INTRODUCTION

• One in four people will experience mental health problems in any given year.
• Most of these patients will access support in Primary care where it is estimated that around 25% of GP appointments have a mental health focus.
• Demand on all services continues to increase and GP time remains pressured.
• To support this need NHS D&G developed this project with clear aims to provide early mental health intervention and effective preventative care approaches for patients with mild to moderate mental health symptoms.

METHODOLOGY

• Experienced Community Mental Health Nurses and Mental Health Care Support Workers have been based within GP surgeries since May 2017. This will continue for 22 months.
• The project supports patient self-management and empowerment with a robust person centred approach.
• Avoiding the “fix approach” encouraging patients to take ownership and learn new skills to effectively self manage and prevent further recurrence of symptoms.
• To ensure seamless communication, staff act as a liaison between Primary Care, Secondary care and Community services. Patients are signposted for additional support where required.
• Support worker model ensures engagement in connecting to community.

AIMS/OBJECTIVES

• Early intervention to prevent worsening of mental health symptoms.
• Full mental health assessments and short-term therapy for individuals aged 18+.
• Prevent referral on to secondary care services.
• Offer alternatives to antidepressant prescribing.
• Support GP’s and release their time.
• Promotion of patient self-management and empowerment.
• Provide access to low intensity psychological therapies.
• Improve physical health monitoring and overall physical health of patients with mental health problems.
• Identify and support carers, inclusive of those in rural locations and hard to access communities.

RESULTS/ OUTCOMES

• Qualitative- Patient feedback 100% positive across all surgeries, reported benefit from quick access to support and have found the encouragement to empowerment approach life-changing.
• Qualitative survey results demonstrated 100% of GP’s value the service.
• 100% of GP’s noted benefits from the service.
• Reduction in number of return visits to GP’s.
• Quantitative scores in Core 10/GIS outcome measures improved.
• Reduction in referrals to secondary care services.

“This service has helped me immensely, I feel I can now self manage my anxiety effectively”
Patient, aged 22

“Reduced waiting times for patients, excellent communication, help with diagnosis, reduced prescribing, frees up GP time”
GP’s reported

“Fantastic service that has helped change my life, could not recommend highly enough to others”
Patient, aged 29.

“I liked that the staff had the knowledge to signpost me to the right service”
Patient, aged 67.

“It was good to quickly have someone to talk to, I liked that appointments were not rushed”
Patient, aged 82.