locations

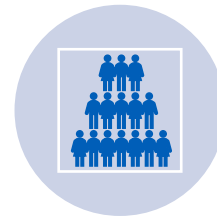




# Challenges



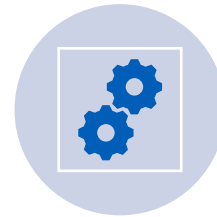
Recruitment



Capacity



Impact on caseload  
allocation/allocation  
of workload



Impact on some of  
the functions and how  
we deliver them.

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# 24/7 Urgent Mental Health Helpline

An update on the partnership between South Warwickshire  
& Worcestershire MIND (SWAW) and Herefordshire &  
Worcestershire Health & Care NHS Trust



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# Service Design

- Ageless service that covers the Counties of both Worcestershire & Herefordshire (c. 748k combined population) – commenced in February 2020
- Calls answered by trained staff employed directly by SWAW Mind (honorary contacts)
- Co-located with HWHCT Crisis Resolution Team (CRT) in the Elgar Unit, Newtown Hospital
- Operate a two-shift system over 24hrs – 3 x staff during the day & 2 x staff during the night
- The service will provide a 24/7 first point of contact for people experiencing mental health difficulties, as well as other professionals, carers and family
- The aim of the service is to support individuals to reach the right support first time, with a ‘no wrong door’ approach

# Service Model

SWAW Mind staff provide the front line triage using the validated UK Mental Health Triage Scale, following which a specific pathway will be recommended;

Triage Categories
A - Immediate Referral: Emergency Service Response
B - Within 4 Hours - Very Urgent Mental Health Response
C - Within 24 Hours - Urgent Mental Health Response
D - Within 72 Hours - Semi-Urgent Mental Health Response
E - Within 4 Weeks - Non-Urgent Mental Health Response
F - Referral or Advice to Contact Alternative Provider
G - Advice or Information only



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## Care Pathway

- SWAW staff will attempt to de-escalate the individual over the phone and formulate a safety plan for that individual
- Dependent on the risks and needs identified, callers will be given support and guidance over the phone, and/or referred on to appropriate services
- SWAW staff undertaking triage are co-located and integrated with the CRT
- Where indicated, SWAW staff will escalate to qualified staff in the CRT (predominantly due to severity/immediacy of risk or complexity)
- Following stakeholder feedback a professionals option was added to the line, diverting calls directly to a CRT clinician and bypassing the SWAW staff
- All calls will now be recorded for quality purposes – primarily, for when we receive a concern/complaint arising from a caller or patient. We will also be able to use the recordings for training purposes (new staff) and assurance audits

# Quality & Performance

A review of the service specification and reporting requirements has recently been undertaken jointly between the ICB, HWHCT and SWAW Mind to ensure the 24/7 MH Helpline conforms to the NHS LTP and the Royal College of Psychiatry guidelines;

Performance Standard	Threshold	Report Due
Shifts to be covered	95%	Monthly
Number of Calls Abandoned	Less than 10% of total calls	Monthly
All callers waiting over 20 minutes need an exception report	100%	Monthly
Maintaining training levels at above	95%	Monthly
Monthly reports and data to be received by 15 <sup>th</sup> of month	100%	Monthly
10 sample calls to be reviewed and audited by senior member of team.	100%	Monthly
Calls into the line are answered in under 1 minute.	95%	Monthly
Attending Operational/ Performance meetings with presentation of data and reports (staff training, vacancy, sickness, risk register)	100%	Monthly

# Activity Snapshot

Indicators for Patient and Professional Calls									
	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Total
Number of Calls Accepted - Patient line	1703	1387	1219	1236	1131	1347	1115	1117	11958
Number of Calls Accepted - Professional line	777	971	1123	1343	1118	999	1093	857	8970
Median time to answer call - Minutes Patient line	0.50	0.51	0.45	0.51	0.51	0.41	0.51	0.51	0.48
Median time to answer call - Minutes Professional line	0.55	0.40	0.40	0.41	0.36	0.35	0.33	0.30	0.38
Median conversation time – Patient line	5.18	6.9	6.1	5.46	6.33	5.91	7.15	8.56	6.18
Median conversation time – Professional line	2.71	2.7	2.41	2.61	2.84	3.01	3.16	2.86	2.76

## To conclude -

- The concerns and queries raised by Healthwatch are acknowledged.
- Plans are in place - I hope this presentation has given further information about core workstreams and progress.
- We welcome ongoing involvement from Healthwatch in conversations about priority areas, sharing people's experience and the development of creative solutions and opportunities as we go forward for example involvement in our peer review processes.
- The plans, progress and delivery of outcomes are now overseen by the Herefordshire and Worcestershire Mental Health Collaborative which includes a wide range of stakeholders including statutory organisations, primary care and the VCS



# Any questions?

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