Description
In line with recommendations from Sir Lewis Ritchie’s National Review of Out Of Hours, a working group was established to better understand the patient pathways in place within Scotland for those accessing support / care in mental health crisis and / or distress in the OOH period.

The overarching group have analysed qualitative and quantitative high-level data relating to the mental health out of hours pathways in place across Scotland. Some of the key findings from this work were:

- People with a mental health problem are three times more likely than the general population to attend the Emergency Department
- They are five times more likely to be admitted Out of Hours
- The peak presentation time to Emergency Department is after 23.00hrs

The initial recommendation by the group from the analysis of this work was:

- Frequent callers are high users of health and care resources, and may benefit from an alternative approach (further analysis required)
- Regional variations may be important indicators of good practice that should be shared widely or identify where areas of quality improvement maybe required

Methodology
Through qualitative and quantitative data collection, we have identified:

- Linked Analysis of individuals contacting NHS 24 with Mental Health related calls
- Complex journeys and number of stages in patient journey
- Analysis of Emergency Hospital Admissions / A&E attendances with Mental Health related conditions
- Engaging stakeholders using quality improvement methodology identifying potential pathways of care using telehealth and digital health and care resources

Working with four distinct geographical areas, the data highlighted describes the patient journey for individuals (over 18) initially accessing services via NHS 24, and following triage, are referred to local mental health specialist out of hours services.

Aims/Objectives
- Explores use of telehealth as optimum support mechanism to manage mental health distress in OOH period
- Support realisation and delivery of services that meet the objectives of Action 14 of 5G Mental Health Strategy
- Highlight use of national infrastructure to support local delivery
- Provides examples of collaboration across organisations

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Analysis of outcome of calls following transfer to locality

<table>
<thead>
<tr>
<th>Percentage of Total</th>
<th>Area 1</th>
<th>Area 2</th>
<th>Area 3</th>
<th>Area 4</th>
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<tbody>
<tr>
<td>Contacts Requiring Face to Face Assess</td>
<td>2%</td>
<td>6%</td>
<td>16%</td>
<td>7%</td>
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<td>Contacts Requiring Police Intervention</td>
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<td>12%</td>
<td>5%</td>
<td>2%</td>
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<td>% Known To Locality</td>
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<td>% Managed by Telephone</td>
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