

## All Age Transformation –Co-design Workshop for ACCESS to mental health and learning disability services

Thursday 8<sup>th</sup> March – Day four Summary

### Highlights:

Today Avi and Graham, CCG lead GPs for mental health joined the group to contribute in discussion and design.

### Receiving the 'Feed In' feedback

Paul Ackroyd from Voluntary Action Leicester (VAL) and Dawn Holding (LPT staff member who facilitated a staff feed in event), presented to the group key feedback from the discussions that happened in their particular feed in groups. Yesterday there had been 6 Staff 'Feed in' events, one service user focused one and one voluntary sector and carer one. The workshop group split into groups of 2 or 3 to focus on pieces of feedback in detail and looked for specifically – what is liked about the ideas being put forward in the design week, what people have concerns about and what additional ideas there are. The attendees of the workshop were also asked to reflect on the same questions from their own perspective.

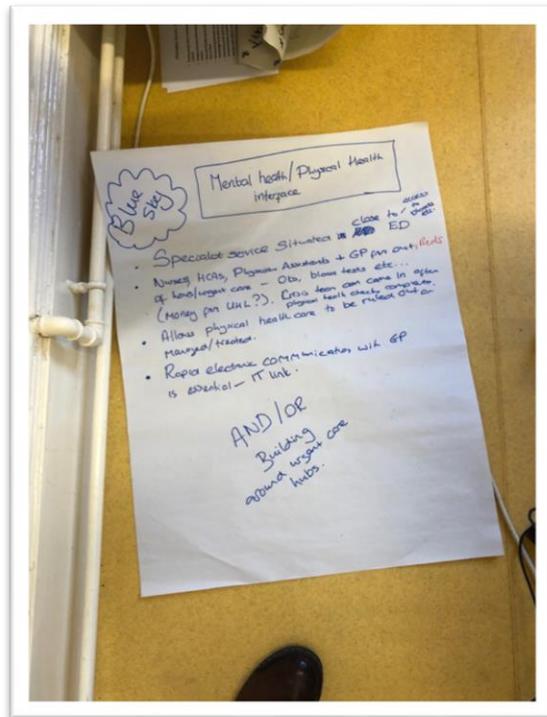
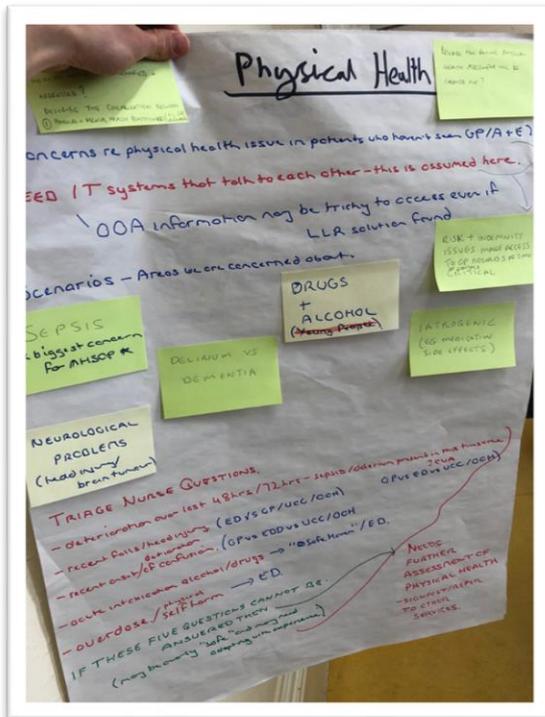


All of these views were placed down and then themed. These themes then formed the basis of a discussion and the additional work for the day and they included:

- **Information** - Importance of team managing a self-referred individual in crisis to have access to electronic patient record information from GP to help clinical decision making
- **Physical health assessment** - Collaboration with GPs, physical health inputs, GP interpreting physical health and how to safeguard acute physical illness when someone self-refers (this includes also discussion around booking directly into GP slots and the sharing of phone numbers between psychiatrists and GPs to allow for collaborative discussions)
- **Supporting & signposting service users/carers wider needs** - How to ensure that people are supported and navigated to non-LPT services?
- **Single Point of Access** – What would the staffing be like and how would it work
- **Frequent users of single point of access** – Developing an approach to manage/support frequent callers/users of single point of access

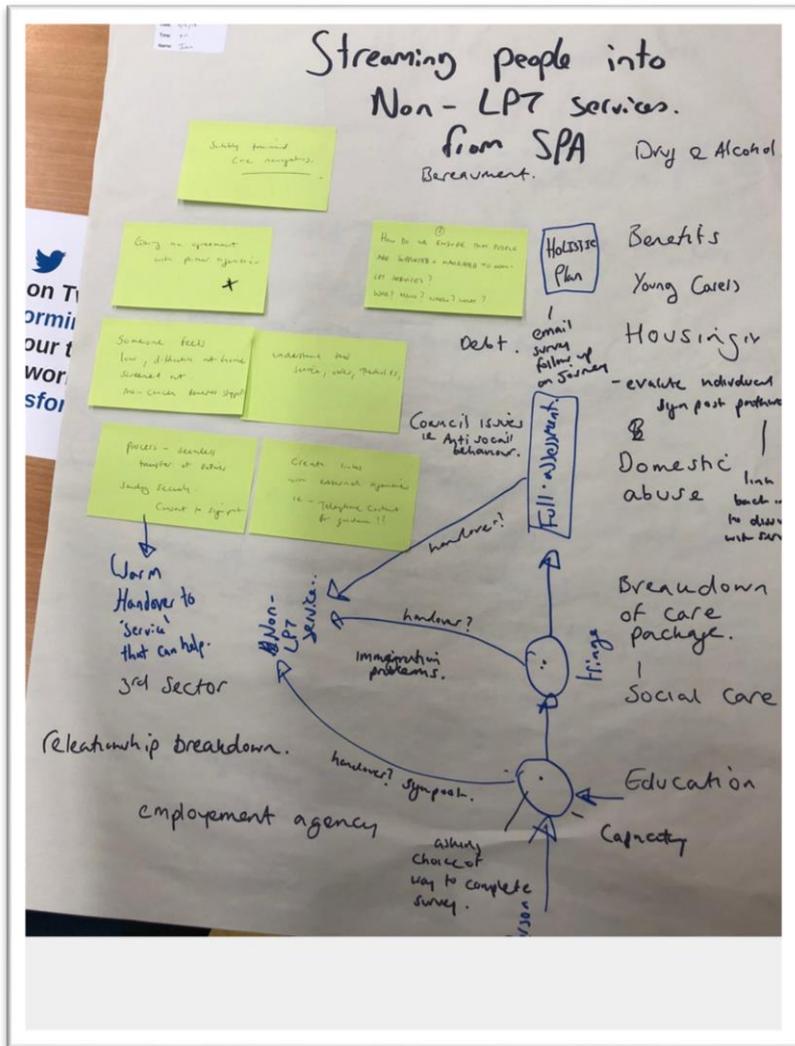
## Physical health assessment

A sub group looked at how individuals presenting in a crisis who have not gone through a GP or the emergency department have their physical health checked to ensure their symptoms are not caused by a physical health emergency. The group considered a quick assessment of key physical health risks and considered a blue sky model for how physical health needs could be urgently assessed.



## Supporting & signposting service users/carers wider needs

A sub-group discussed and recognised that for some people they may exhibit symptoms of a mental health condition in response to other stressful issues occurring in their life. Therefore it was felt to be important that people were supported and navigated (with warm handover where appropriate) to get the different support that they may need. The group mapped out how this may work and what areas in particular to pay attention to. They also considered the importance of seeking feedback on how well the navigation worked so that the new access system can learn and improve.



### Single Point of Access

A sub-group thought through again how the single point of access could work and described a hub and spoke approach with all calls being managed in a single contact point with care navigation and specialist spokes built around existing referral hubs (which are in place for some specialties) to provide specialist triage.



### **Frequent users of single point of access**

A sub-group examined what the different approaches could be to managing individuals who frequently contact the single contact point. The group considered that there should be a supportive approach to such individuals with the potential for a multi-agency meeting to consider how they could be better tailored targeted support.

### **Showcase from workshop**

There will be a showcase of the outputs from the week's workshop tomorrow afternoon from 2pm. There will be videos placed posted on twitter and the website from the event and a more detailed report by the end of next week.

**Follow the design through twitter [#AllAgeTransformation](#) and find out more at the [Leicestershire Partnership Trust website](#).**