

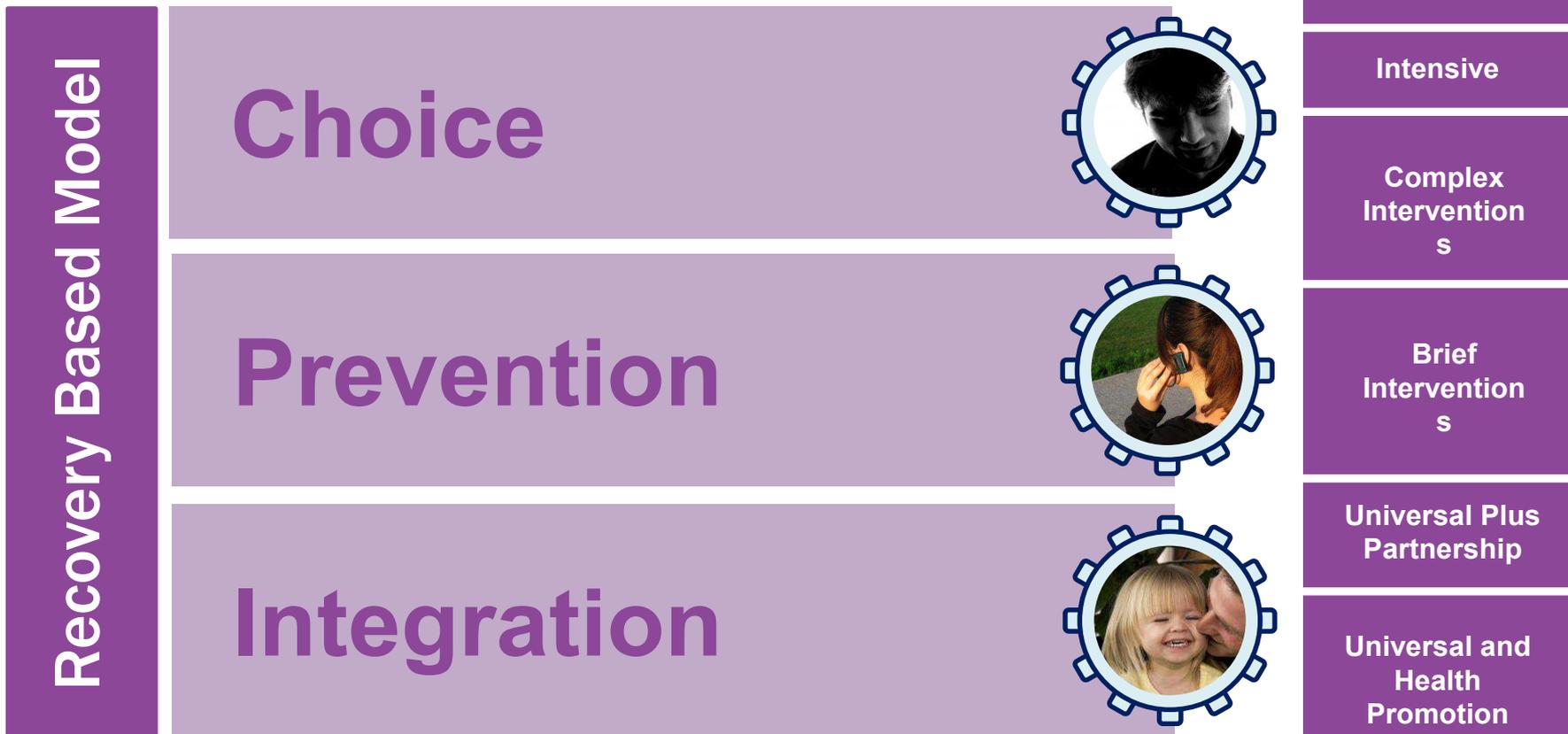
Forward Thinking Birmingham: One Year On

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Our Vision

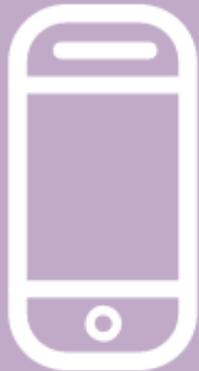
**To be the first city where
mental health problems are
not a barrier to children,
young people and young
adults achieving their dreams.**

The care model



Operational figures

April 2016 – May 2017



46,365 calls



50% of referrals were made via GPs



Total referrals



4% were referred to crisis



Highlights of our first year



Key achievements

- Seven-day-a-week Access Centre in place, receiving around 3,000-4,000 calls per month
- 24/7 Urgent Care pathway in place
- Intensive Outreach Eating Disorder Service
- New Talking Therapies (IAPT) service for 14-25s
- Electronic patient record system in place with mobile devices rolled out to clinical staff enabling mobile working
- Partnership working with key stakeholders to refine pathways
- CYPYA engagement programme in place

Key challenges

- Workforce recruitment – challenging across the country
- High demand for inpatient beds and out of area admissions
- Implementation of new clinical model while continuing to operate services – organisational development resource and robust development in place
- Estates – some areas not to the standard we would like for our children, young people and families. Alternative options under review

Feedback – key themes and actions

- Communication – issues contacting community hubs, delays with patient letters
 - New phone system in hubs with call waiting
 - Review of admin systems and technology to aid patient communication
- Access to treatment
 - On-going monitoring of waiting times
 - Additional clinics for ADHD pathway
 - Actions to reduce waits for core services (see later slide)
- Support for specific groups
 - Developing service offered to local student population
 - Setting up family and carers' forum

Waiting times

Meeting and exceeding waiting time targets in a number of areas:

- 71% of children and young people accessing NICE compliant treatment of Eating Disorders within four weeks (target 70%)
- 60% of young adults accessing NICE compliant treatment for first episode Psychosis within two weeks (target 50%)
- 96% of over 16s accessing Improving Access to Psychological Therapies (IAPT) programme within six weeks (target 75%)
- Seven-day access to early intervention and support for emotional wellbeing via our Pause drop-in service

Waiting times

Activity to minimise waiting times for non-emergency core pathways includes:

- Review of capacity in line with the Choice and Partnership Approach (CAPA) and year one referral figures
- Managing overall capacity to ensure the right service is being offered at the right time and that patients are supported in the least restrictive setting

Urgent Care

- 24 hour senior leadership within the Crisis team
- Policy and processes developed to reduce length of inpatient stays and aid repatriation – accommodation liaison worker appointed
- Systems Strategy Board has reviewed urgent care systems following a commissioned review of the Birmingham-wide urgent care system
- Operations group set up to work collaboratively with Birmingham City Council, Clinical Support Unit, West Midlands Police, acute trusts, NHS England, local Clinical Commissioning Groups and Birmingham and Solihull Mental Health Foundation Trust (BSMHFT)
- Developing a collaborative pathway with BSMHFT and Birmingham City Council

What next?

- Creation of Workforce Transformation and Innovation hub at Pause
- Family and Care strategy – strengthening families
- Partnership work with schools/third sector and Local Authority
- Development of specialist perinatal mental health pathway
- On-going development of digital resources
- Research strategy in relation to future innovation
- Integration into the consultation and future homelessness strategy