

| Recommendation | Action taken/ Planned | Review Date | Update of actions August 2019: |
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| <p>1) Review the range and quality of mental health information from GP practices to include:-</p> | <p>‘Erewash Health Partnership’ (EHP) which represents:</p> <p>Adam House Medical Centre,</p> <p>Aitune Medical Practice,</p> <p>Eden Surgery,</p> <p>Gladstone House Surgery,</p> <p>The Golden Brook Practice,</p> <p>Littlewick Medical Centre,</p> <p>Moir Medical Centre,</p> <p>Park View Medical Centre,</p> <p>Purnell and Partners,</p> <p>Dr Webb’s Practice.</p> | <p>31.03.19</p> <p>Ongoing</p> | <p>“Regarding increased patient accessible information on Mental Health, there is a Mental Health Support Package on all the EHP Practice websites under ‘Community Support and Events’.</p> <p>The support packages have been uploaded to all 10 of the EHP practice websites and progress is being made with the remaining 3 practices (Old Station, College Street and West Hallam medical centre) within the new Erewash PCN.</p> <p>We are currently gaining patient feedback on these Support Packages in order to develop them to be tailored to the needs of those pts, e.g. different topics, organisations.</p> <p>I am also working with the local CVS to set up Social Prescribing events, such as the monthly Social Connector Information Drop In & Appointments which are at Long Eaton, Ilkeston and Sawley. This</p> |

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| | <p>OSS recognises the importance of signposting patients to mental health services, to provide effective support. We follow the policy of social prescribing (referring people to <i>non-clinical</i> local services). We are in the process of developing a range of online support packages for mental health, amongst other issues e.g. bereavement, depression, addiction etc. that service users can access 24/7</p> <p>We also work closely with MH providers who use one of our rooms to provide sessions for our community. We are also looking into allowing another room for CBT use.</p> <p>College Street Medical Practice</p> <p>The practice recognises the importance of signposting patients to mental health services, to provide effective support. We follow the policy of social prescribing (referring people to <i>non-clinical</i> local services). We will be working alongside</p> | Ongoing | |
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| | <p>Erewash Health Partnership to develop a range of online support packages for mental health, amongst other issues e.g. bereavement, depression, addiction etc. that service users can access 24/7.</p> <p>Erewash Clinical Commissioning Group</p> <p>Mental health information is sent directly to the practices from a variety of different sources including the local mental health trust, NHS England, voluntary sector etc. The CCG also acts as a conduit for information through our weekly communications and we encourage practices to display and share all types of information including mental health.</p> | | |
| <p>a) Condition specific booklets e.g. depression, anxiety, OCD, eating disorders etc. in clear and user friendly formats to help people understand their diagnosis and access advice on self-management.</p> | <p>Erewash Health Partnership</p> <p>All part of the same project as discussed above.</p> <p>Old Station Medical Practice</p> | <p>31.03.19</p> | |

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| | <p>All part of the same project as discussed above.</p> <p>College Street Medical Practice</p> <p>This forms part of the same as discussed above.</p> | | |
| <p>b) Information for parents about local services for children and young people experiencing early symptoms of mental distress.</p> | <p>Erewash Health Partnership</p> <p>The support packages will be tailored to the different demographics of our service users.</p> <p>Old Station Medical Practice</p> <p>The support packages will be tailored to the different demographics of our service users. Some information is already available and we will look into expanding this.</p> <p>College Street Medical Practice</p> <p>The support packages will be tailored to the different demographics of our service users.</p> | <p>31.03.19</p> <p>Ongoing</p> <p>Ongoing</p> | |
| <p>c) Information about mental health support services offered by the voluntary sector.</p> | <p>Erewash Health Partnership</p> <p>All part of the same project as discussed above.</p> | <p>31.03.19</p> | |

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| | <p>Old Station Medical Practice</p> <p>All part of the same project as discussed above.</p> <p>College Street Medical Practice</p> <p>All part of the same project as discussed above.</p> | | |
| <p>d) Information about signs and symptoms of mental health conditions on audio visual screens in waiting rooms.</p> | <p>Erewash Health Partnership</p> <p>In addition to the above, EHP is planning to add more information on mental health onto the audio visual screens in the waiting rooms e.g. every mind matters and also local support groups e.g. the ‘Time To Talk’ group.</p> <p>Old Station Medical Practice</p> <p>Some information is already available and we will monitor and amend where necessary.</p> <p>College Street Medical Practice</p> <p>The practice also offers some information on mental health onto the audio visual</p> | <p>31.03.19</p> <p>Ongoing</p> <p>Ongoing</p> | |

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| | <p>screens in the waiting rooms e.g. every mind matters and also local support groups e.g. the 'Time To Talk' group. This is updated regularly.</p> | | |
| <p>e) Website information and links to a range of both local and national mental health information sources including voluntary sector.</p> | <p>Erewash Health Partnership All part of the same project as discussed above.</p> <p>Old Station Medical Practice Some information is already available and we will monitor and amend where necessary.</p> <p>College Street Medical Practice The practice identifies that the website is an useful advertising tool, but our website has limited space. We continuously update the website with different information. This also forms part of the above projects.</p> | <p>31.03.19</p> <p>Ongoing</p> <p>Ongoing</p> | |
| <p>2) Ensure additional support is provided to those who feel they cannot refer themselves to talking therapies.</p> | <p>Erewash Health Partnership N/A - needs specialist input.</p> | <p>N/A</p> | |

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| | <p>organisations to establish referral protocols.</p> <p>We will be taking on board this feedback when we go out to re-procurement on IAPT services in 2020.</p> | | |
| <p>3) Make better use of care coordinators, linked to GP practices, in relation to mental wellbeing. Care coordinators could hold up to date knowledge of local mental health support services and support patients, when needed, to make initial contact.</p> | <p>Erewash Health Partnership</p> <p>This needs to be addressed directly to the coordinators.</p> <p>Old Station Medical Practice</p> <p>We already have close links with care coordinators and will continue to strengthen our working relationship even further.</p> <p>College Street Medical Practice</p> <p>The practice is happy to work with the care co-ordinators in relation to mental wellbeing.</p> <p>Erewash Clinical Commissioning Group</p> <p>Care coordinators are employed by Derbyshire Community Health Services (DCHS).</p> <p>Erewash Care Coordinating Team</p> | <p>N/A</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> | |

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| | <p>We will review this in the next Erewash Care Coordinator meeting (January 2019) to ensure that all staff are aware of mental health services in the area. To also ensure they have a good knowledge of local services / voluntary groups and if not then how to access them.</p> <p>To discuss with individual GP practices to promote care coordinator service for mental health support.</p> | | |
| <p>4) Ensure that all GP practice employees including receptionists are fully aware of the information available and able to hand out to patients appropriately when requested.</p> | <p>Erewash Health Partnership</p> <p>All reception staff have undergone CCG provided Navigation and Signposting training.</p> <p>Old Station Medical Practice</p> <p>All reception staff have undergone CCG provided Navigation and Signposting training.</p> <p>College Street Medical Practice</p> | <p>31.03.19</p> <p>Completed</p> <p>Completed</p> | |

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| | <p>All reception staff have undergone CCG provided Navigation and Signposting training.</p> <p>Erewash Clinical Commissioning Group</p> <p>Over the last few months reception staff within the Erewash practices have participated in signposting training as part of the GP Forward View programme and taken part in local signposting training provided by the GP Federation.</p> <p>IAPT providers produce a range of information that patients can access and we will be working with providers to understand how this is shared with key partners such as GPs, voluntary sector etc.</p> | Ongoing | |
| <p>5) Encourage more specialism and training in mental health amongst GPs - participants reported having to wait a long time for appointments with GPs who have special interest in mental health.</p> | <p>Erewash Health Partnership</p> <p>Unreasonable request. GPs are <i>general</i> practitioners and consequently there needs to be more specialist mental health support provided to GP practices nationally.</p> <p>Old Station Medical Practice</p> | N/A | |

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| | <p>Unreasonable request. GPs are <i>general</i> practitioners and consequently there needs to be more specialist mental health support provided to GP practices nationally.</p> <p>College Street Medical Practice</p> <p>GPs have a vast amount of knowledge, but overall there needs to be more specialist mental health support provided within the GP practice environment.</p> <p>Erewash Clinical Commissioning Group</p> <p>The CCG will support primary care clinicians to participate in a wide range of specialist training linking in with the LMC and Health Education England (HEE). Part of the on-going GP Forward View programme is looking at increasing the number of mental health therapists based within primary care.</p> <p>JUCD* Primary Care workstream (for mental health)</p> <p>We are encouraging integrated working in both primary care and secondary care</p> | <p>N/A</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> | |
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| | <p>settings as part of the wider service offer - but again this has to be in collaboration with GPs - and if they have the accommodation. The key here is the specialist mental health support element which is lacking currently and which we are hoping to build on.</p> | | |
| <p>6) Consider opportunities to offer patients more continuity in seeing a known and preferred GP.</p> | <p>Erewash Health Partnership</p> <p>In light of the current level of demand and the shortages in numbers of GPs nationally, this just is not a realistic consideration.</p> <p>Old Station Medical Practice</p> <p>We have already implemented ‘usual GP’ slots for our patients from Sep and these have been very well received. We will look into other options in the future however all dependent on GP workforce levels.</p> <p>College Street Medical Practice</p> <p>Where possible the practice tries to offer continuity for the patient by seeing the same GP on each visit, but due to the high</p> | <p>N/A</p> <p>Ongoing</p> | |

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| | <p>demand for appointments this isn't always possible or realistic.</p> <p>Erewash Clinical Commissioning Group</p> <p>All practices should be offering patient's continuity wherever possible and recognise that continuity is vital for patients with mental health conditions.</p> | | |
| <p>7) Provide realistic estimates of waiting times for referrals to services and offer information about opportunities for interim support.</p> | <p>Erewash Health Partnership</p> <p>N/A</p> <p>Old Station Medical Practice</p> <p>Unable to fulfil.</p> <p>College Street Medical Practice</p> <p>Guideline for waiting times vary from day to day depending on the demand for the service therefore it is difficult to give the patient a realistic timescale</p> <p>Erewash Clinical Commissioning Group</p> | <p>N/A</p> <p>Ongoing</p> <p>Ongoing</p> | |

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| | <p>The CCG does publicise IAPT waiting times on CCG websites but as they fluctuate rapidly they are not always accurate.</p> <p>JUCD* Primary Care work stream (for mental health)</p> <p>As part of Joined Up Care Derbyshire we are looking at the interface between primary care and secondary care and how each Place is geared up to manage demand. The challenge is in how we can let patients know what the waiting times are for secondary mental health services and probably needs a wider discussion.</p> | Ongoing | |
| 8) Make better use of a wide range of community venues and media to disseminate information on mental health support services. | <p>Erewash Health Partnership</p> <p>N/A</p> <p>Old Station Medical Practice</p> <p>N/A</p> <p>College Street medical practice</p> <p>Local knowledge of services is key to providing information, the Practice already work alongside the Voluntary sector who offer much of this help and information</p> <p>Erewash Clinical Commissioning Group</p> | <p>N/A</p> <p>N/A</p> <p>Ongoing</p> | |

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| | <p>IAPT providers have clinics in a number of community venues but this varies depending on what is available. We are continuously working with providers to understand where patients can be seen to ensure local accessibility.</p> | <p>Ongoing</p> | |
| <p>9) Further develop community hubs as 'one stop shops' for information and advice about mental health support.</p> | <p>Erewash Health Partnership This is a question for the CCG/voluntary sector.</p> <p>Old Station Medical Practice This is a question for the CCG/voluntary sector.</p> <p>College Street Medical Practice This is a question for the CCG/voluntary sector.</p> <p>Erewash Clinical Commissioning Group The mental health JUCD has a primary care programme where we are looking at this in</p> | <p>N/A</p> <p>N/A</p> <p>Ongoing</p> <p>Ongoing</p> | |

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| | <p>greater detail - a small project group has been developed to take this work forward.</p> <p>JUCD* Primary Care work stream (for mental health)</p> <p>By Spring/Summer 2019 we should have a proper project plan in place with timescales for this work.</p> | | |
| <p>10) Foster and prioritise closer relationships between GP practices, specialist mental health services and the voluntary sector to ensure better information sharing and signposting.</p> | <p>Erewash Health Partnership</p> <p>This is what EHP. wants to advocate and is on the journey to achieving.</p> <p>Old Station Medical Practice</p> <p>We are open to working closely with practices and other healthcare providers in our locality.</p> <p>College Street Medical Practice</p> <p>Working alongside EHP. This is something that the practices in Erewash area are working towards.</p> <p>Erewash Clinical Commissioning Group</p> | <p>31.03.19</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> | |

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| | <p>The CCG is working in Place* footprints which includes, representation from GPs, mental health trust, voluntary sector etc.</p> <p>The hope is that this work will develop relationships and closer links between the different sectors.</p> | | |
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