

# Primary Mental Health & Talking Therapies Service

Dudley & Walsall Mental Health Partnership NHS Trust



# Delivering Stepped Care through the Integration of IAPT and Primary Care Mental Health Services (PCMHS)

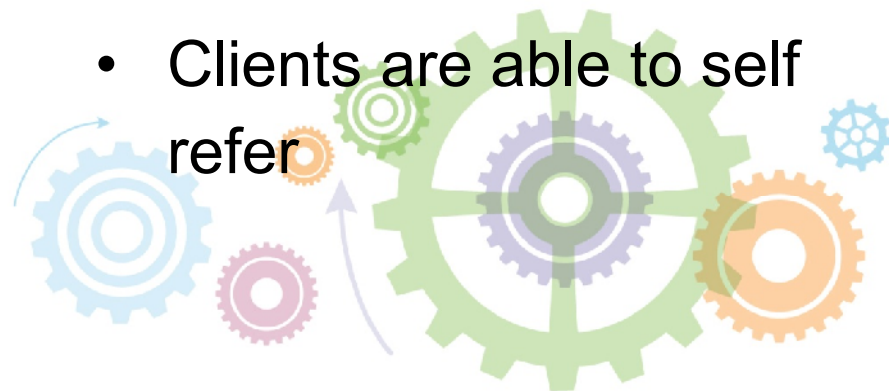
In order to support an effective and efficient delivery of the stepped care model for the management of Common Mental Health Disorders in primary care; IAPT services were integrated with PCMHS



# First Point of Contact

- The first point of contact for the client is via the Primary Care Mental Health Nurse (PCMHN) based in GP surgeries or local community health centre
- No referral needed – Service Information Leaflet (SIL) given by primary care providing information about the service, self-help, voluntary organisations, how to opt-in to the PMH&TTS
- Clients are able to self refer

**better** together



# Accessing Psychological Interventions

- Where the client chooses to access the PMH&TTS; an appointment can be made via their GP surgery or by contacting the number provided on the SIL
- The PCMHN will undertake a mental health assessment including risk, clinical/social issues and assess for suitability for psychological intervention
- They will then determine what level of intervention may be required and refer accordingly;

**better** together

Starting with the least intensive intervention first as deemed appropriate from the assessment;

- Self-help
- Low Intensity interventions
- Group work
- High intensity Interventions



# Additional Role of the PCMHN

- Deliver of primary mental health care and low intensity psychological interventions – which can be initiated at first contact (reducing waiting times)
- Liaison with primary care - attendance to practice based/service development meetings with GP's, PN's, HV's, MW's, FNP, A&E, Social Services, Sure Starts, Vol Orgs
- Individual case discussion
- Education & Training – STORM (skills based training in risk management), Maternal Mental Health, Mental Health Awareness, Screening
- Links with Specialist Mental Health Services
- Safeguarding

**better** together



# The PMH&TTS

The service consists of;

- Low Intensity IAPT workers
- Counsellors
- Primary Care Mental Health Nurses (PCMHN)
- High Intensity IAPT workers
- Adult Primary Care Psychology

**better** together



# Communication

- GP's and / or the referring agent is notified of assessments, treatment plan, progress (where appropriate) and discharge
- The discharge information identifies what interventions have been delivered, the outcomes and a relapse prevention plan (where appropriate)
- Should the client experience any further difficulty they are able to rebook with the PCMHN who is able to access discharge information via the GP electronic system
- Where required the PCMHN will liaise with the relevant practitioner, who delivered the psychological intervention, to determine an appropriate pathway of care

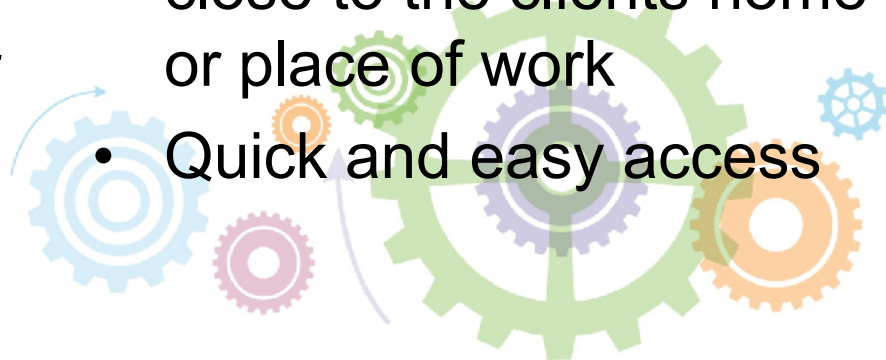
**better** together



# Benefits

- Self referral
- Close communication, liaison & education with primary care
- Skilling up the PCMHN in psychological interventions
- Normalising Psychological Distress
- Managing high volume of referrals
- Assessment of suitability for psychological intervention
- Addressing clinical, social and psychological issues
- Managing risk
- Socially inclusive environment - delivered close to the clients home or place of work
- Quick and easy access

**better** together





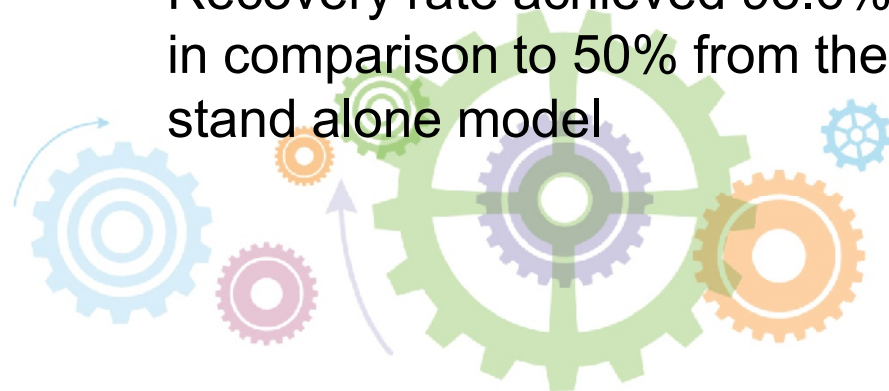
# Recovery Rates / KPI's

- Dudley – 1<sup>st</sup> wave IAPT site developed as a stand alone psychological therapies service
- Walsall – 3<sup>rd</sup> wave IAPT site able to learn from the Dudley experience resulting in Walsall adopting an integrated IAPT and PCMH service
- Given the benefits found; the integrated model was rolled out across both sites

## KPI's for 2011 – Q3

- Prevalence – 28,833
- Referrals – 1930
- None waiting more than 28 days
- Number of people entering treatment over the identified level of expressed need – 5.21%
- Recovery rate achieved 98.6% in comparison to 50% from the stand alone model

**better** together



# Contacts

- Kerry Baggott  
Clinical Lead; Walsall
- [kerry.baggott@dwmh.nhs.uk](mailto:kerry.baggott@dwmh.nhs.uk)
- 01922 608400
- Jane De Rooy  
Clinical lead; Dudley
- [jane.derooy@dwmh.nhs.uk](mailto:jane.derooy@dwmh.nhs.uk)
- 01384 361960

**better** together

