

The proposed primary care mental health model

Service description

22 December 2010

Members of the general public are welcome to read this service description but should be aware that they are not written with them in mind.

This service will be made up of these three key areas:

- A primary care mental health assessment service that supports GPs to undertake mental health assessments and signposting to other services;
- A primary care support worker service that provides a range of low level psychological interventions, practical and specialised support services
- An information and advice services that includes self help information, networks and support groups

Specific aims for this service

In order to manage people in primary care and in the community this service will provide a range of primary care mental health services to support GPs to manage their patients and to facilitate appropriate referral and signposting to other services

Target population

Adults and older people (18+)

Registered with a Brighton and Hove GP

People who have been in recovery services and who are now stable and who are managed in primary care services

Pathway for people using the service

GP referrals

Service features

The service will have the following key functions:

The primary care mental health service will consist of:

1. primary care mental health nurses (or equivalent)
2. mental health support workers
3. advice and information service

The mental health nurses (or equivalent)

1. Assessment:

- Comprehensive mental health assessment including risk assessment
- Formal/written communication with referrer and patient outlining

outcome of assessment

- Assessment to include adult social care assessment if required
- To refer on to another assessment service or to undertake carer's assessments

2. Care planning and case management;

- Comprehensive care planning, care plan reviews
- Care planning to include physical and mental health focus
- Use practice/ primary care case management/ recoding keeping systems.
- To facilitate the adult social care requirements/ needs of the patient as per FACS e.g. assessment and review, advocacy/ support, preparing documentation to support adult social care processes.
- To facilitate the criminal justice requirements/ needs of the patient as per any supervision/ reporting requirements
- Formal/ written communication with referrer/ client providing copy of care plan and reviews/ amendments.
- To facilitate carer support and signposting to services

3. Signposting and/ or onward referral to other services/ including secondary care, primary care mental health support services and other services as necessary.

4. Liaison/ support/ education/ communication with relevant primary and secondary care colleagues including:

- Concomitant medication advice and support for patients receiving medication
- Provide ad hoc, informal support and advice in relation to patients for practice staff
- Provide, or facilitate provision of at no additional cost, formal training on specific mental health issues for practice staff and other staff as required
- Provide information and resources to practice staff in relation to new developments, national guidance and best practice/ evidenced-based practice in the treatment of serious mental illness
- Facilitate relationships with secondary agencies including shared care arrangements

5. To provide clinical reviews for patients as identified by the GP including developing and implementing robust follow-up protocols for patients who DNA clinical reviews

6. To facilitate urgent and emergency presentations and re-referrals to the appropriate secondary mental health service

7. To facilitate onward referrals to primary care brief psychological therapies/ counseling service (via Choose and Book service), EIP service, secondary care case management service, secondary care assessment and treatment services.

8. Discharge planning and management

- Undertake comprehensive discharge planning in consultation/ collaboration with GPs
- Discharge planning to include physical and mental health focus
- Utilise practice/ primary care case management/ recoding keeping systems
- Formal/ written communication with referrer/ client providing copy of discharge plan

The **mental health nurses** will have a close working relationship with named GPs and other members of the primary care team within surgeries. To facilitate this, each surgery will have an allocated fair share of the service based on patient registers.

A 'buddy system' will also be implemented whereby the mental health nurses will be working in clusters or small groups in order to cover identified surgeries. This will help to keep relationships with the primary care team and the consistency of service and access during times of planned and unplanned leave.

They will work closely with the mental health support workers and with other members of the primary care team as required.

Other than with the GP, the client and their carers, their key relationships will be with the following:

- secondary care services including in recovery and the assessment and treatment teams,
- social workers and assessment staff,
- pharmacists,
- community support workers, and
- other members of the primary care service.

The **mental health support workers** will provide a range of services including specific mental health interventions, practical support, mentoring and peer support opportunities including:

- high volume low intensity face to face interventions including cognitive behavioural therapy (CBT) based self management interventions including anxiety management, mindfulness, stress management and computerised CBT where clients have mild to moderate anxiety and depression.
- practical support including signposting to self help and support groups
- generic mentoring schemes and peer support opportunities including for carers
- specialist support for people needing additional help with employment and education, housing and benefits advice and on improving physical and mental health
- schemes such as expert patient programmes and support groups, and workshops for stress management
- Maintain pathways and links with community and voluntary sector based provision

The information and advice service will provide:

- specialised advice on mental health
- generic advice on health and wellbeing
- advice on using self help and support groups
- advice on access to and pathways into community and voluntary sector support service

**Success
criteria**

- Shared pathways with secondary care that allows for effective referrals to secondary care
- Clearer distinction in the role and responsibilities of primary and secondary care services
- Reduced stigma for patients
- Greater support outside of secondary care meaning the patient receives community based care and support where possible
- Improved capacity and knowledge in primary care services about mental health support
- Improved knowledge for individuals on how to manage their mental health problems
- Improved links between physical and mental health
- Greater number of people being managed appropriately in primary care
- Greater number of people with a community case manager
- Higher number of people with a peer support role
- An advice and information service that is up-to-date and interactive and available to the public, professionals and patients
- Positive patient satisfaction ratings and improved patient-rated health / well-being outcomes
- Increased numbers of patients self-managing conditions and being less dependant on GP provision
- Numbers of patients referred to established pathways and links with community and voluntary sector based provision