

MENTAL HEALTH STRATEGY – REPORT ON PROGRESS – ACTION 14

Date of report	21 st June 2019
Date of last report	30/11/2018
Project end date	
Action Number	14
Action Owner (s)	Janice Houston, Associate Director Nursing and Operations, NHS 24
Action Link	Niall Kearney
Action Text	Work with NHS 24 to develop its unscheduled mental health services to complement locally-based services.

Progress Update from Previous report	RAG
A new care pathway for those contacting NHS 24 in mental health distress / mental health crisis has been agreed and NHS 24 has established a dedicated mental health hub within the 111 service where callers are routed directly to a specialist team to manage this pathway. Currently operating Thurs-Sun 6pm – 10pm since March 15 th and responding to around 300 calls weekly across this time.	Green
Specialist mental health workers (nursing / allied health and social care professionals) have been recruited to support the delivery of the Mental Health Hub. This includes a new role of psychological wellbeing practitioner (PWP) who are managing calls in the first instance.	Green
Working with Police Scotland and SAS to develop pathways to transfer calls coming into SAS or the 101 Police Scotland line directly to the mental health hub within NHS 24. Call listening to agree calls suitable for transfer has taken place and protocols agreed with Police Scotland. Technical system upgrades to facilitate warm transfer of calls from 101 to NHS 24 and significant joint training undertaken.	Green
Significant investment has been made to provide all frontline staff with access to mental health training with a particular focus being given to the long term impact of Adverse Childhood Experiences.	Green

Key Deliverables in next 6 months (include estimated date for each deliverable)	RAG
Evaluation of mental health hub test of change by September 2019. This will include evaluation of the pathway and experience of staff and callers to demonstrate improvement from current process. Completion of growth plans for hub to expand access 7 days to be completed to determine capacity and staffing requirements.	Amber
Following confirmation by ICO for transfer of calls from 101, pathway for warm transfer from Police Scotland to the NHS 24 mental health hub planned to go live with Lanarkshire and Dumfries and Galloway areas from September 2019	Amber

as a test of change. Completion of protocols with SAS 'stacker' via Hub staff to be agreed in parallel.

What does success look like?

Greater collaboration with other services to improve the patient journey and experience.
Improved pathway with reduced transfer of callers between agencies and an appropriate and safe, person-centred response.
Improved, simplified access to mental health response through 111
Increased levels of self-care outcomes, reducing ED attendances where this is not the right outcome for the person accessing care.

What data (if any) can evidence delivery?

Hub has been operational since March 2019 and currently handling around 300-350 calls across Thurs-Sun each week. Routinely circa 60% of these calls are resulting in self-care outcomes managed by PWP's without the need for further transfer. Circa 30% are resulting in a 'speak to doctor' or 'speak to CPN' outcome with the remaining 10% collectively resulting in a home visit, ED, SAS, or PCEC referral; this is a complete reversal of the previous outcomes for mental health calls to the 111 service and is in line with key measures of the effectiveness of the hub model for mental health calls.

Any other comments

There has been a significant amount of progress since the last reporting period, with the establishment of the mental health hub within the 111 service. Although full evaluation has not yet been completed, there is strong evidence that the new triage and assessment process is delivering the anticipated benefits and significantly reducing the need for onward referral, notably to a higher acute response. The collaborative work with SAS and Police Scotland has also moved forward significantly and generated a number of wider benefits through joint training and learning that will be sustained beyond the establishment of the new pathway into the hub.