



Sheffield Primary & Community Mental Health Transformation Programme

April 2020

Sheffield is one of twelve national sites selected by NHS England to test new ways of delivering and transforming how Primary & Community Mental Health Services are provided.

The programme is delivered in collaboration with South Yorkshire and Bassetlaw Integrated Care System.

Our partners



A new approach

Sheffield's Primary & Community Mental Health Transformation Programme is set to improve how mental health services are provided in Sheffield through an innovative programme of work launching in July/August 2020.

Mental health in Sheffield

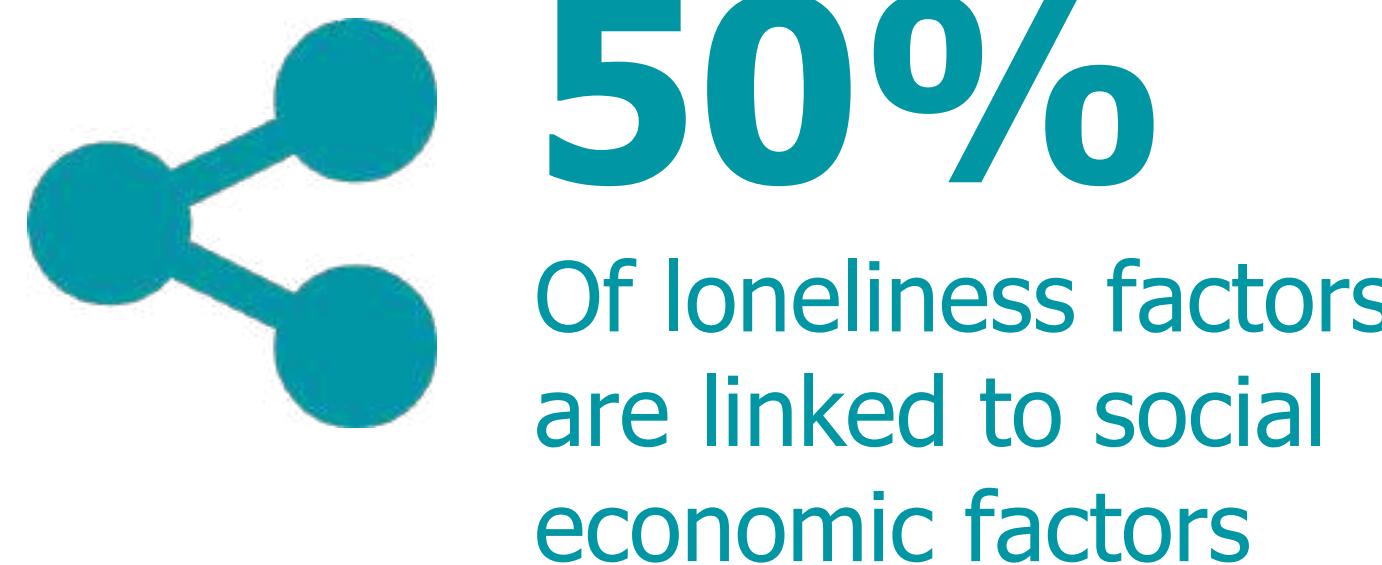
Mental health impacts on life expectancy



Mental health is one of the biggest health challenges in our society, having a significant impact on life expectancy and wellbeing. Within Sheffield we have passionate and dedicated staff who want to achieve the best for the city's residents but are facing increasing demands for services and people are having to wait longer to access them.



We have the opportunity to change this...



What are we doing?

The Sheffield Primary and Community Mental Health Transformation Programme is **a new way** of delivering services for adults and older adults with **serious mental illnesses** (including eating disorders and personality disorders) and other complex needs in places **near to their homes**. We also want to provide support at the earliest possible stage, to prevent against deteriorating mental health.

During 2020/21 we will be testing a new approach to providing support, care and treatment within 4 Primary Care Networks in Sheffield with the intention to expand the offer across the city in the future.



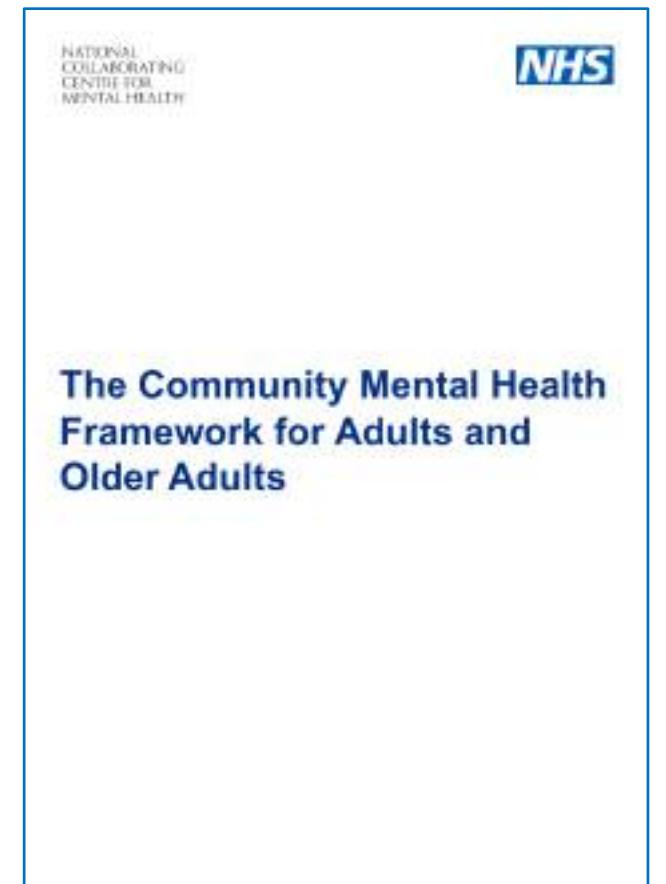


Our programme

Testing new ways of delivering the Community Mental Health Framework for Adults & Older Adults, specific focus on eating disorders and personality disorder.

1 of 12 national sites

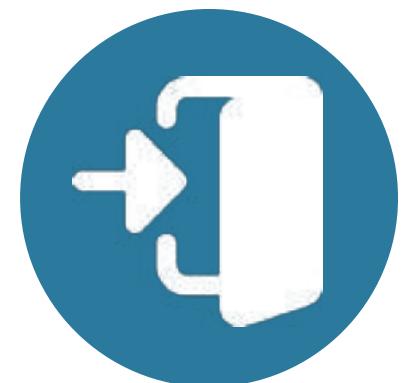
4 Primary Care Networks in the test phase, representing one third of the city's population



Networks selected based on **inequalities, referrals to CMHT Single Point of Access, prescribing of psychotropic medications** and number of patients on **GP SMI registers**

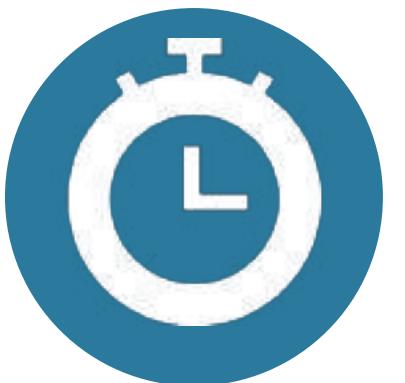
Primary Care Networks selected with specific target characteristics, **BAME, older adults, young families/adults** and **student related needs**.

What will be different?



A single 'right' door for all

There will be a single 'right' door to access support. Wherever anyone seeks mental health support there will be an easy process to get it.



Reduced waiting times

We are committed to lowering waiting times to be less than 4 weeks from the point someone decides they want help to when they receive support.



An integrated team within Primary Care

A 'mini' mental health team will be based within each primary care network, working for the network. This greater alignment of health teams will also improve communication.



Enhanced voluntary sector support

There will be new roles to link individuals to extra support within their community, to help improve their mental health and to reduce the inequalities in Sheffield.



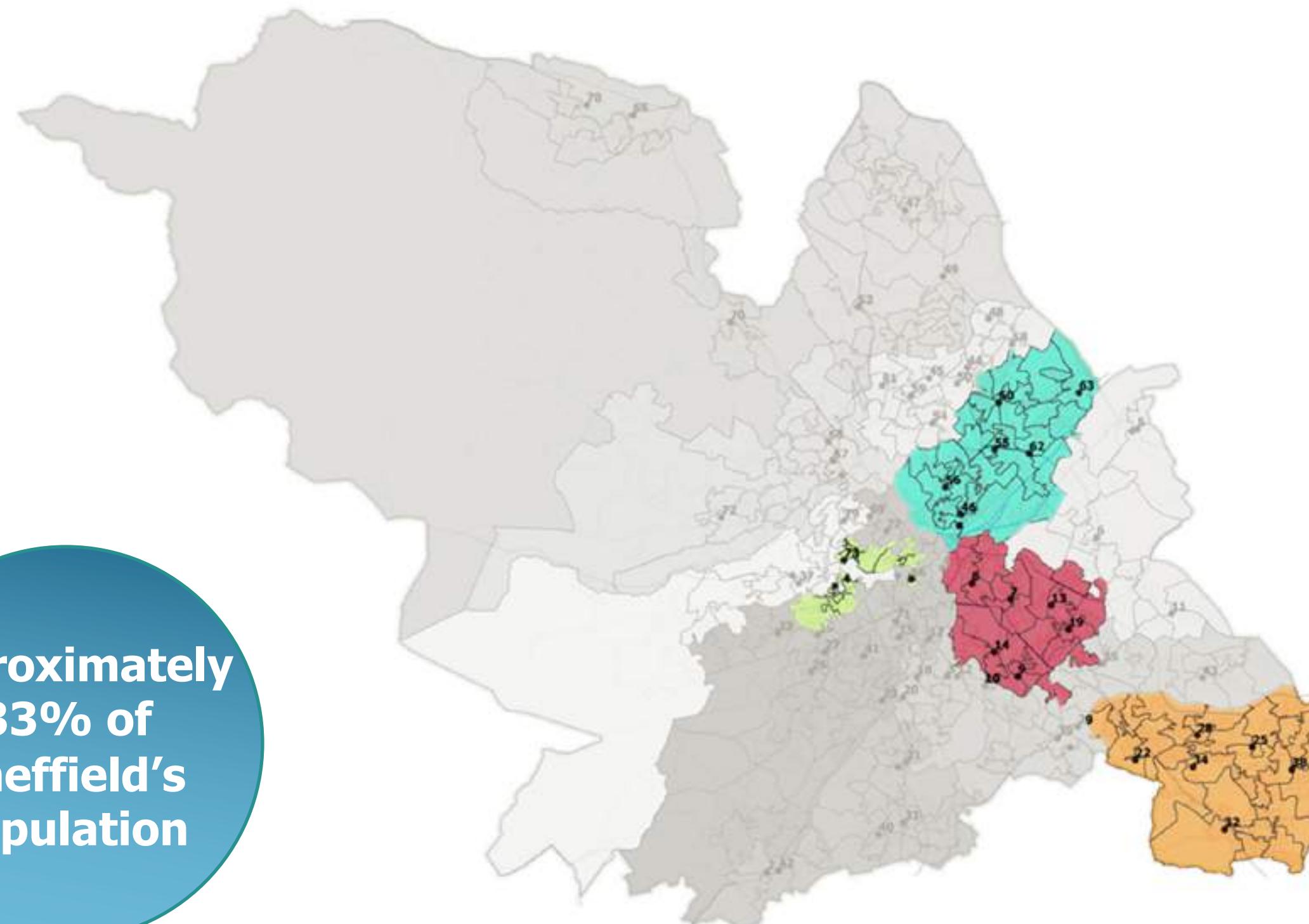
Improved physical health

We will not only improve mental health but will also improve physical health of individuals with mental health problems through the integration of services.



Where will we work?

Commencing in July/August 2020 we will initially be working across 4 Primary Care Networks. A Primary Care Network is a group of GP practices working more closely together, with other primary and community care staff and health and care organisations, providing integrated solutions to their local populations.



Approximately
33% of
Sheffield's
population



NORTH 2

- Burngreave Surgery
- Forge Health Group
- Southey Green Medical Centre
- Upwell Street Surgery
- Page Hall Medical Centre
- Sheffield Medical Centre
- The Firth Park Surgery
- Wincobank Medical Centre



GPA 1

- Dovercourt Practice
- East Bank Medical Centre
- Norfolk Park Medical Practice
- Duke Medical Centre
- Manor & Park Group Practice
- The White House Surgery



TOWNSHIPS II

- Jaunty Springs Health Centre
- Richmond Health Centre
- Woodhouse Medical Centre
- Charnock Health Primary Care Centre
- Stonecroft Medical Centre



SHU & UHS

- University of Sheffield Health Service
- Student Health at Sheffield Hallam University

Person-centred outcomes

My goals/outcomes

- All my needs as a person are addressed.
- My carer/family have their needs recognised and are given support to care for me.
- I am supported to understand my choices and to set and achieve my goals.

Care planning

- I have as much control of planning my care and support as I want.
- My care plan is clearly entered on my record.
- I have regular reviews of my care and treatment and of my care and support plan.
- I have regular, comprehensive reviews of my medicines (if applicable).
- When something is planned, it happens.
- I have systems in place to get help at an early stage to avoid a crisis.

Communication

- I tell my story once.
- I am listened to about what works for me, in my life.
- The professionals involved with my care talk to each other. We all work as a team.
- I always know who is coordinating my care.
- I have one first point of contact. They understand both me and my condition(s). I can go to them with questions at anytime.



Decision making

- I am as involved in discussions and decisions about my care, support and treatment as I want to be.

Transitions.

- When I move between services or staff members, my care plan is known in advance and respected. There is also a plan in place for what happens next at any point of change.
- I know in advance where I am going, what I will be provided with, and who will be my main point of professional contact.
- If I still need contact with previous services/professionals, this is made possible.

Information

- All my needs as a person are addressed.
 - My carer/family have their needs recognised and are given support to care for me.
- I am supported to understand my choices and to set and achieve my goals.

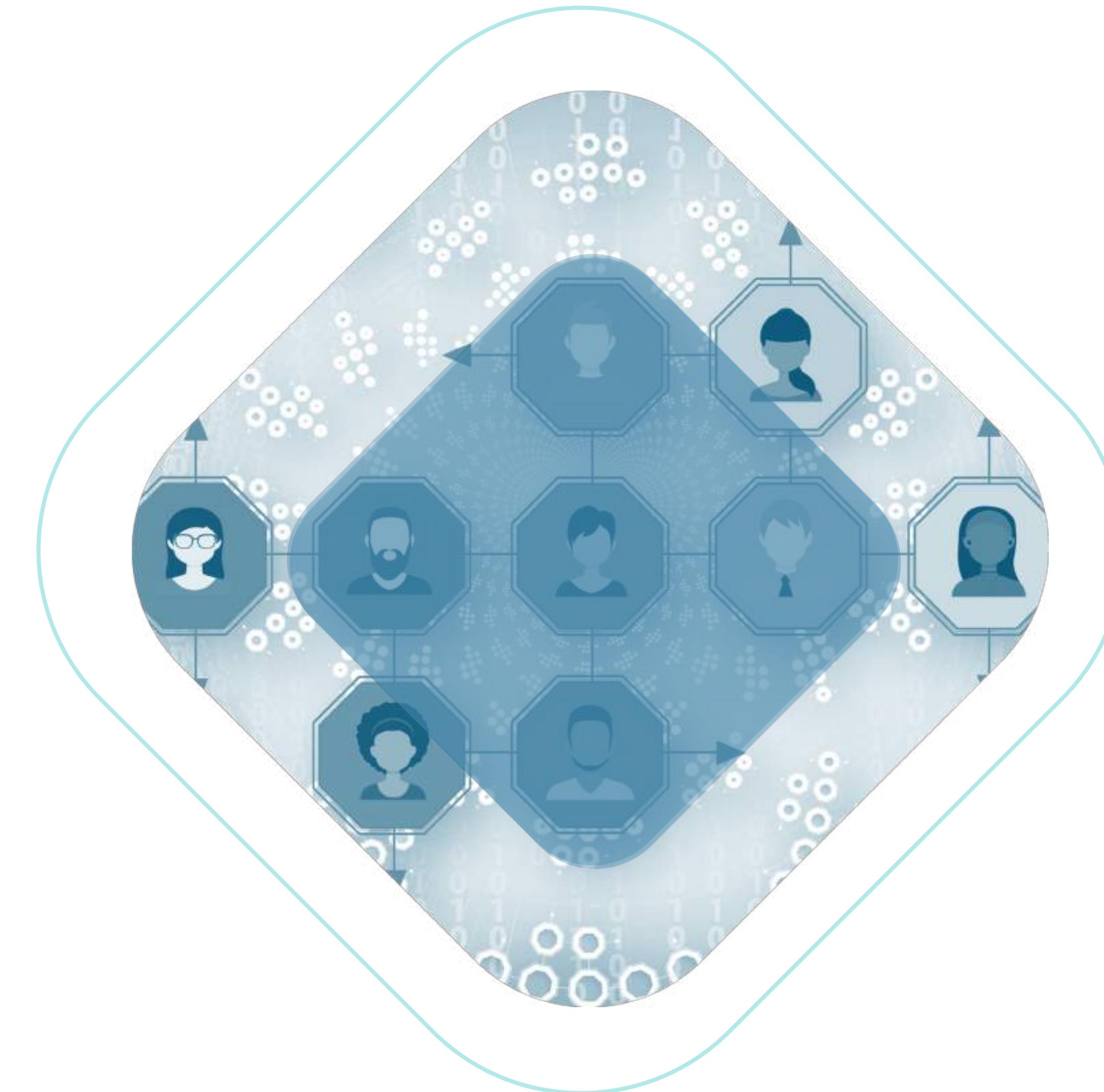
What will be provided?

General health needs

General health needs will continue to be provided by GPs with better links to the mental health team working within each practice.

Social needs

A team of community connectors will help people with mental health problems to overcome the barrier to getting extra support within their community. We will also be offering new funding to the voluntary and community sector.



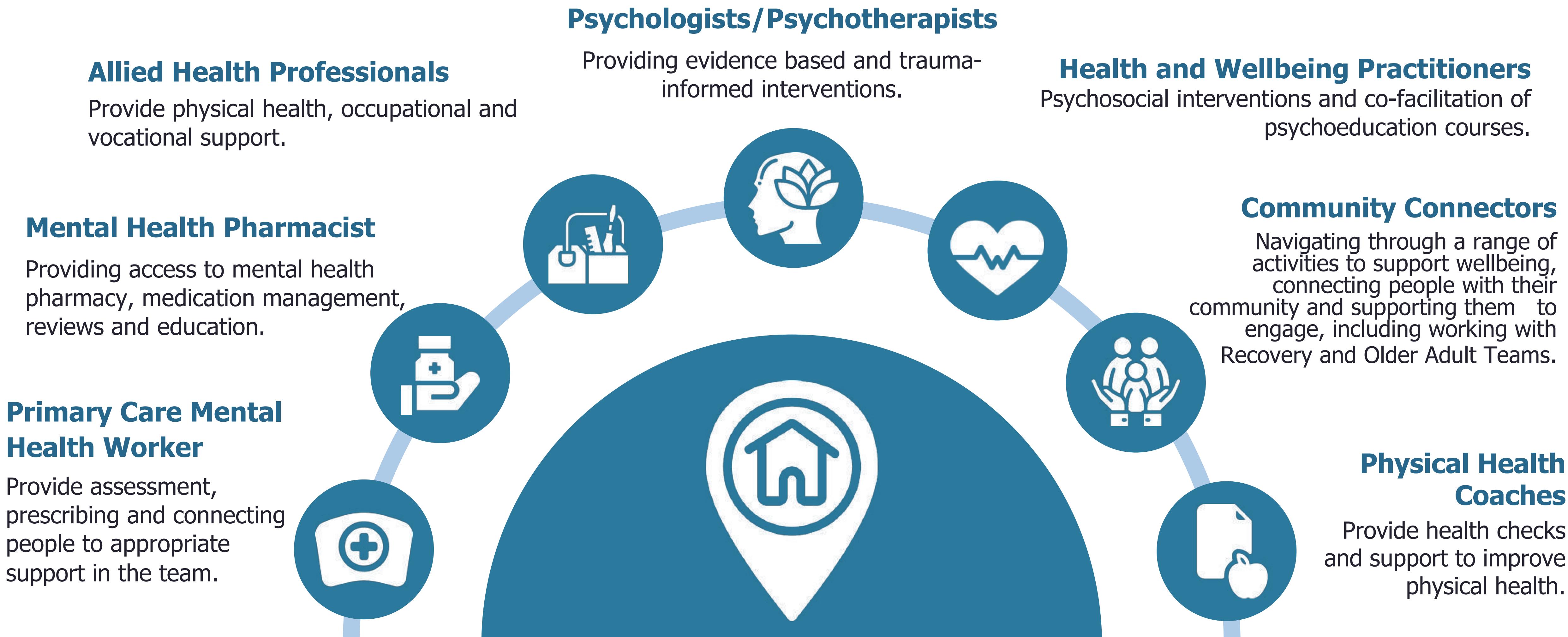
Mental health needs

Each Primary Care Network will have a new team of mental health staff working directly within GP practices.

- Primary Care Mental Health Worker
- Clinical Psychologists / Psychotherapists
- Wellbeing Workers
- Mental Health Pharmacist

What will be provided

Each Primary Care Network will benefit from a co-located, mini-mental health team, working together to provide a frictionless service with interventions of varying intensity, appropriate to the individual level of need





**Information
for patients,
carers &
families**

I am a patient in one of the Phase 1 sites

If your GP Practice is within the 4 Primary Care Networks we will start working within you will be able to access the new services from April 2020 regardless of whether you are currently receiving mental health support or not.

If you are currently receiving mental health support you will be given the option of either continuing to receive treatment as you currently do, or to transfer your care into the new model at a time that is right for you. If you remain within the existing support services you will still be able to access the new voluntary sector support.



My practice is not in the Phase 1 sites

If your GP Practice is not within the Phase 1 sites don't worry, you will continue to receive the same level of care and support that you currently receive.

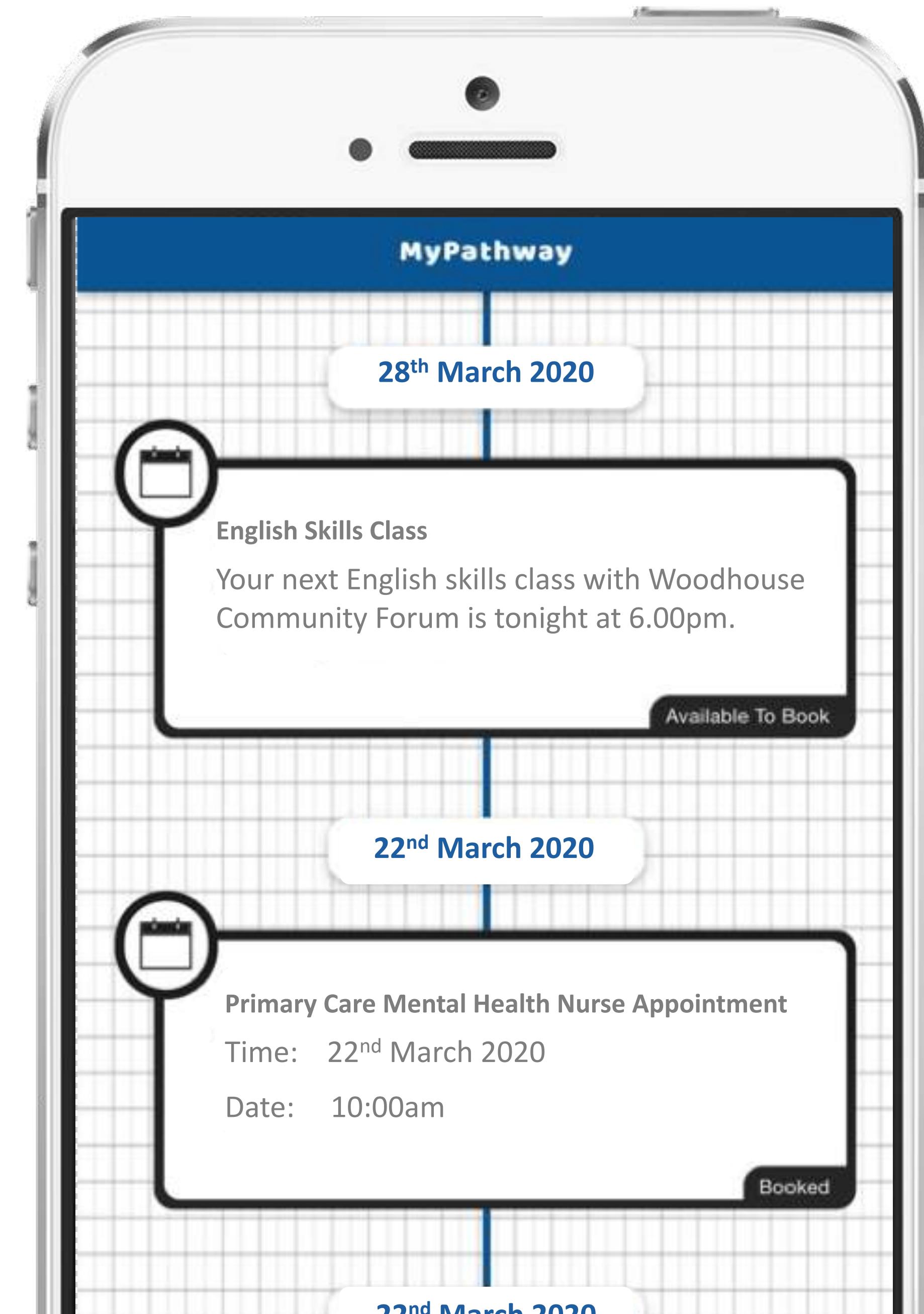
During 2020/21 we will be testing a new approach to providing support, care and treatment within the Phase 1 Primary Care Networks with the intention to expand the offer across the city in the future. We will involve you in any changes prior to them happening in the future.

DIGITAL & NON DIGITAL SUPPORT



Digital Offer

We are ensuring our digital tool MyPathway provides enhanced resources and is developed to align NHS and VCSE appointments and activity in unison, including early identification of deteriorating mental health.



Support Guide & Directory

Working with local community partner Sheffield Flourish we are developing a non digital mental health resource and managing your wellbeing guide.

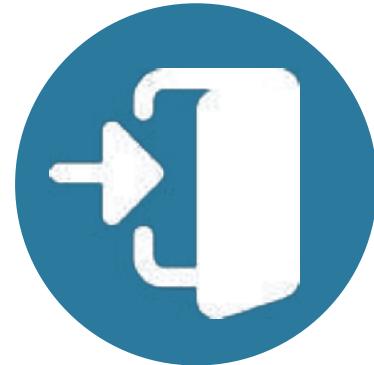


Information for Primary Care

What does it mean?

The Primary & Community Mental Health Transformation Programme is an incredibly exciting opportunity for Primary Care in Sheffield.

The programme provides an opportunity to reduce some of the pressures created on Primary Care relating to mental health. We will collectively do this by achieving true integration of workforce, systems and processes spanning primary, secondary and voluntary sectors.



Improved access

Patients with mental health needs will receive improved access to support with reduced waiting times and an integrated response to meeting their needs.



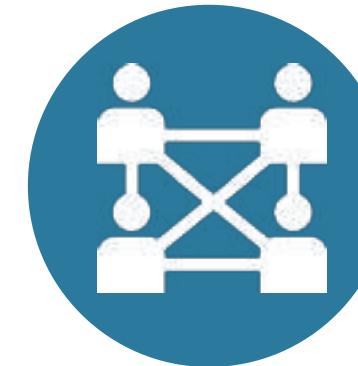
Systems

To achieve true integration we want our programme to use GP Clinical Systems to integrate reporting and recording of information.



A Primary Care Network level integrated team

An integrated mental health team will work within each network, working on behalf of the network. Networks will benefit from a number of new specialised staff to work across each GP Practice within the network.



A Primary Care Network designed solution

We know each Primary Care Network has different needs and communities. We will work closely with each of the 4 Phase 1 sites to understand their specific needs and challenges. We will co-produce solutions that respond directly to local needs, placing the patient at the heart of all of our activities.



Information for the Voluntary Sector

Voluntary sector

As part of the Primary & Community Mental Health Transformation Programme we are making new investments in the voluntary sector, led by Sheffield Mind.

The voluntary sector has an essential role in helping to meet social and wellbeing needs. We want to reflect this and provide resource for the sector within the new programme. To do this we are making new money available to the sector!



Community Connectors

A team of community connectors will help people to access wider community support by removing the barriers that might stop people accessing support.



New funding

Significant new investment will be made available within the 4 Primary Care Networks for voluntary sector providers to be able to apply for 2 years funding to provide new and enhanced support services for mental health. The fund will be provided by Sheffield Mind and will open in May 2020



What is a community connector?

Community Connectors are new roles for Sheffield's health and social care network. While there are some similarities to social prescribers and People Keeping Well workers, these roles are more focused on the specific needs of people with serious mental illness and complex needs. The Community Connectors will also work to support the transfer of stable individuals out of Recovery and Older Adults Teams into receiving community support, something which has not been possible with the existing workforce. Here is a key summary of the roles:



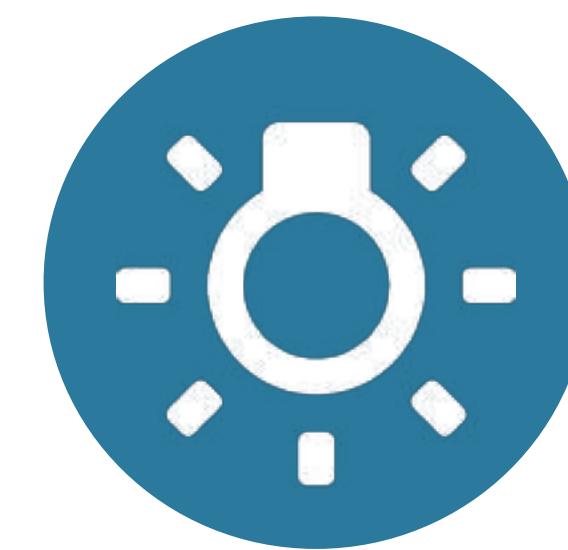
Trained in behaviour
change and
motivational
interviewing



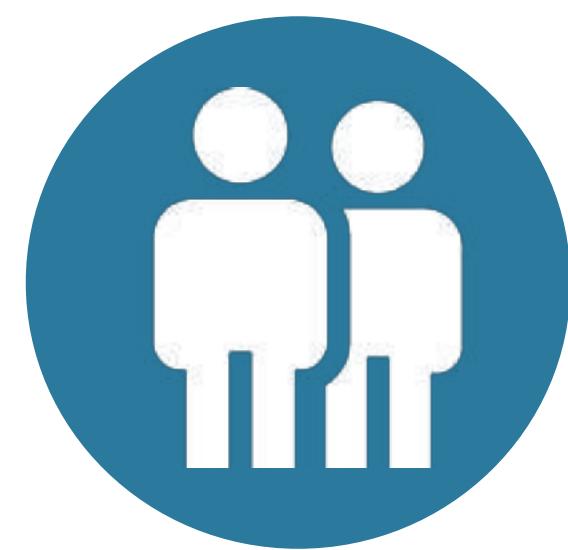
Support people to
overcome fears and
barriers to accessing
services



Strongly linked with
local mental health
team, equipped to
raise concerns and
support monitoring
activities. Link with
Recovery Teams.



Improve awareness of
mental health
conditions, and their
presentation, among
communities



Accompany people to
events, groups or
appointments.



**Information
for existing
mental health
staff**

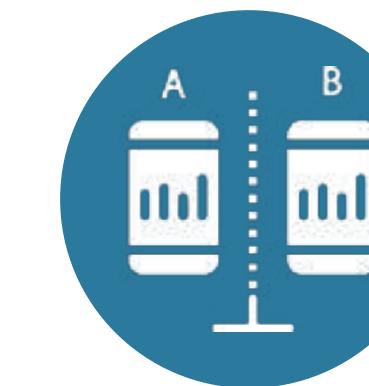
What does it mean?

We know there are a high number of highly skilled and dedicated staff working within Mental Health Services who equally face increasing demands for service provision.
The Primary & Community Mental Health Transformation Programme enables us to:



Reduce existing pressures

By creating new and additional roles we will be able to help to reduce some of the pressures on the existing system working with the initial sites.



Test new ways of working

The Phase 1 sites of the programme enable us to safely test new ways of working without posing further change onto existing service design.



Improve job satisfaction

We believe the new model of working placing the patient at the heart of care, greater integration between providers and new ways of working will improve the job satisfaction of people working within the new teams.



Engagement
work so far

Community engagement

North2 Event feedback – 27 January 2020

Feeling physically well and good

1. Appropriate levels of care (lower, medium, higher levels)
2. Access to sport and physical activity
3. Better infrastructures and cleaner air

Confidence, feelings and emotions

1. Learning social skills
2. Emotional wellbeing training
3. People who look like me, sounds like me, understand me and have similar backgrounds supporting me

Good employment and stable finances

1. Access to employment
2. Budget management skills
3. Better education, teaching & skills

Friends family and relationships

1. Making better use of community spaces and libraries
2. Family support
3. Life coaches

What participants said was important to their mental health, grouped under 4 key themes that they identified during the workshop.

Community engagement

Townships II – 29 January 2020

Time and space for hobbies, friends, family and things that are important to me

1. Structure, motivation, friendships
2. Healthy activities & groups (including self sustaining support without the need for the community to facilitate)
3. Budgeting and/or debt support

Feeling resilient and calm, managing life well emotionally

1. Structure, motivation, friendships
2. Healthy activities & groups (including self sustaining support without the need for the community to facilitate)
3. Budgeting and/or debt support

How communities support each other

1. Linking into and using community hubs
2. Better links with partners to share information and refer service users between organisations to widen the offer of support
3. Involving young people with older adults and vice versa

What participants said was important to their mental health, grouped under 3 key themes that they identified during the workshop.

Community engagement

GPA1 Feedback - 31 January 2020

Services: all connected to ensure the right service at the right time

1. Identify and improve support for struggling parents
2. Person centred services
3. Links into and use of central hub

Relaxing and sleeping well, good work/life balance

1. Advice and help regarding good sleep
2. Active travel
3. Job security (short term contacts and zero hours)

Resilience and confidence, handling what life brings

1. Support existing community groups to foster community support
2. Having seamless support between services
3. Making services and communities more sustainable

Feeling positive: having calm and inner peace

1. Services to support suitable living, employment skills, cooking classes, community gardening etc
2. Using activity as transport in addition to group exercises to build social networks
3. Young adults/men need a community space or activities that are not just in the pub both in the day time and evenings

Feeling secure, including work, finance and housing; now and for the future

1. Focus on more person centred help (eg what do you want help with? NOT 'this is what we can offer')
2. Improved access to debt, advice and advocacy services
3. Housing and social landlords is difficult to navigate and manage

What participants said was important to their mental health, grouped under 5 key themes that they identified during the workshop.

Developing improved patient and partner involvement processes

We want to develop our patient and partner involvement processes as part of the engagement work. We've made new contacts and partnerships and have strived to use engagement work as an opportunity to move towards achieving co-production across statutory providers, non-statutory providers, health and social care practitioners and people with lived experience. We are taking a number of strategies towards effective co-design:



Developing our steering group

We are forming a steering group of organisations and individuals who will support the ongoing review and evaluation of the programme. This group will be larger and wider than anything we have done before.



Involving underrepresented groups

We have been meeting and have reached out to a number of organisations and groups working with people with protected characteristics including BME groups, LGBT and disability organisations.



Co-design log

We've created a co-design log recording actions against feedback. Feedback from community engagement events and our survey of over 100 people with a mental health condition has been integrated into this record and we'll continue to use it as the programme develops

Primary Care Clinical Pathways Event

To create a shared understanding of the programme among primary care and mental health professionals and supporting organisations, we held a clinical pathways event.

56
attendees



9 GP SURGERIES
represented

3 VCSE
organisations

9 SHEFFIELD HEALTH & SOCIAL CARE TRUST
representatives

Key outtakes:

Attendees wanted to understand if service users would move from current community services to primary care – and how this would be managed.

We discussed the potential of upskilling staff already in the local communities.

The programme confirmed that any existing local services are welcome to apply for funding for activities to support our service users

We talked about how we could avoid duplication with existing services and what aspects of the service are different

It was reiterated that this is not a crisis service but by providing greater integration of care, reduced waiting times, and more holistic care we will see a reduction crisis appointments as patients are better supported in their local community

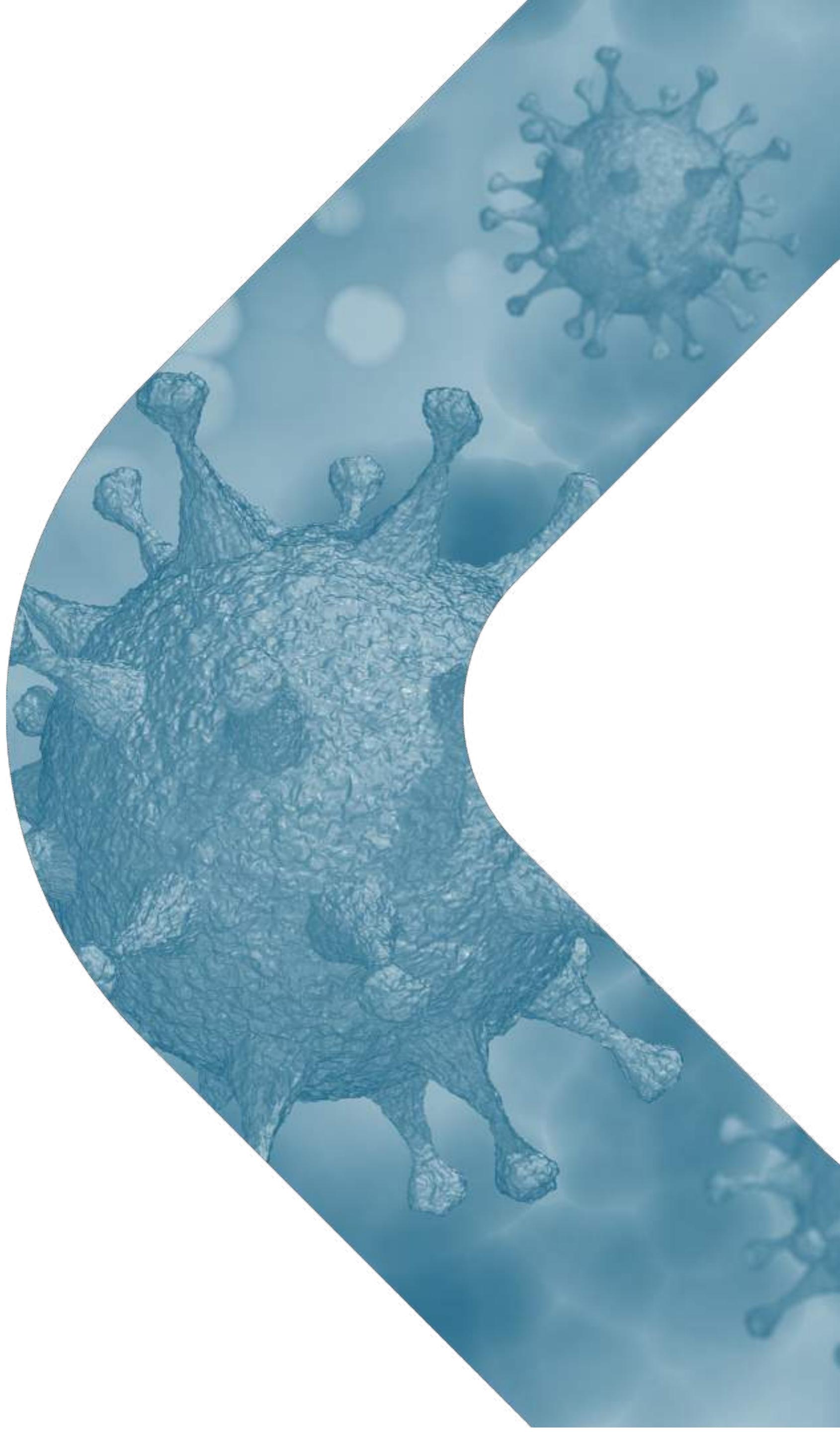
COVID19

The current COVID19 outbreak in the UK represents a significant challenge to the whole country, and in particular, our health services.

We have developed a business continuity plan that will enable us to continue planning work on the programme even if this needs to be done with a reduced workforce.

We have already recruited members of our team who are due to start soon and are working between our partners, Sheffield Health and Social Care Trust, Primary Care Sheffield, NHS Sheffield Clinical Commissioning Group and Sheffield Mind to determine how their skills can be utilised over the coming weeks.

The formal launch of the Primary & Community Mental Health Transformation Programme will be impacted by the COVID-19 outbreak. Depending on the severity and longevity of the UK outbreak we are now estimating the programme will formally launch in July/August 2020.



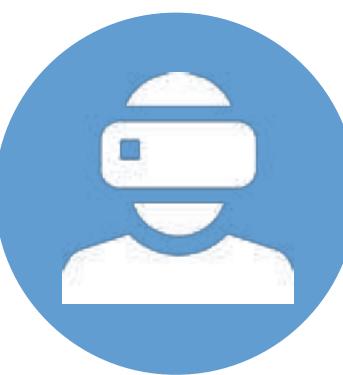
WHAT WILL WE DO IN MAY 2020?

MAKE
THINGS
HAPPEN



PCN Level Prevention: Covid-response

12 newly recruited staff to be utilised in PCNs to support local systems working alongside IAPT, supporting the vulnerable, older adults and those with Covid related anxiety



Virtual Recruitment

Virtual interviews of any staff roles currently being recruited into. To date 38 applicants scheduled for virtual interviews!



Distribute VCSE Sector Funds

Following application process, ensure rapid distribution of programme finances to voluntary and community providers.



Develop Complex & Personality Disorder Pathways

Working with SHSC and wider local expertise, develop and formalise pathways and evidenced based interventions.

Social isolating or social distancing? Looking after your wellbeing...

For anyone having to self isolate or undertaking social distancing the current situation we all find ourselves in feels very strange. Not seeing loved ones or being able to have the human contact of a hug, kiss, face to face conversation etc feels incredibly strange for all of us. None of us really know how long the coronavirus situation will last in the UK and how long measures may stay in place. The current government advice for people to self isolate within the high risk groups including people aged over 70 or those with health conditions is 12 weeks.

Doing your best to try to stay physically and mentally well whilst you are self isolating or social distancing is really important. Take some time now to think about making yourself a daily or weekly plan whilst you are self isolating or social distancing. We've summarised some really useful resources below that are all free of charge to help you. **Just click on the links within each category.**



Mind's Wellbeing Advice

Mental health charity Mind have issued some really helpful advice and support for anyone having to self isolate or undertaking social distancing to help improve your wellbeing.



Resources

There is a great list of really varied activities on this website with ideas for keeping people self isolating mentally active. There are virtual tours, courses to study, geography, nature, music, books to read and lots, lots more.



Football

Here are links to where 20+ historic classic matches are available to watch free of charge for [Sheffield United](#) and [Sheffield Wednesday](#) fans.

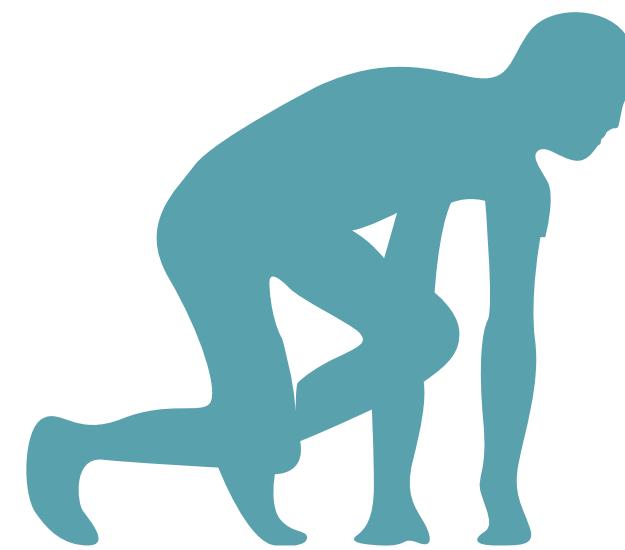


Physical Activity

For those self isolating, physical activity will be another important consideration. At the age of 80 Diana Moran, [The Green Goddess](#) is back and giving advice over some activities you can do from home.

If The Green Goddess has inspired you to think about what physical activity you can do from home, [Sheffield International Venues](#) have provided lots of really useful information and activities

IN SUMMARY...



March/April 2020

- Continue planned recruitment processes
- Commence VCSE funding support
- Develop digital and non digital support tools
- Mapping of primary and community premises

May 2020

- Complete interview processes
- Use of 12 staff recruited to respond to Primary Care needs (prevention) with focus on older adults and Covid-related anxiety
- Test digital and non digital support tools

June 2020

- Continue to provide primary care related Covid-response support within the 4 PCNs
- Development of communications plan and materials prior to launch
- Sign off all pathways including physical health

July/August 2020

- Implementation of original offer and formal launch
- Commence 4 week waiting time target testing
- Rapidly improve access within initial 4 areas and reduce demands on wider system

Coming up...

Voluntary sector fund applications

Led by Sheffield Mind, work is now underway developing the community stakeholder mapping events, which will be used to shape and inform the voluntary sector fund.

In **May 2020** the voluntary sector fund provided via Sheffield Mind will open for applications from any voluntary sector organisation, large or small, who are keen to develop the mental health support they offer.

The fund will be for services to be provided within the 4 Phase 1 Primary Care Networks. We envisage that funding will be provided for up to 2 years during this round of applications.

If you would like to know more about the voluntary sector funding opportunity and to receive further information please contact Margaret Lewis, Chief Executive, Sheffield Mind margaret.lewis@sheffieldmind.co.uk





More information

For more information regarding the Primary & Community Mental Health Transformation Programme please contact:

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Mental health information

To find out information about any of the existing mental health services in Sheffield please visit:

 www.shsc.nhs.uk

 www.sheffieldmind.co.uk

 www.sheffieldccg.nhs.uk

 www.sheffieldmentalhealth.co.uk