

24/7 Mental Health Triage in NHS 111

**Sonya Mclean, Mental Health Crisis Care Commissioning Manager,
Hampshire and the Isle of Wight STP**

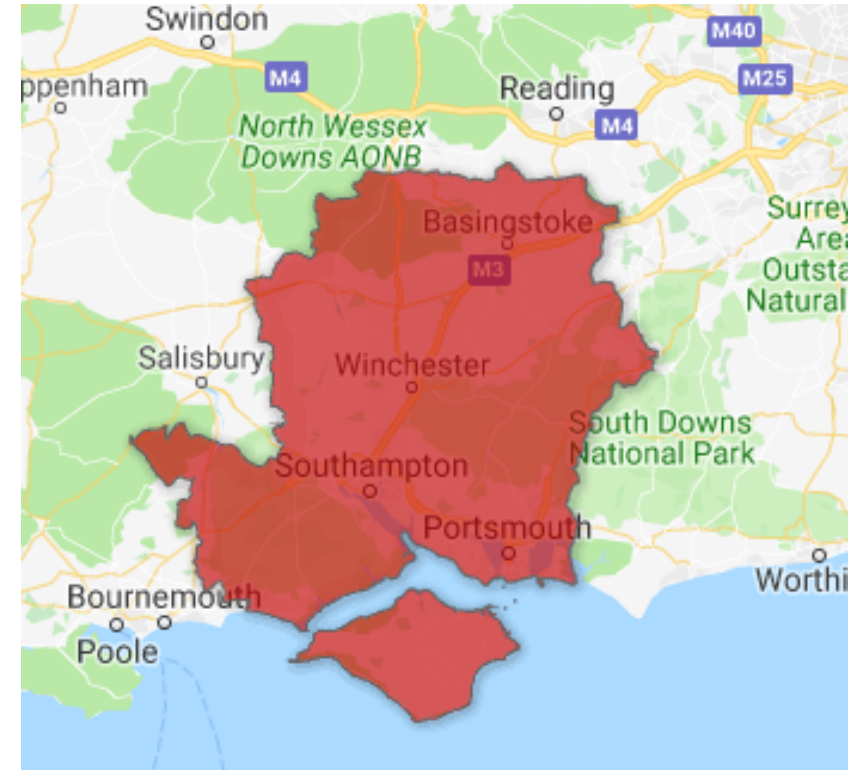
John Smith, Mental Health Team Leader

**Beth Ford, User Involvement Facilitator for Mental Health, Learning Disabilities
and Specialities Services**

Hampshire and the Isle of Wight

Hampshire and the Isle of Wight (HIOW) has a population of over two million people, with a complex geography:

- Substantial urban settlements primarily in the south and north
- Large rural areas interspersed with market towns and villages
- Significant variations in deprivation, housing and health
- 21 organisations are part of the Hampshire and the Isle of Wight STP
- 188 GP practices

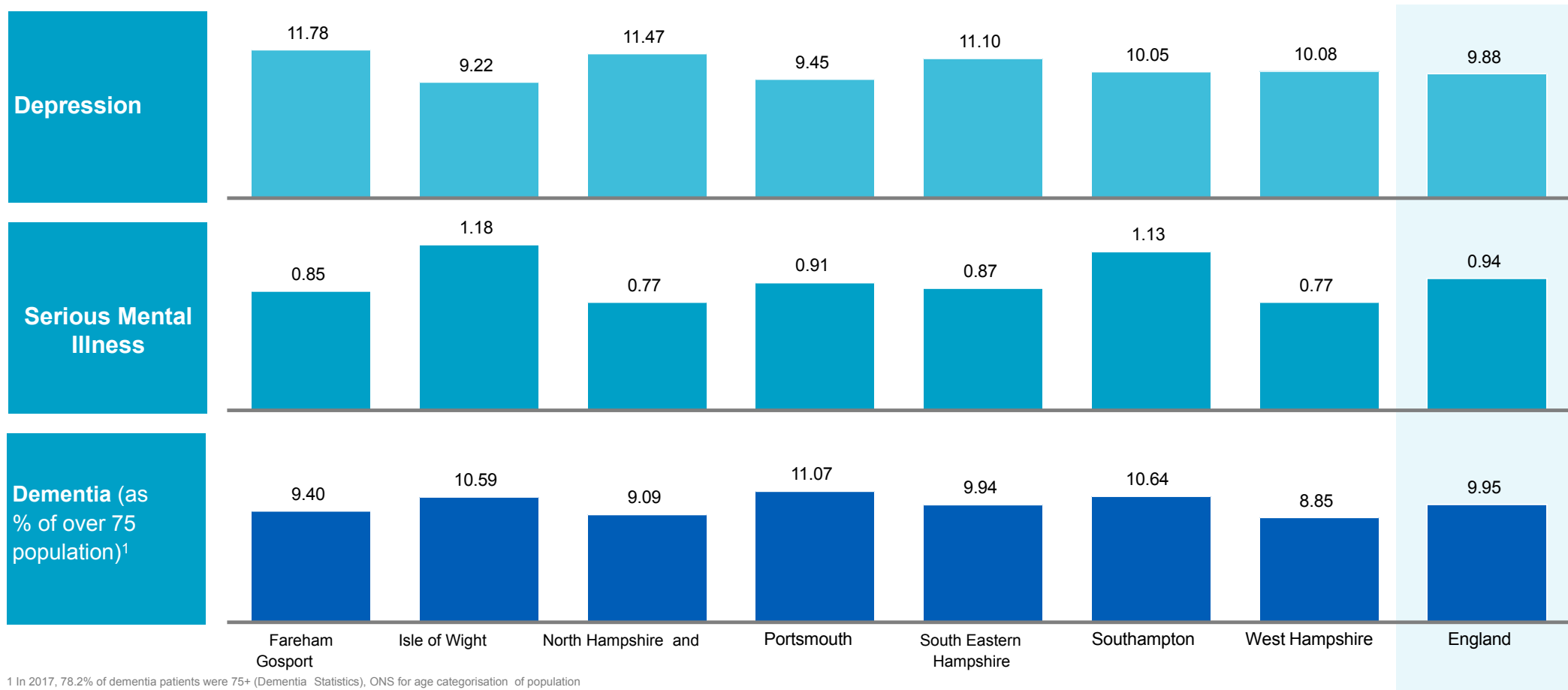


Prevalence of mental health conditions varies widely by CCG



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Mental health diagnosis prevalence from GP QOF records 2018, %

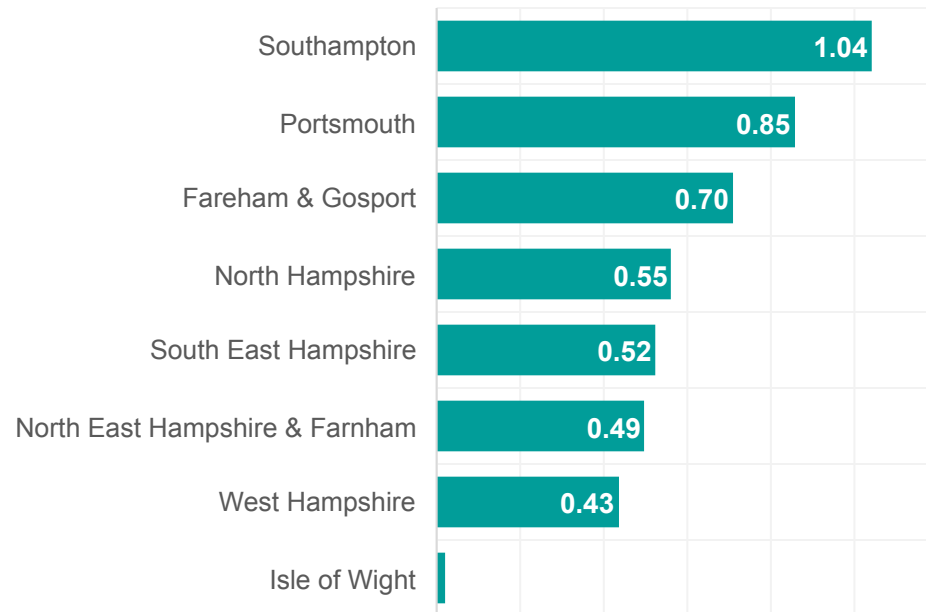


¹ In 2017, 78.2% of dementia patients were 75+ (Dementia Statistics), ONS for age categorisation of population
SOURCE: QOF data 2017-18, ONS, Dementia Statistics

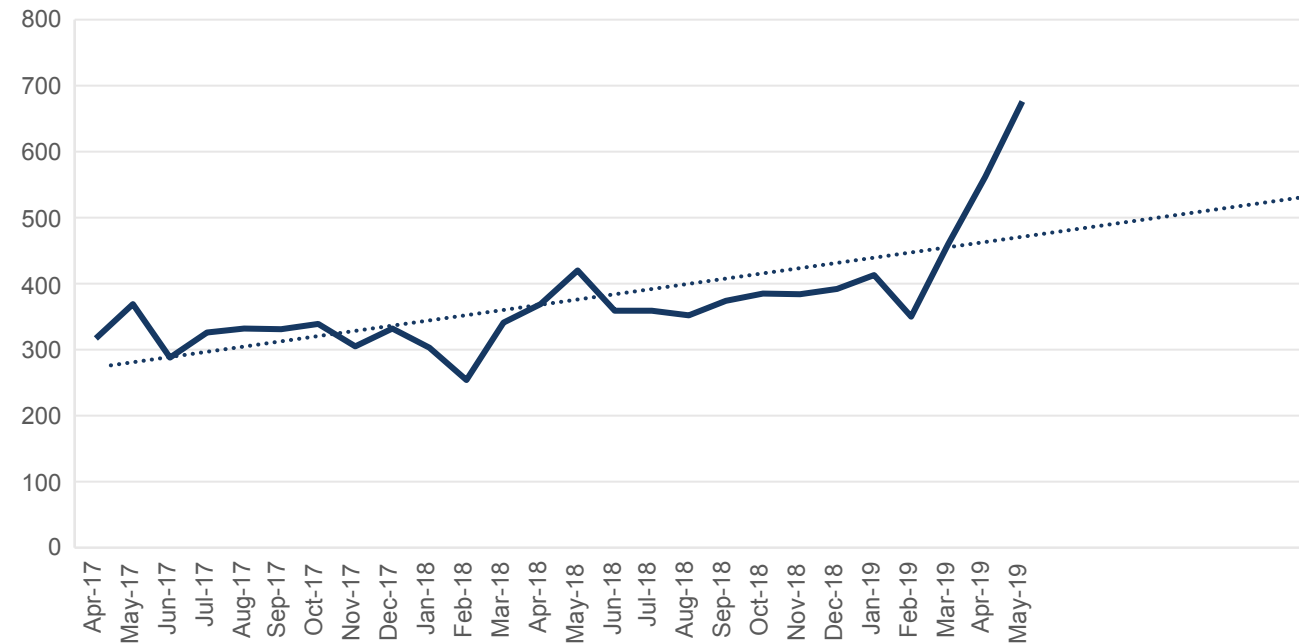


South Central Ambulance Service (SCAS): NHS 111

HIOW Mental Health 111 Calls - G&A Rate per 1,000 CCG population
FY 19/20 YTD | Data source: 111 | SCW



SCAS 111 Mental Health - All

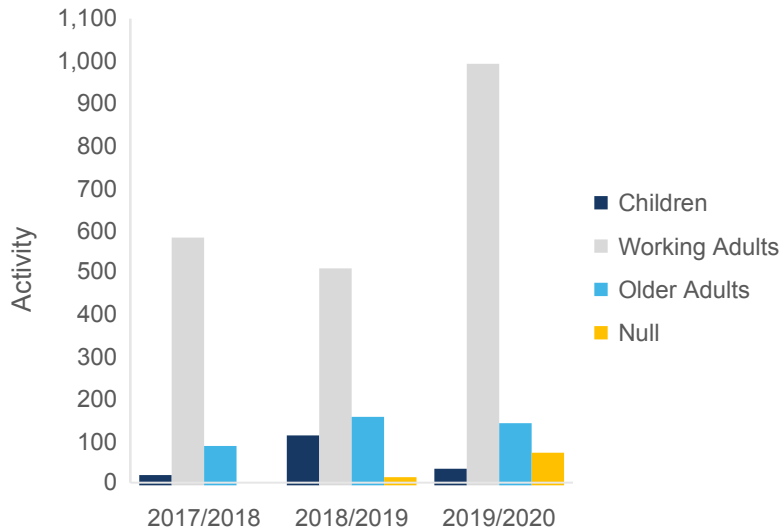


SCAS NHS 111 Service

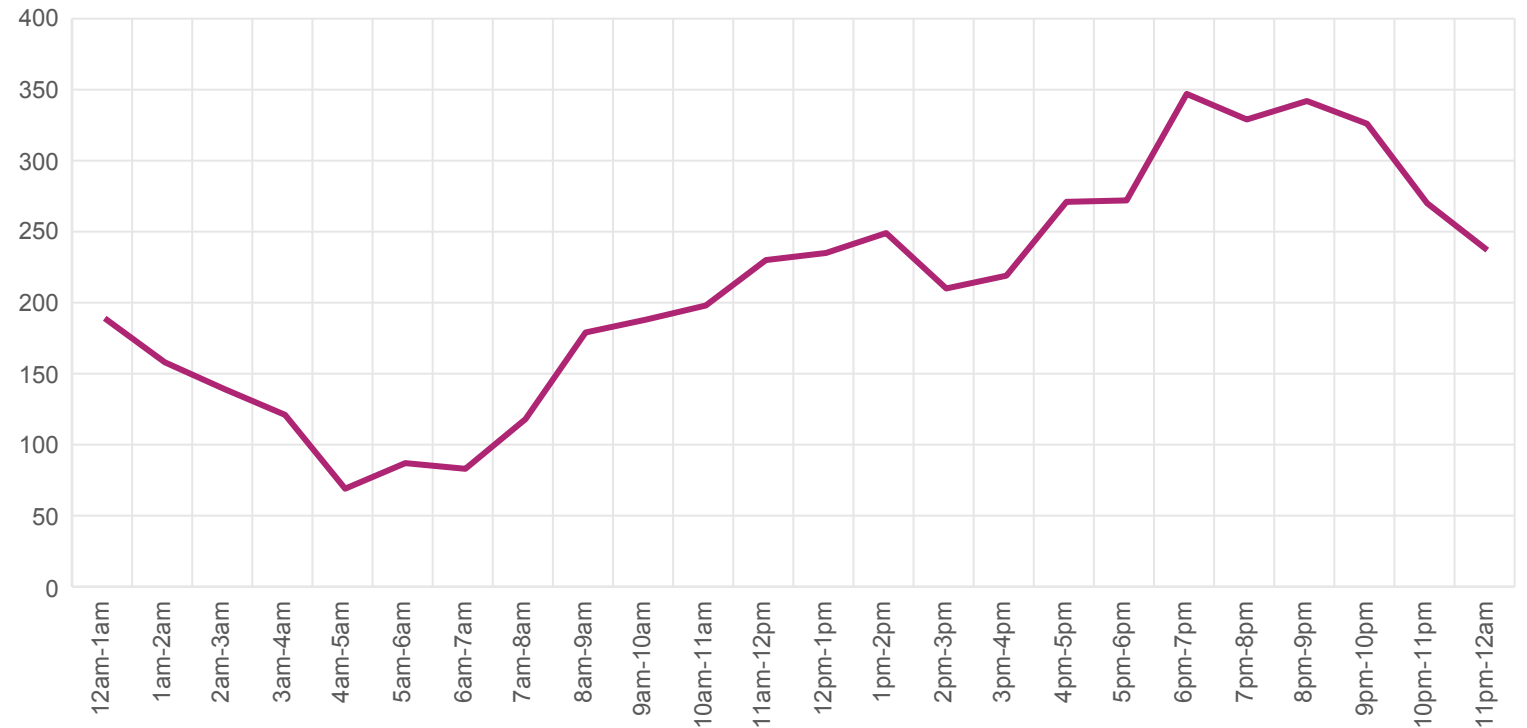


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SCAS 111 Mental Health Calls
Year on Year | Data source: 111 | SCW



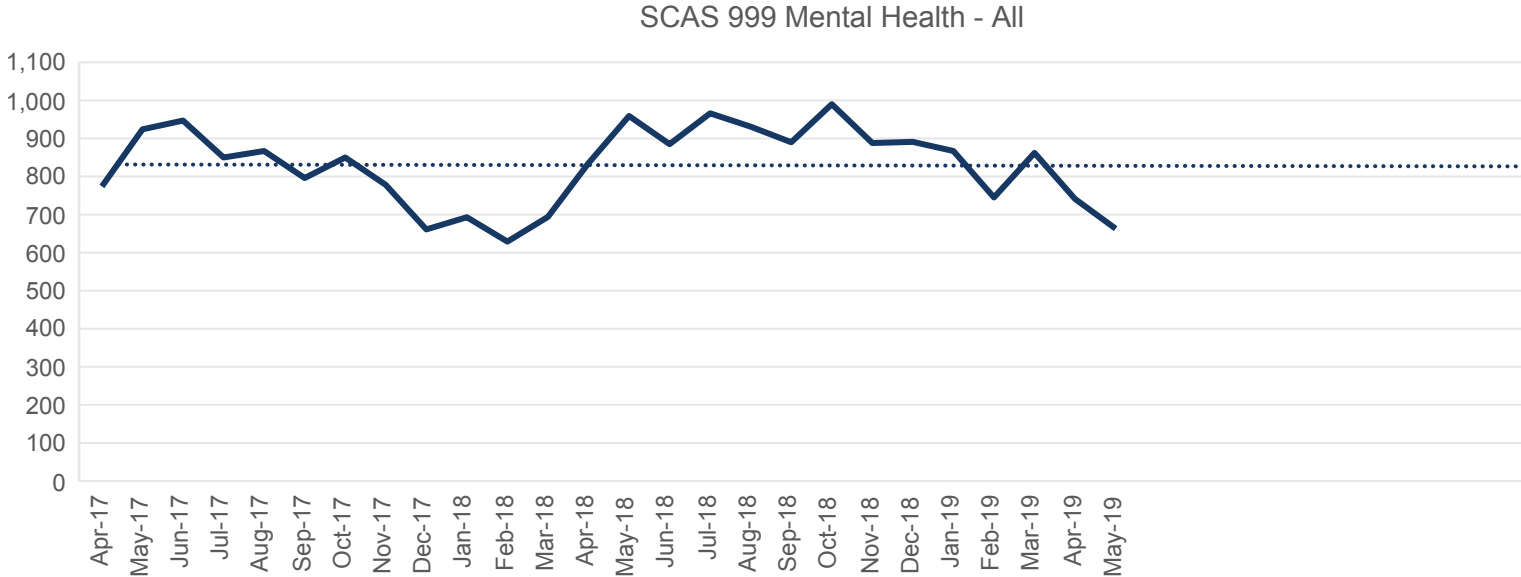
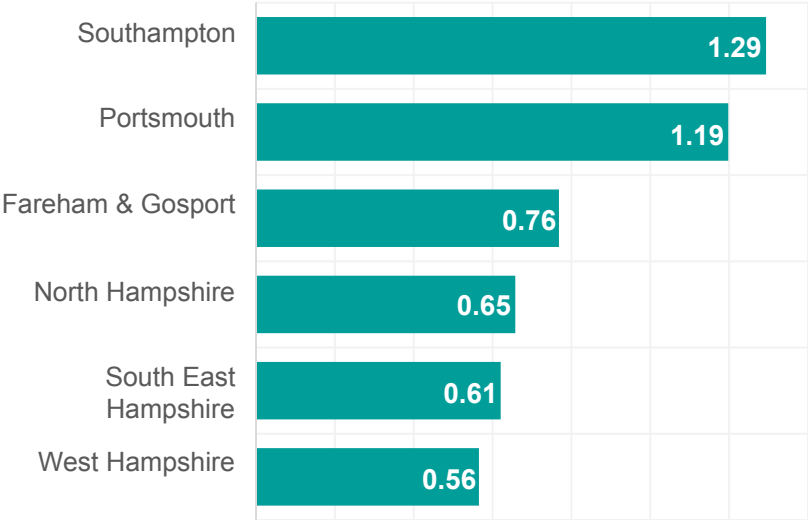
SCAS 111 Clock Start Time - All
Current 12 months



SCAS 999 Ambulance Service

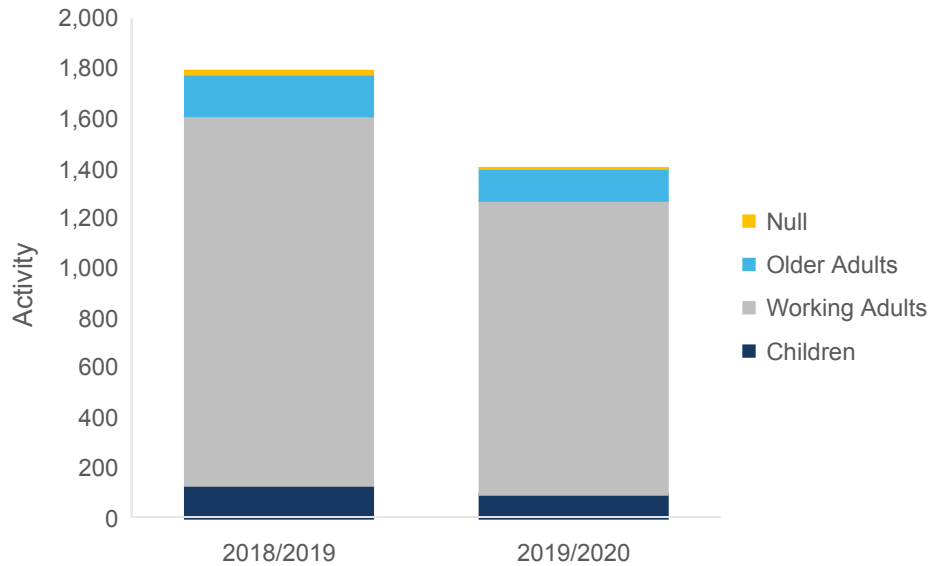
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HIOW Mental Health SCAS 999 - G&A Rate per
1,000 CCG population
FY 19/20 | Data source: SCAS 999 | SCW

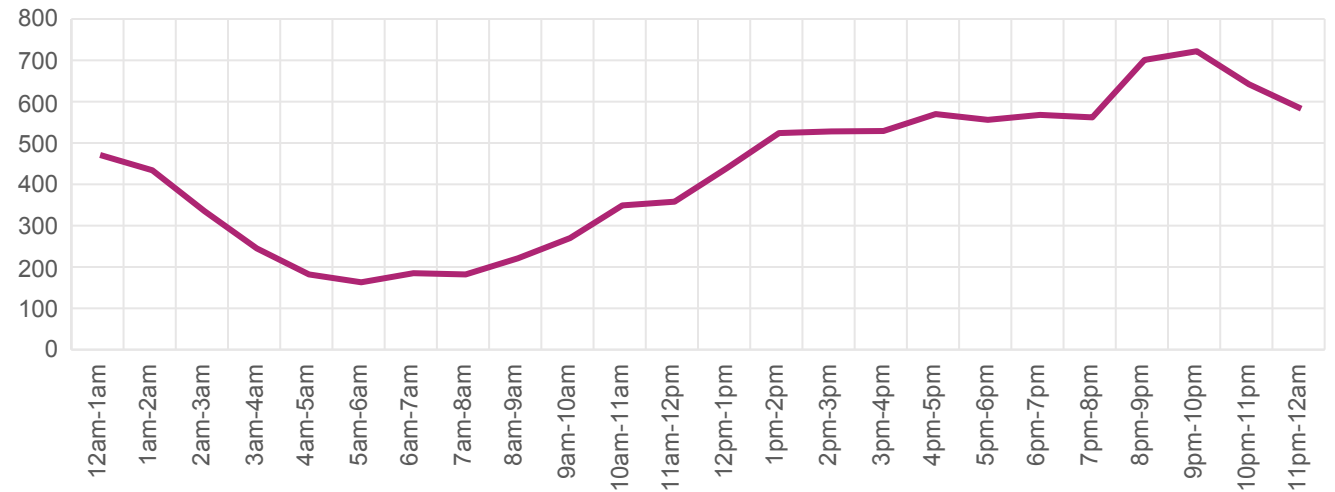


SCAS 999 Ambulance Service

SCAS 999 Mental Health Calls
Year on Year | Data source: SCAS | SCW



SCAS 999 Clock Start Time - All
Current 12 months

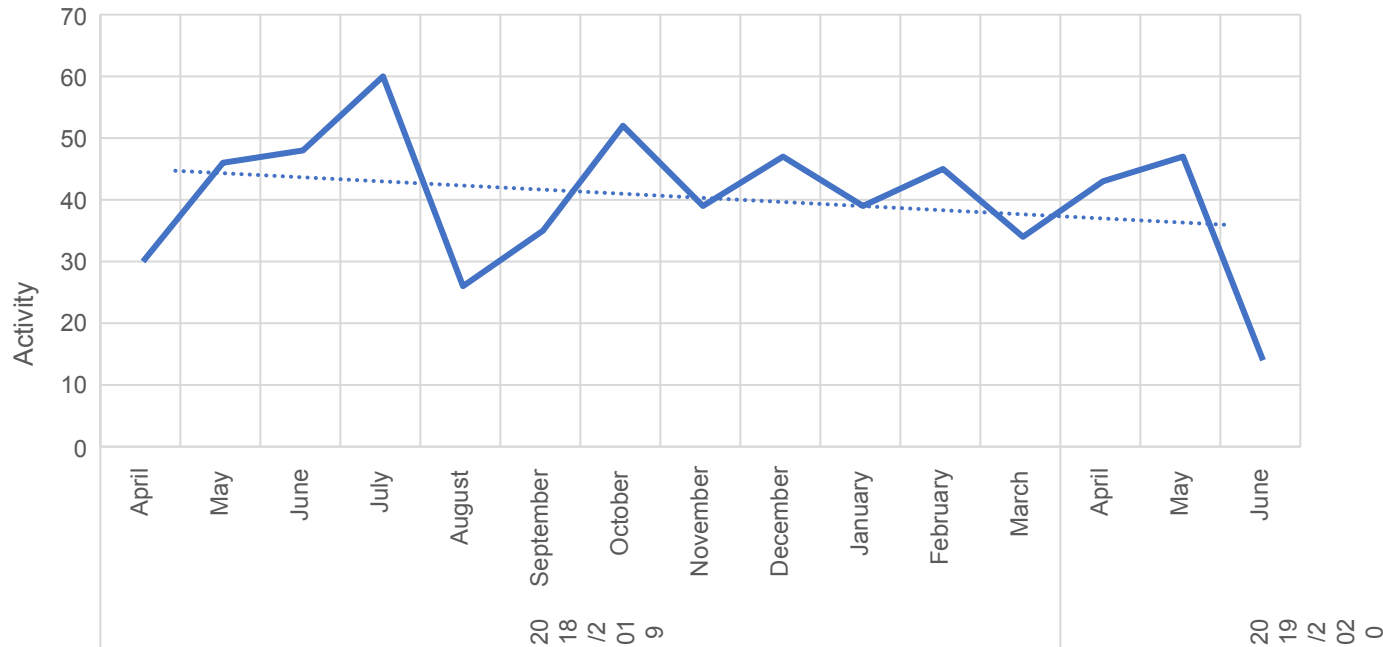


Section 136 of the Mental Health Act

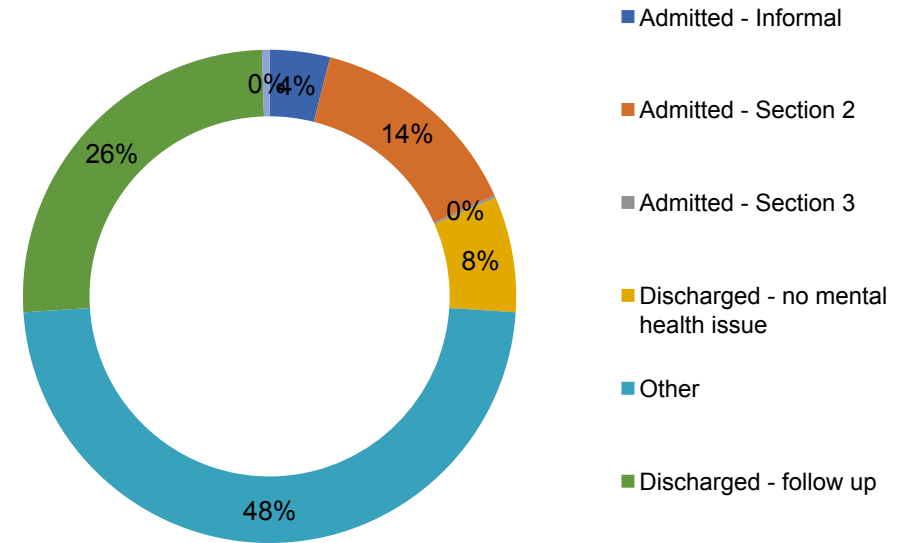
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- Place of Safety arrival times: highest volume 8pm-2am (lowest 6am-4pm)
- Monday-Wednesday: higher demand

Number of S136 per month



Outcome of S136



The Mental Health Triage Service

- Offers expert advice from specialist mental health nurses 24/7 via NHS111
- The mental health triage team supports enhanced clinical triage and assessment for both young people and adults experiencing mental health problems
- Provides consistent, confident, reliable and sustainable care via NHS111.
- Soft launch December 2018 to test service delivery
- 24/7 launch February 2019

The Mental Health Triage Service

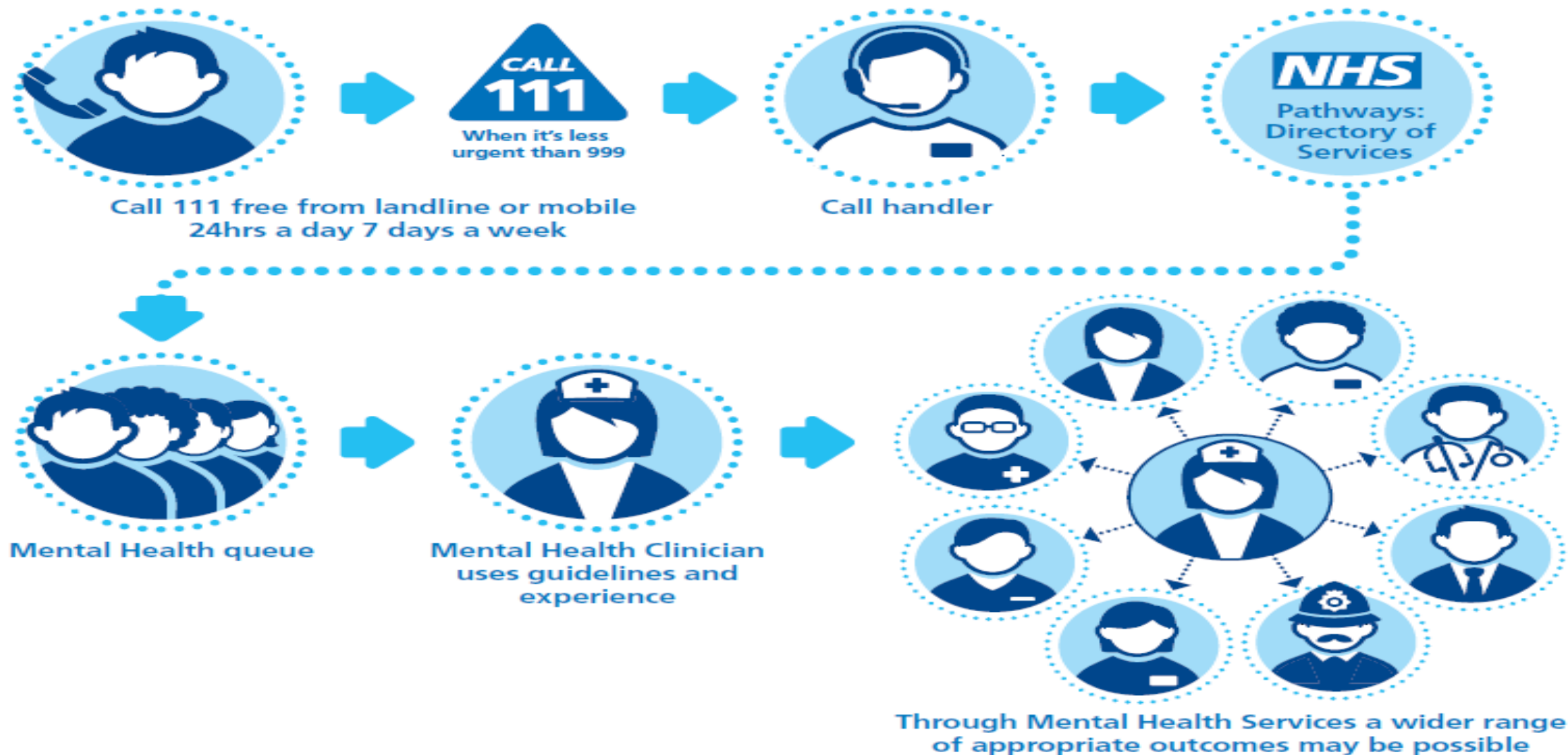
Key to achieving this is having access to mental health patient systems

- RiO – Southern Health NHS FT
- SystemOne – Solent and Surrey and Borders Partnership NHS FT
- Care Notes – Hampshire CAMHS (Sussex Partnership NHS FT)
- PARIS – Isle of Wight Trust

The triage team can refer to:

- Community Mental Health Teams
- Crisis Resolution Home Treatment Teams for all mental health providers as part of the agreed Standard Operating Procedures
- Support the booking of same day GP appointment when people are experiencing difficulties accessing primary care teams.

How the new system will work



Using this approach Mental Health calls will be placed in a Mental Health queue for completion by a Mental Health Clinician instead of sending them to 999 ED and GP (in hours/out of hours).

Patient Outcomes

May Total Call Volume 1636

- 90.9% reduction in ED endpoints
- 83.9% Reduction in 999 Endpoints
- 59.7% Reduction in Primary Care endpoints
- 61.0% supported with Home Management / Self Care / No further action

*DX 92 activity and the conversion to Home Management/Self Care 59.2% vs attend ED 5.8%

June Total Call Volume 1536

- 80.0% reduction in ED endpoints
- 73.9% Reduction in 999 Endpoints
- 74.0% Reduction in Primary Care endpoints
- 63.7% supported with Home Management / Self Care / No further action

DX 92 activity and the conversion to Home Management/Self Care 66.2% vs attend ED 1.9%

July Total Call Volume 1639

- 83.3% reduction in ED endpoints
- 78.6% Reduction in 999 Endpoints
- 74.8% Reduction in Primary Care endpoints
- 66.6% supported with Home Management / Self Care / No further action

DX 92 activity and the conversion to Home Management/Self Care 71.8% vs attend ED 1.8%

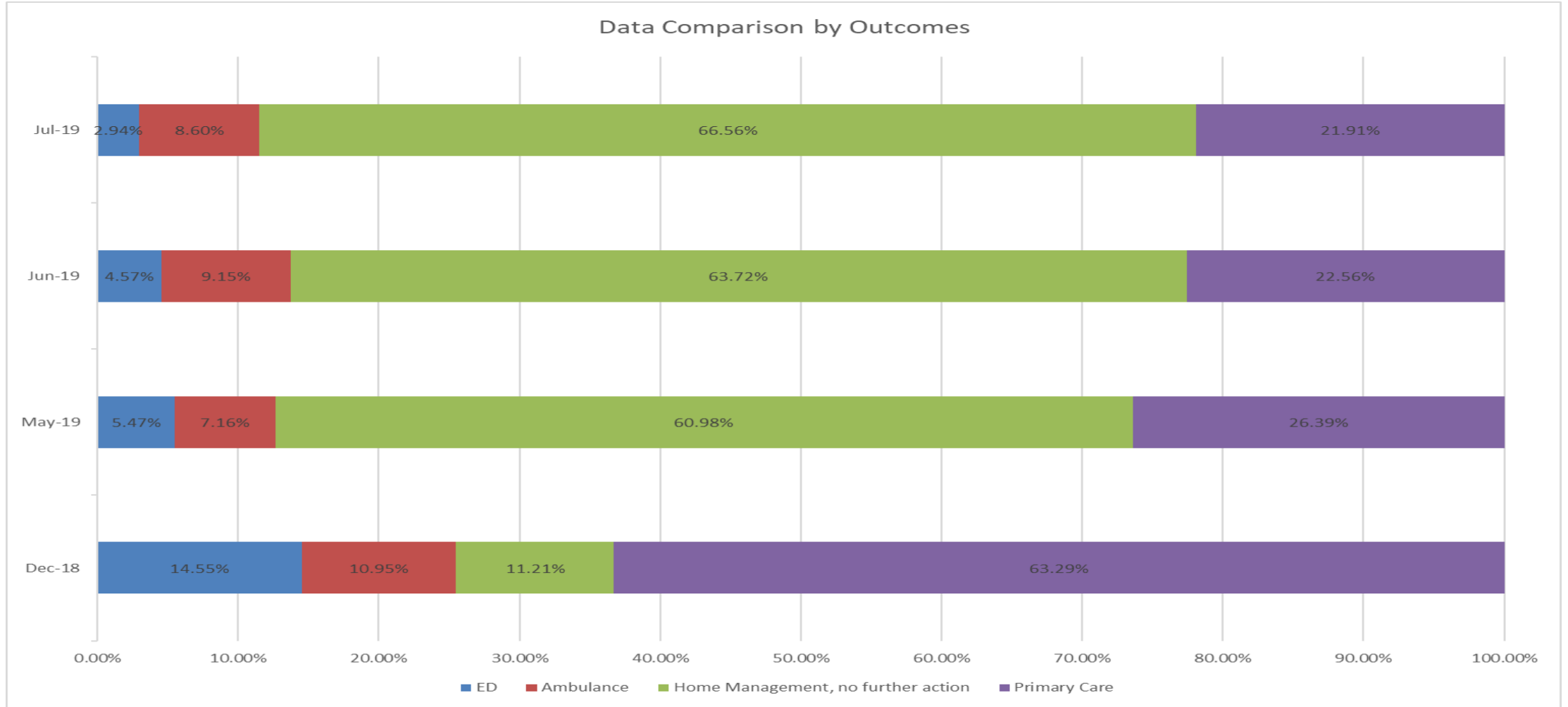
Source: SCAS NHS 111 Data Warehouse NC

*DX 92 'Attend ED immediately for a Crisis Mental Health Assessment'



Outcomes

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Patient Experience

Potential to make a significant to peoples lives.

“I was suicidal and services had seriously let me down, I called 111 and I was put through to the mental health team. They were incredible without their input I wouldn’t be here to write this. Their advice and support was invaluable and they gave me hope where I had none.” **Service User**

It is really difficult to put into words the impact of this conversation - the relief, the comfort, the gratitude.

Feedback Quotes

“I would like to give an enormous thank you to both Beryl McQuarrie and Caryl Purdy, Mental Health Triage Nurses in Hampshire. I had to assess a child through the Mental Health pathway, which was a very difficult assessment as their parent kept interjecting throughout the assessment. When I completed the assessment I spoke to both members of staff and they were extremely supportive of me. I am so thankful that we now have Mental Health Nurses in Hampshire.” **NHS 111 Health Advisor**

“Young person called NHS111 at 10pm talking about self-harm. Mental Health Triage team did an assessment, offered distress tolerance advice and contacted young person’s father. Gained consent from both of them to make a referral to us. A very informative and helpful referral was sent that next morning and we offered the young person an appointment the day after. Great stuff!” **Solent NHS Trust Senior Partnership Manager**

“When I didn't know where else to go to find help and support during a crisis I contacted the 111 service. I spoke with Vicki, the mental health nurse who spent time listening and immediately provided clarity, positivity and a clear plan of action with outcomes. I wish I had contacted her sooner! It is really difficult to put into words the impact of this conversation - the relief, the comfort, the gratitude.” **Carer**



How did we achieve this?



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- ✓ STP wide agreement for the service funding – delivered by the STP mental health programme
- ✓ Agreement of lead mental health provider (SHFT) and co-location and collaboration with South Central Ambulance NHS Foundation Trust (SCAS), supporting their strategic planning.
- ✓ Agreed funding from the Police and Crime Commissioners and collaboration with Hampshire Constabulary.
- ✓ NHS111 Mental Health Triage Service sharing interoperability within SCAS
- ✓ Agreed Standard Operating Procedure between the 5 mental health providers
- ✓ Information Sharing Agreement across 5 mental health providers
- ✓ Data Privacy Impact Assessment across 5 mental health providers
- ✓ Referral routes; seamless referrals for people requiring secondary care mental health services
- ✓ Dedicated Team Leader, supporting the implementation of the overall service, recruitment, training and induction for mental health nurses



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Transforming health and care in Hampshire and the Isle of Wight: healthier lives, world class sustainable services, strong primary and community care



MOVING FORWARD TOGETHER

