

ForwardThinking
Birmingham



Partnership Members

Worcestershire Health and Care NHS Trust

- Provider of specialist mental health clinical services (non-inpatient) for 16-35
- Employer of approx. 140 staff
- Responsibility for providing expertise, contributing to adult safeguarding, governance and assurance for AMHS with Birmingham Children's Hospital

Beacon UK

- Employer of access centre staff
- Management of Access Centre & case management and data streams for FTB
- Signposting and liaison with crisis teams

Birmingham Children's Hospital

- Provider of specialist mental health clinical services for 0-18
- Employer of approx. 150 staff + Tier 4
- Responsibility for providing expertise on children's mental health and leading on governance

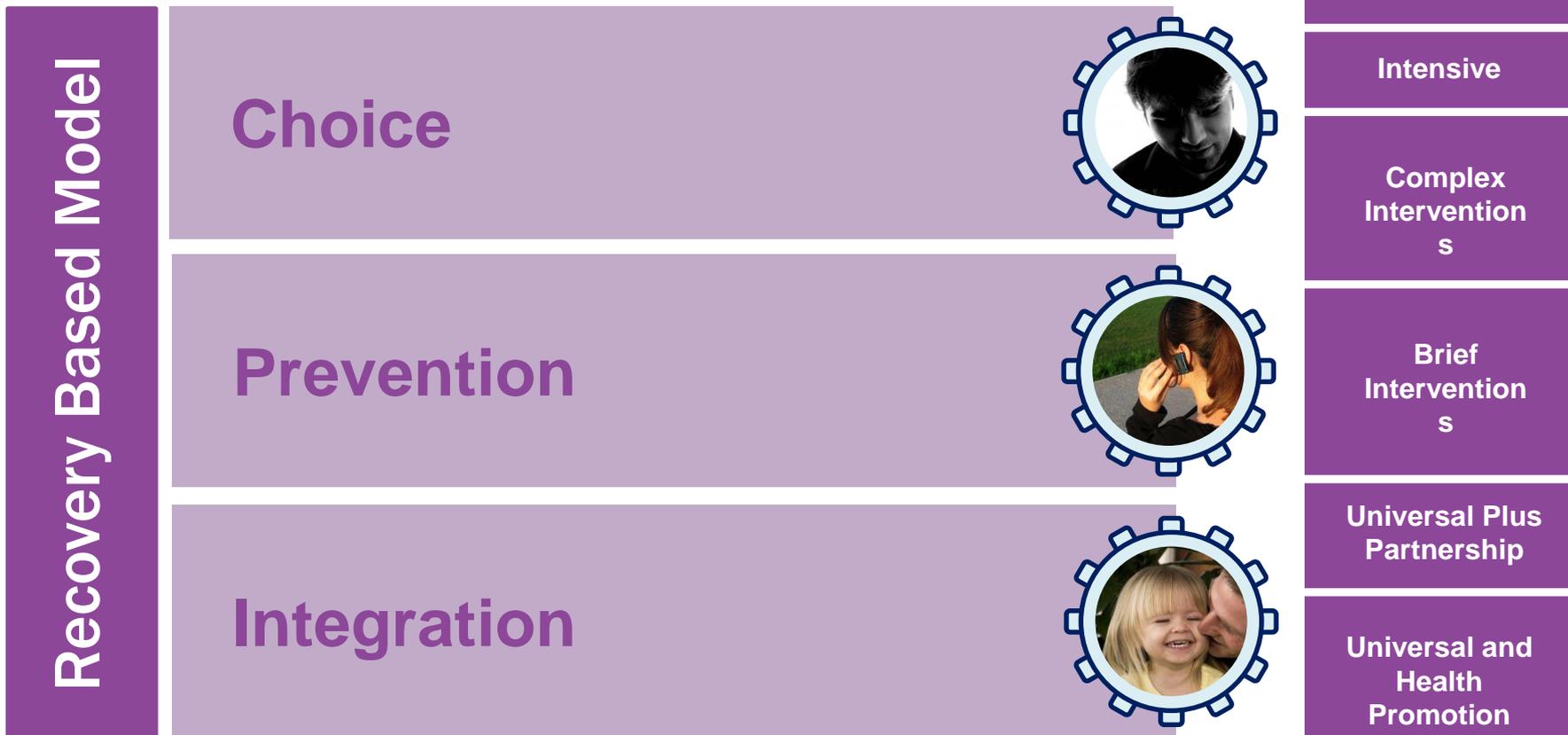
The Children's Society

- Management of city centre drop-in service, Pause

Priory Group

- Provider of inpatient services for 18-25

The Care Model





The Service Model

URGENT CARE PATHWAY

PAUSE

ACCESS
CENTRE

COMMUNIT
Y HUBS

INPATIENT
S

VOLUNTARY COMMUNITY SECTORS INPUT



Pause 'drop-in and see us' service





Phase 1 focus (April to October 2016):

- 0-25yr model commenced – urgent care/PAUSE/Access Centre/Priority inpatient beds.
- Establishment of operational community hubs.
- Transfer of services from BSMHFT – 1,024 community caseloads.

Phase 2 focus (November 2016 onwards):

- Transforming the clinical model and workforce. The aim of which is to provide a seamless service across the 0-25yr pathway. Learning from evaluation.
- Key workstreams are technology, estates, capacity, workforce and organisational development .
- **Highly likely to take until April 2018 (end of year 2) to be truly fully developed.**



FTB – key achievements

- 24/7 Access Centre in place, receiving c.1,000 phone calls per month.
- YTD as at September, we have had 94 patients admitted to our inpatients unit.
- 24/7 urgent care pathway in place.
- Medical on-call rota in place.
- New IAPT service being delivered.
- Four community hubs operating multidisciplinary teams.
- Electronic patient care record system in place.
- Tablets deployed to enable agile working.
- Partnership working with key stakeholders to refine pathways e.g. Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT), police, social care, voluntary organisations, GPs and other NHS provider Trusts.
- Engagement programme in place – universities, GP's, schools, etc.
- The FTB Model is leading to less inpatient admissions for <18yrs in Birmingham.

FTB – challenges

- Recruitment remains challenging - we are exploring alternate use of roles and workforce.
- Cultural change –staff delivering a new clinical model is challenging however we have in place dedicated organisational development resource and a robust development plan is in place.
- Demand and capacity are challenging – we have experienced higher than expected demand for our inpatients beds which has resulted in patients having to be admitted out of area.
- Estates – the majority of our estate is not fit for purpose which restricts effective use of agile working and use of technology.

FTB – next steps

- Build on developing new VCS partnerships.
- Creating and improving digital media and channels.
- Improve business intelligence reporting.
- Continue to develop a positive culture, delivering an effective clinical model with clear positive outcomes.
- Continue to promote our services across Birmingham.
- Joint working with partners to continue to improve the delivery of our services.
- On-going development of the Electronic Patient Record App to aid mobile working (which helps the estate issues).
- Working with NHS partners via the Sustainability and Transformation Plan (STP) to provide improved estate options.
- Working with BSMHFT to improve mental health services in Birmingham.

**Thank you for listening.
Questions?**