



<b>Meeting of East Renfrewshire Health and Social Care Partnership</b>	Performance and Audit Committee
<b>Held on</b>	28 November 2018
<b>Agenda Item</b>	9
<b>Title</b>	Primary Care Mental Health Improvement Plan
<p><b>Summary</b></p> <p>The purpose of this report is to provide members of the Performance and Audit Committee with an update on progress in respect of the Primary Care Mental Health waiting times and actions taken to manage them.</p>	
<b>Presented by</b>	Julie Murray, Chief Officer, IJB
<p><b>Action Required</b></p> <p>Members of the Performance and Audit Committee are asked to note and comment on the report.</p>	

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**EAST RENFREWSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP**

**PERFORMANCE AND AUDIT COMMITTEE**

**28 November 2018**

**Report by Chief Officer**

**PRIMARY CARE MENTAL HEALTH IMPROVEMENT PLAN**

**PURPOSE OF REPORT**

1. To update the Committee in respect of the Primary Care Mental Health waiting times and actions taken to manage them.

**RECOMMENDATION**

2. Members of the Performance and Audit Committee are asked to note and comment on the report.

**BACKGROUND**

3. Members of the Performance and Audit Committee requested an update in respect of Primary Care Mental Health waiting times following discussion at the April meeting, where quarter 3 data was presented.
4. There have been significant absence issues which have impacted on the service's ability to meet the waiting times
5. It was agreed that the HSCP would implement an improvement plan

**REPORT**

**Capacity**

6. The Primary Care Mental Health Team has 6.0 wte posts to provide the service. Over the last year the capacity has been reduced due to long term absence and vacancies.
7. The above has reduced capacity and as a result there has been an increase over time in the numbers of people waiting for treatment.

**Managing Waiting Times Update**

8. Some Action 15 monies were earmarked for two waiting list initiative posts to help reduce waiting times. A Band 5 post has been recruited to and we have had to advertise the Band 6 as the successful candidate opted to take a permanent post elsewhere.
9. We have recruited to a part time CBT vacancy and along with the Band 5 will be commencing mood skills workshops for all those waiting for treatment (stopping the clock for treatment waiting). Given the volume of those waiting this will take time as we are restricted by the numbers we can accommodate within our buildings, however, we

have booked external venues that can accommodate large therapeutic groups in order that treatment can commence for large numbers.

10. New staff will also offer 1:1 intervention as appropriate.
11. Other vacancies are being filled; a Band 6 post has been re-advertised due to the previous successful candidate withdrawing after being offered the post. Shortlisting is underway. A vacant temporary Band 5 post has gone out to advert (post holder left for a permanent post after 4 months).
12. Part time staff within the PCMHT are offering to do extra hours and someone has been identified from the nurse bank who will help with telephone screening.

#### Review of the PCMHT update

13. As part of the Fit for the Future programme, it was agreed that the review of the PCMHT would commence in November 2018. The first process mapping meeting with the team is scheduled for 5<sup>th</sup> December 2018.
14. The review will include completion of a DCAQ (Demand, Capacity and Queue). We are aiming to complete the DCAQ by the end of November. We will also analyse the data collected via CORE (Clinical Outcome Data) along with Client satisfaction questionnaires so this analysis will contribute to the review.
15. GP Practices have been encouraged to refer patients to cCBT (Computerised CBT) and a recent report indicated that there have been 256 referrals. Referrals to the PCMHT from GPs have dropped in the last three months however self referrals have increased.

#### **CONCLUSIONS**

16. It will take some time to reduce the unacceptable waiting times. The Primary Care Mental Health Team is a small team and capacity over the last 12 months has been severely impacted by long term absence and vacancies. However once the team is at full capacity and providing there are no further long term vacancies or absences, we would expect to see improvement by the new year.

#### **RECOMMENDATIONS**

17. Members of the Performance and Audit Committee are asked to note and comment on the report.

#### **REPORT AUTHOR AND PERSON TO CONTACT**

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November 2018

Chief Officer, IJB: Julie Murray

#### **BACKGROUND PAPERS**

None