

TRAFFORD COUNCIL

Report to: TRAFFORD HEALTH SCRUTINY COMMITTEE
Date: 24 January 2019
Report of: Ric Taylor NHS Trafford CCG Lead Commissioner – Mental Health & Learning Disabilities

Report Title

TRAFFORD MENTAL HEALTH TRANSFORMATION UPDATE (PRIMARY CARE MENTAL HEALTH & WELLBEING SERVICE)

Summary

INTRODUCTION

In 2017 Trafford was successful in securing transformation funding from the devolved Greater Manchester Health and Social Care Partnership.

Underpinning wider system transformation, the *Primary Care Mental Health and Wellbeing Service* (PCMHWS) will bridge the gap between primary and secondary care and improve outcomes for people with co-morbid physical and mental health conditions. NHS, social care and 3rd sector partners will work with our communities to provide a holistic, integrated model of assessment and support.

The service will align with key national and local transformation drivers under *New Models of Primary Care* to enhance the primary care offer, reduce reliance on secondary care, and ensure effective partnership-working in line with Trafford's *Local Care Alliance* (LCA) memorandum of understanding.

The PCMHWS is one of the *Trafford Mental Health Partnership Board's* four key strategies to enhance the quality of mental health services. The PCMHWS has 4 key objectives:

1. To improve the health and wellbeing of Trafford citizens experiencing mental health difficulties
2. To improve the quality of and access to mental health services, care and support for Trafford citizens experiencing mental health difficulties
3. Improve the physical health of Trafford citizens experiencing mental health difficulties and through doing so narrow the gap in life expectancy for people experiencing mental ill health over the longer term
4. Improve the mental health support available to Trafford citizens with diagnosed long term physical health conditions.

WHY?

In 2018 in Trafford you are up to 5 times more likely to die early if you have a serious mental illness. This profound inequality is largely attributable to poor physical health.

Healthy Lives, Healthy People was published in 2011, the first public health strategy to give equal weight to both mental and physical health. The Government recognised that mental health is central to a person's quality of life, central to the country's economic success and interdependent with our success in improving education, training and employment outcomes and tackling some of the persistent problems that scar our society, from homelessness, violence and abuse, to drug use and crime.

From this developed the notion of 'parity of esteem' which can be understood as meaning that we should value mental health equally with physical health. If we are to realise this we must ensure that people with mental health difficulties benefit from:

- Equal access to the most effective and safest care and treatment
- Equal efforts to improve the quality of care
- The allocation of time, effort and resources on a basis commensurate with need
- Equal status within healthcare education and practice
- Equally high aspirations for service users
- Equal status in the measurement of health outcomes.

The case for supporting physical and mental health in a more integrated way is compelling and is based on four related challenges:

- High rates of mental health conditions among people with long-term physical health problems
- Poor management of 'medically unexplained symptoms', which lack an identifiable organic cause
- Reduced life expectancy among people with the most severe forms of mental illness
- Limited support for the wider psychological aspects of physical health and illness.

Collectively, these issues increase the cost of providing services, perpetuate inequalities in health outcomes, and mean that care is less effective than it should be. The first two issues alone cost the NHS in England more than £11 billion annually.

Trafford's mental health services are amongst the best in Greater Manchester but they are limited to secondary services to help people with severe mental illnesses and psychological therapy services to support people experiencing anxiety or depression. We have excellent third sector partners in Trafford but their effectiveness has too often been compromised by scarce resources and, as importantly, by the lack of joined up, integrated working. As a result mental health services in Trafford help people far too far downstream and don't do enough to prevent illness or mitigate the wide ranging impacts when mental health breaks down.

On top of this we have not been able to do enough to make sure that people with mental ill health receive good physical health care or that people with long term physical illnesses receive good mental health care - until now.

HOW

Working as a sub-group of Trafford's *Local Care Alliance* (LCA) and with Greater Manchester Mental

Health NHS Foundation Trust (GMMH) as our lead provider we have developed an integrated primary care mental health and wellbeing service which will be operational from 1 April 2019.

Since January 2018 a steering group chaired by NSH Trafford CCG has worked to develop a coherent service model which aligns health, social care, our third sector partners, communities and volunteers.

Although there is no single model of primary mental healthcare, recent guidance describes how a primary care mental health service should configure services efficiently to promote partnership working and optimise outcomes for patients. Evidence suggests that success is best achieved by applying the broad principles of integrated care locally, across a network of services at different levels, and that this should be supported by broad health and social care system alignment. The development of the LCA in Trafford is an example of just such an alignment which the PCMHWS will complement.

PRIMARY CARE MENTAL HEALTH & WELLBEING AN INTEGRATED APPROACH

Using opportunities brought by transformation and integration brings together:

- ✦ Transformation to Primary Care at Scale
- ✦ Public Health
- ✦ Connecting People to Communities programme
- ✦ Local Care Alliance
- ✦ One Trafford Response

Development and Governance Vehicle

- ✦ Trafford Primary Care Mental Health & Wellbeing Service
- ✦ Lead Provider GMMH

Creates Opportunities:

- ✦ To trial and embed new ways of working
- ✦ Promote prevention of mental ill health and encourage positive steps for good mental health
- ✦ Reduce isolation
- ✦ Reduce avoidable demand
- ✦ Reduce variation
- ✦ Reduce inappropriate prescribing – e.g. of anti depressants
- ✦ Support and embed third sector colleagues in redesign of health and care services
- ✦ Improve access to services and to wider public and voluntary sector support
- ✦ Target vulnerable groups and individuals

Key Characteristics

- ✦ Strategically driven
- ✦ Clinically excellent
- ✦ Socially Conscious
- ✦ Prevention at its core
- ✦ 'Virtual Referral Cycle' – we will link services to people and people to services

The PCMHWS will comprise a core and four neighbourhood teams. Wherever possible the service will be co-located in GP practices or in local ‘hubs’ and will integrate with a care-navigation model to promote quick and easy access to ‘social prescriptions’ which help patients improve their health, wellbeing and social welfare by connecting them to community services. Integrating the PCMHWS with *Volunteering Trafford* will further create opportunities for people to maximise their own and their community’s capacity and resilience. By fully integrating into our communities the PCMHWS will actively seek out those people who, through vulnerability, isolation or ill health, find it difficult to get to their GP.

The core team will:

- Guarantee responsive timeframes for all referrals

- Carry out primary care mental health assessments
- Provide GPs with advice and support
- Provide dedicated pharmacy support including medication reviews
- Support the neighbourhood teams
- Capacity-build by delivering mental health training.

The neighbourhood teams will:

- Provide care navigation linking people to social prescribing and volunteering
- Provide 'high intensity' psychological therapy interventions for people with complex needs or long term physical health conditions
- Provide low intensity, brief interventions for people with mental health needs who might otherwise repeatedly attend A&E or take up GP time unnecessarily
- Provide peer support by dedicated workers with a lived experience of mental ill health.

WHO

The Steering Group overseeing implementation comprises:

- NHS Trafford CCG
- TMBC
- Trafford Public Health
- Trafford Local Care Alliance
- One Trafford Response
- Trafford GPs
- GMMH
- Manchester University NHS Foundation Trust (MFT)
- Matercall
- Trafford Housing Trust
- Trafford Third Sector

Our lead provider is Greater Manchester West Mental Health NHS Foundation Trust and the nature of our commissioning arrangement means that sub-contracting is possible; for example to third sector colleagues who may be better placed to employ or host care navigators and peer support workers. A close working relationship is being forged between the PCMHWS and the Trafford Co-ordination Centre to ensure we maximise our ability to use data intelligently but also so the mental health nurses employed by the centre can align their expertise with that of the PCMHWS.

WHEN

Trafford's *Primary Care Mental Health & Wellbeing Service* will be operational as of 1 April 2019.

PROGRESS

The following key milestones have been agreed with the lead provider:

- Recruitment to be completed by 31st January 2018 for 1.4.19 start date.
- Clinical model to be agreed by 30th December 2018
- Working draft of Standard Operating Procedure in place by 31st January 2019
- Accommodation for clinics across Trafford to be agreed by 28th February 2019
- Sub-contracting and governance arrangements with Third Sector to be agreed by 11.1.19
- Formally agree KPIs with CCG by 28.2.2019.

Recommendation(s)

E.g. To approve, note and endorse

Contact person for access to background papers and further information:

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