

Brighton and Hove Wellbeing Service – update for the HWOSC 10 September

Summary and policy context

This report provides an update to the HWOSC on the Wellbeing Service which has now been in place for 14 months. The Wellbeing Service provides a range of services and therapies to support people over 18 who are experiencing common mental health conditions including anxiety and depression.

Relevant background information/ chronology

GPs told us that we needed to improve the organisation and delivery of “primary care mental health services” for people with common mental health conditions who did not necessarily need the expertise of secondary mental health services. Until June 2012 these services were primarily provided by the Sussex Partnership Foundation Trust (SPFT) - however GPs were concerned about the long waiting times, felt that the service was disconnected from them. A tender was advertised to secure a service that would

- offer more capacity
- offer earlier intervention for users
- provider greater connection with GP practices, community and voluntary mental health support services
- provide more services in the community and in primary care settings helping to reduce stigma

A 3 year contract was awarded to the Mental Health Partnership which is made up of The Brighton and Hove Integrated Care Service (BICS), 7 GP Practices in Brighton and Hove, SpFT, MIND and Turning Point and the service started on 1 June 2012. One of the attractions to this bid was that it was a multi-agency partnership which included SpFT and the voluntary sector, therefore ensuring that there would be connections with secondary care as well as the voluntary sector.

There are 4 components to the service.

The **Primary Care Health Support Service** offers low intensity Cognitive Behavioural Therapy, guided self help workshops, signposting and offers support to people with work and learning needs

The **Primary Care Health Practitioner Service** supports patients who are higher risk and have more complex needs. This service offers patients assessments including medication reviews.

The **Talking Therapies Service** provides high intensity psychological therapy including CBT and psychotherapeutic counselling

And the **Hub** provides the back office support that enable the whole service to function eg taking referrals, making appointments etc. In addition this part of the service includes 7 GP leads who provide support to practices to help them understand the different parts of the service and helps them refer to the most appropriate part of the service.

The demand for the Support and Practitioner Services was below the contract activity target and we are working with the Mental Health Partnership to increase demand for these services by raising awareness, working with specific groups of potential users. Conversely

demand for the Talking Therapies Service is over plan and at the end of year 1 there was waiting list of over 900 for this service (this compares with a waiting list of 1500 when the service started). The CCG has approved additional funding to enable the service to clear the backlog and the expectation is that this is done by end of May 2014.

Performance and activity headlines

The performance headlines about the service to date are that

- in year 1 the service completed 7106 treatments– the target is 9000

Service	Activity Target	Year 1 Performance
Talking Therapy	2400	2409
Support Service	3600	2140
Practitioner Service	3000	2557

- waiting times are down and the waiting list is shorter
- operational bases for the service have been established in 28 surgeries, 2 large voluntary sector organisations and 3 community based SpFT sites
- recovery rates are in excess of 50% - compared to 20% before service started
- the service consistently exceeding the target for the numbers of patients it supports to come off ill health benefits
- service offers extended opening hours and includes weekend appointments too
- service supports adults of all ages and currently about 5% of users are over 65 – previous service supported people up to 65
- the service is offering support with employment issues and accessing vocational learning

Community engagement/ consultation

There was extensive user and stakeholder engagement in the design and procurement phases. Feedback about the service is systematically collected and analysed by BICs and we will be organising a user event with MIND to secure further feedback. The service has also established the Peer Support Service, which has engaged volunteers in the service, many of whom have lived experiences of mental health problems, and is working with current service users to engage them in community activities and offer alternative ways of accessing support.

Recommendations

There are no recommendations - this paper is for noting only.

Conclusion

The service has achieved some good outcomes to date. However further work needs to be done to both manage the waiting lists in talking therapies and to ensure that all parts of the service are used in line with projected activity levels. We are also keen to explore how the service can support people with long term conditions and a mental health problem. Ongoing performance will continue to be monitored closely at the quarterly contract meetings and a further report can be submitted to the HWOSC once we have seen the impact of the actions taken to address both of these issues.

Anna McDevitt, Commissioning manager, Brighton and Hove CCG , 20 August 2013