



AGENDA ITEM

6.4

POPULATION HEALTH & PARTNERSHIPS COMMITTEE

CTM MENTAL HEALTH 111 PRESS 2 SERVICE

Date of meeting	3 rd May 2023
FOI Status	Open/Public
If closed please indicate reason	Choose an item.
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Presented by	Julie Denley Deputy Chief Operating Officer of Primary, Community & Mental Health
Approving Executive Sponsor	Chief Operating Officer (COO, DPCMH)
Report purpose	FOR DISCUSSION / REVIEW

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals	Date	Outcome
(Insert Name)	(DD/MM/YYYY)	Choose an item.

ACRONYMS

111#2	111 Press 2 Service
CTMUHB	Cwm Taf Morgannwg University Health Board
MH	Mental Health
CMHT	Community Mental Health Team
ILG	Integrated Locality Group
CAMHS	Child & Adolescent Mental Health Service
SPOA	Single Point of Access



1. SITUATION/BACKGROUND

- 1.1 The purpose of this paper is to update on the progress for the implementation of Mental Health 111#2.
- 1.2 111#2 is a telephone-based advice and support line that will provide guidance for persons of all ages who are experiencing a mental health need. The National Mental Health 111#2 service has the aims of improving the health and wellbeing of people with an urgent mental health concern via a single point of contact to ensure people will receive the right help at the right time. The service will reduce barriers to accessing support and provide mental health care at the front door which is a well document challenge nationally.
- 1.3 In May 2019 the Welsh Government, through the National Crisis Care Concordat Group, commissioned the Director of Quality & Mental Health/Learning Disabilities at the NHS Wales National Collaborative Commissioning Unit to undertake a National Review to achieve greater understanding of the issues leading the public to access emergency services when experiencing mental health and/or welfare concerns. In October 2020 the 'Beyond the call' National Review was published by Welsh Government (Appendix 4).
- 1.4 Some of the findings of the publication were: -
 - An increasing number of people with mental health needs do not fit into a clear referral pathway.
 - People receiving care from CMHTs did not always know who to contact when in crisis 'out of hours'.
 - In Wales the NHS 111 service was not currently designed to provide specialised mental health support.
- 1.5 Expected Outcomes of 111#2: -
 - Improved Patient Experience / Patient Centred Approach
 - No wrong door – When a person contacts CTMUHB 111#2 MH Service they will receive an inclusive response.
 - Right Help, Right Time – Working towards a 24/7 approach.
 - Reducing Duplication – Users of CTMUHB Mental Health Service should not have to repeat their story. The person completing referrals will be a trusted assessor, therefore further assessments should only be additive to the patients care.
 - Correct care for CTMUHB 111#2 Mental Health users
 - CTMUHBs 111 Contact First Centre is not skilled to deal with calls categorised as Mental Health, meaning the majority of MH categorized calls are referred to MH Crisis Teams, Hospital Emergency departments or GP Out of Hours teams.



The CTMUHB 111#2 MH service will be able to provide information and advice, signpost to other organisations or arrange a 'warm' handover to a specialist mental health team. This would mean the caller would not need to repeat their story.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

- 2.1 In May 2021 a CTMUHB 111#2 Project Group was formed with the objective to implement 111#2 Mental Health Services. The Project Group created to oversee the development of the 24/7 service, the group consists of: -
- Clinical Service Group Managers from each CTMUHB ILG
 - CAMHS Service Manager
 - Head of Nursing Mental Health
 - Senior Performance & Quality Manager (Project Lead)
- 2.2 In collaboration with the National 111#2 Programme Team, the project has been delivered in the following phases
- Phase 1 – Pilot – Live November 2021 - Weekend Out of hours
Friday 18:30 to 22:00, Saturday and Sunday 14:30 to 22:00
- Phase 2 – 4th April 2023
7-day service 15-hour service - 08:30 to 00:30
- Phase 3 – 25th April 2023
24/7 service
- 2.3 Evaluation of national pilot projects have found that having mental health professionals as part of the NHS 111#2 service resulted in the following: -
- 25% fewer people needing to attend an emergency department for mental health concerns.
 - 3% needed a police or ambulance response
 - 17% needed a 'face to face' urgent mental health assessment
 - 80% were signposted to third sector partners, crisis sanctuaries or were referred to primary or community services.
- 2.4 The project board has been formed to agree a staffing model which has been informed by the above data and non-staffing requirements for a Mental Health 111#2 24/7 Service. The staffing model also considered the following evidence and learning: -



- An evaluation of the CTMUHB pilot project showed that most individuals who called 111#2 were supported during the call or signposted to their GP.
- Feedback from other health boards shared via the National SPOA project board. For those health boards that have gone live, early indications have shown a reduction in the number of individuals seeking help from emergency services. There has also been positive feedback from GPs and the Police.
- 111#2 needs alignment and collaborate with the current CTMUHB Mental Health Services including development of SPOA and crisis services.
- 111#2 needs to alignment and collaborate with current CTMUHB 111#2 contact first centre.

2.5 Monitoring will be undertaken at a national level by Welsh Government as part of the regular processes and discussions with health boards.

The standards developed are proposals and will be developed by the National 111#2 team and Welsh Government (Appendix 1).

- Part A are delivery standards which are reported monthly at either a national or local level.
- Part B are quality standards which require LHBs to collect and report the information either quarterly, six monthly or annually.

2.6 The actions completed by the project group to date are: -

- Agreed staffing model based on National Programme teams forecasted demand of approximately 40 incoming calls per day.
- All clinical and wellbeing staff have been appointed into post.
- A comprehensive training/induction programme has been implemented for new starters.
- Agreed team base at Ty Elai primary care call centre where current 111 Primary Care GP Out of hours services are located.
- IT & Telephony has been setup and tested. Including bi-lingual messaging on phone lines and direct dial professionals' line for partners including South Wales Police and CTM GPs.
- Clinical Pathways mapped, agreed, and signed off by the Delivery Unit who are undertaking the role of pathways quality control for all 111#2 services in Wales.
- Communications Plans adopted from National communication plans and agreed locally with CTM communications team to run concurrent to full go live of 111#2 services.
- 3 Senior Responsible Officer meeting have been held jointly with the national team. A readiness to go live checklist

(Appendix 2) completed on 17th March confirmed the service was ready to launch on the dates set out earlier.

2.7 To note the activity from 111#2 for the first 8 days of service from 4th April 2023 to 11th April 2023 in (Appendix 5). Summary below

Professional Line Calls – 37

Public Line Calls - 153

Total Calls – 190

Average Wait Time to Answered – 2mins 32seconds

Average Contact time – 18mins 33seconds

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

- 3.1 All clinical and wellbeing staff have been appointed to vacancies; however, some are still waiting on pre-employment checks to be completed. Mitigating actions will be taken to cover any unfilled shifts to ensure there is adequate cover.
- 3.2 For those staff who are currently waiting on their pre-employment checks to be completed, are at risk of not completing their training/induction prior to receiving calls from the general public. Those training courses that are considered essential will be prioritised to ensure staff are suitably trained.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	There are no specific quality and safety implications related to the activity outlined in this report.
Related Health and Care standard(s)	Safe Care If more than one Healthcare Standard applies please list below:
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	No (Include further detail below) In the process of being completed.
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.



Resource (Capital/Revenue £/Workforce) implications / Impact	There is no direct impact on resources as a result of the activity outlined in this report.
Link to Strategic Goals	Improving Care

5. RECOMMENDATION

- 5.1 The Health Board is asked to note the work undertaken in delivering a 24/7 111#2 service for the population of CTM including professional line support to our partners.
- 5.2 The Health Board have a signed Memorandum of Understanding in line with the other Health Boards in NHS Wales. A signed copy is attached (Appendix 3)