

# Planned changes to mental healthcare provision at Leicester's Hospitals

## Engagement document

Engagement period Monday 9 November – Monday 21 December 2020



## Introduction

This document sets out plans by healthcare partners in Leicester, Leicestershire and Rutland for changes to the way support is provided for patients currently receiving care at Leicester's Hospitals for non-urgent mental health needs.

Here we set out the background to the changes, outline what the changes are and invite feedback of service users, carers, advocacy groups and other stakeholders. Your views will help us to shape quality services both now and into the future.

This engagement will be open from Monday 9 November 2020 until Monday 21 December 2020. A feedback form can be found at the end of this document, along with information about other ways you can share your views or questions on the plans. Feedback will be collated and themed and shared on our website from Monday 11 January 2021. You can download copies of this document from our website [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk) – click on 'Involving you' then 'Your views' and go to 'Planned changes for mental health provision in Leicester's Hospitals'

## Background to change

In 2019, clinical commissioning groups (CCGs) for Leicester, Leicestershire and Rutland, working with Leicestershire Partnership NHS Trust (LPT) and Leicester's Hospitals (UHL), secured national funding to improve the mental health care available through Leicester's Hospitals.

This has enabled LPT, working closely with teams in UHL, to develop a dedicated mental health service – called the mental health liaison service - for patients who are being cared for within University Hospitals Leicester.

This new 24-hour urgent mental health care service, due to launch in Spring 2021, will be available to Leicester's Hospitals inpatients and Emergency Department patients with urgent needs.

The new service will provide a timely response time for UHL inpatients with urgent mental health needs (one hour in the

Emergency Department and 24 hours on all other wards)

It will integrate with other services and form part of the wider care pathways, to ensure patients' physical and mental health needs are given equal priority.

To provide this level of responsiveness, LPT is bringing together and expanding four mental health teams which previously operated separately as individual teams.

These teams are:

- Mental Health Triage (Based in A&E)
- Liaison Psychiatry Team
- Psycho- oncology (Mental Health Support for those with cancer)
- Frail Older Peoples Advice and Liaison service (FOPALS)

Staffing levels have been strengthened to ensure the appropriate qualified and skilled mental health professionals are available round the clock to meet needs of all patients as they arise.

The amalgamation of our liaison psychiatry and psycho-oncology services (which previously provided care for outpatients and patients referred from the wards) as part of this new mental health liaison service is an important factor in delivering the skilled NHS expertise and response times required to meet the urgent mental health needs of our population and reduce avoidable waits in ED and hospital wards.

The service had been due to launch on 1 April 2020 but these plans had to be put on hold because of Covid-19. Plans for implementation are now going ahead with a start date scheduled for April 2021.

### **How the change affects patients already using services**

Mental health clinicians in LPT are reviewing the care and treatment plans of patients who have been receiving care from or awaiting referral to LPT's liaison psychiatry or psycho-oncology teams.

This will help to ensure they receive the appropriate care for their needs and that most can receive effective care and support close to home, without the need for hospital visits. LPT's teams are there to work with and support patients through the transition.

This might mean psychological therapy support from IAPT (you can read more information about this service in the next section) and Individuals with more complex needs can be referred to the appropriate community mental health team in Leicester, Leicestershire or Rutland at a location in their community.

Patients will have with access to specialist mental health practitioners if this is clinically appropriate for their needs.

Patients with a diagnosis of cancer are supported in several ways by

clinical and non-clinical staff within Leicester's hospitals.

They are there to advise on effective sources of support, care, advice and information, including national and local organisations and charities. Many of these provide holistic support and networking, including access to therapies, self-care resources and support with the emotional impact of cancer.

### **Part of national ambition for mental health care**

The need for this new responsive service (as recommended by the National Institute for Health and Care Excellence) is part of the NHS's national ambition for mental healthcare improvements, outlined in its Five-Year Forward View for Mental Health and the NHS Long-term Plan.

Both plans also focus on making it easier for people with mental health needs, including those with long-term physical health diagnoses, to access timely care.

### **Strengthening mental health care in the community**

The introduction of this new, responsive hospital mental health liaison service is one of a number of initiatives aimed at transforming mental health care across Leicester, Leicestershire and Rutland. We want to make it easier for people with mental health needs to get the right support promptly, and encourage patients to seek care for both their physical and mental health needs. This work includes development of new local service networks for communities, much of it led through the development of primary care networks (Groups of GP practices working together locally and with health and care providers in their community) as well as supporting patients to continue accessing services already in place.

One such service is IAPT, which provides talking therapies for patients aged 16 and older who are struggling with their emotional wellbeing and/or mental health. Care is available both online and in places close to where people live.

The IAPT services for Leicester City and for Leicestershire county and Rutland, provide a self-referral option which means patients do not have to wait for a GP or other care provider to refer them before they can access this care. You can self-refer via an, [online form](#) or a single telephone number [0300 300 2200](tel:03003002200) if you live in either the city or the

county. Alternatively you can email [letstalkleicester@nottshc.nhs.uk](mailto:letstalkleicester@nottshc.nhs.uk) if you live in Leicester City or [letstalklcr@nottshc.nhs.uk](mailto:letstalklcr@nottshc.nhs.uk) if you live in Leicestershire or Rutland.

This service, and other community-based support services being developed as part of this community-focused response, will help to ensure that patients with mental health needs have access to timely outpatient, online and telephone services.

This also includes access to local charitable and voluntary sector organisations who understand local people and their needs.

## What happens next?

**We are holding two online engagement events which you can attend to find out more and provide feedback. These meetings are hosted on Microsoft Teams and you can find more information about joining and participating in the document 'How to Join an MStems meeting' on our web page highlighted below**

### **Session 1: 17 November noon – 1pm**

Join us by typing the following into your internet browser: [tinyurl.com/y6e6n7yf](https://tinyurl.com/y6e6n7yf)

### **Session 2: 19 November 6pm-7pm**

Join us by typing the following into your internet browser: [tinyurl.com/y6e6n7yf](https://tinyurl.com/y6e6n7yf)

Alternatively you can complete the feedback form on the following pages and email to [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) or use the online feedback form on our **dedicated LPT website page** – please visit [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk) and click on Involving You and follow the link to Your Views and Planned changes for mental health provision in Leicester's Hospitals

or post it to **FREEPOST LPT Patient Experience**

At the end of the engagement period all feedback will be collated and evaluated and the results will be published on our public website **after 11 January 2021**.

If you have any further questions or special requirements to take part in the online session, please email [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) or call **0116 295 0818**.

## Feedback – Changing the way mental health support is provided in Leicester’s Hospitals

**Do you support the proposals for changes to the way mental health support is provided in Leicester’s Hospitals?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>
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Please add any comments about why you answered this way

**Do you support the proposals for expanding access to NHS and other services in the community that can support mental health?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>
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Please add any comments about why you answered this way

**Would you like to be involved in other work to transform mental health services across Leicester, Leicestershire and Rutland?**

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If yes, please add your contact information below.

**Would you like to comment further on mental health support for patients using acute hospital services?**

**About you:** Please tick the statement which best describes you

1. I am a service user with the psycho-oncology service
2. I am a service user with the mental health liaison service
3. I am a service user with the FOPALS service
4. I am or have been supported by the mental health triage service based at the LRI
5. I am a relative or carer of a service user
6. I am a member of LPT staff

7. I am a professional and I have referred to the service or worked with the service

8. Other (please specify)

At the end of the engagement period all feedback will be collated and evaluated and the results will be published on our public website **after 11 January 2021**.

If you have any further questions or special requirements to take part in the online session, please email [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) or call **0116 295 0818**.

## **Please respond by 21 December 2020**

You can complete this form electronically and email to [LPTPatientExperience@leicspart.nhs.uk](mailto:LPTPatientExperience@leicspart.nhs.uk) or use the online feedback form on our **dedicated LPT website page** – please visit [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk) and click on Involving You and follow the link to Your Views and Planned changes for mental health provision in Leicester's Hospitals

Alternatively, print off, complete and post it to **FREEPOST LPT Patient Experience**

**We ask that you also complete the equality and diversity information In the following pages**

## Equality and diversity information

### Gender – are you:

Male  Female  Prefer not to say

Is your gender identity the same as the gender you were assigned at birth?

Yes  No  Prefer not to say

### Age – What age range best describes you?

0-18  18-64  65 and over

### Disability – Do you have any long standing illness, disability or health problem?

Yes  No  Prefer not to say

### Ethnicity

White British  White Irish  Other white background  Mixed Black Caribbean  Mix/Black African  Mix Asian  
 Mix other background  Asian Indian  Asian Pakistani  Asian Bangladeshi  Other Asian background  
 Black/British Caribbean  Black/British African  Black/Other  Chinese  Any other Ethnic group known

### Religion – What is your religion?

No religion  Hindu  Sikh  Buddhist  Jewish  Christian  Muslim  Other

### Sexual Orientation – are you:

Heterosexual  Bisexual  Gay or Lesbian  Prefer not to say  Other

**Thank you for your contribution**



**If you need this information in another language  
or format please telephone 0116 295 0818 or  
email: LTPatientExperience@leicspart.nhs.uk**

### **Arabic**

إذا كنت في حاجة إلى قراءة هذه المعلومات بلغة أخرى أو بتنسيق مختلف، يرجى الاتصال بهاتف رقم 0116 295 0818 أو إرسال بريد إلكتروني إلى: LTPatientExperience@leicspart.nhs.uk

### **Bengali**

যদি এই তথ্য অন্য কোন ভাষায় বা ফরমেটে আপনার দরকার হয় তাহলে দয়া করে 0116 295 0818 নম্বরে ফোন করুন বা LTPatientExperience@leicspart.nhs.uk ঠিকানায় ই-মেইল করুন।

### **Traditional Chinese**

如果您需要將本資訊翻譯為其他語言或用其他格式顯示，請致電 0116 295 0818 或發電子郵件至：LTPatientExperience@leicspart.nhs.uk

### **Gujarati**

જો તમારે આ માહિતી અન્ય ભાષા અથવા ફોર્મેટમાં જોઈતી હોય તો 0116 295 0818 પર ટેલિફોન કરો અથવા LTPatientExperience@leicspart.nhs.uk પર ઇમેઇલ કરો.

### **Hindi**

अगर आप यह जानकारी किसी अन्य भाषा या प्रारूप में चाहते हैं तो कृपया 0116 295 0818 पर हमें फोन करें या LTPatientExperience@leicspart.nhs.uk पर हमें ईमेल करें

### **Polish**

Jeżeli są Państwo zainteresowani otrzymaniem niniejszych informacji w innym języku lub formie, prosimy skontaktować się z nami telefonicznie pod numerem 0116 295 0818 lub za pośrednictwem poczty elektronicznej na adres: LTPatientExperience@leicspart.nhs.uk

### **Punjabi**

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 295 0818 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ ਇੱਥੇ ਈਮੇਲ ਕਰੋ: LTPatientExperience@leicspart.nhs.uk

### **Somali**

Haddii aad rabto in aad warbixintan ku hesho luqad ama nuskhad kale fadlan soo wac lambarka 0116 295 0818 ama email u dir: LTPatientExperience@leicspart.nhs.uk

### **Urdu**

اگر آپ کو یہ معلومات کسی اور زبان یا صورت میں درکار ہوں تو براہ کرم اس ٹیلی فون نمبر 0116 295 0818 یا ای میل پر رابطہ کریں LTPatientExperience@leicspart.nhs.uk