



North West London
Collaboration of
Clinical Commissioning Groups

New Models of Primary Care Mental Health – learning across London

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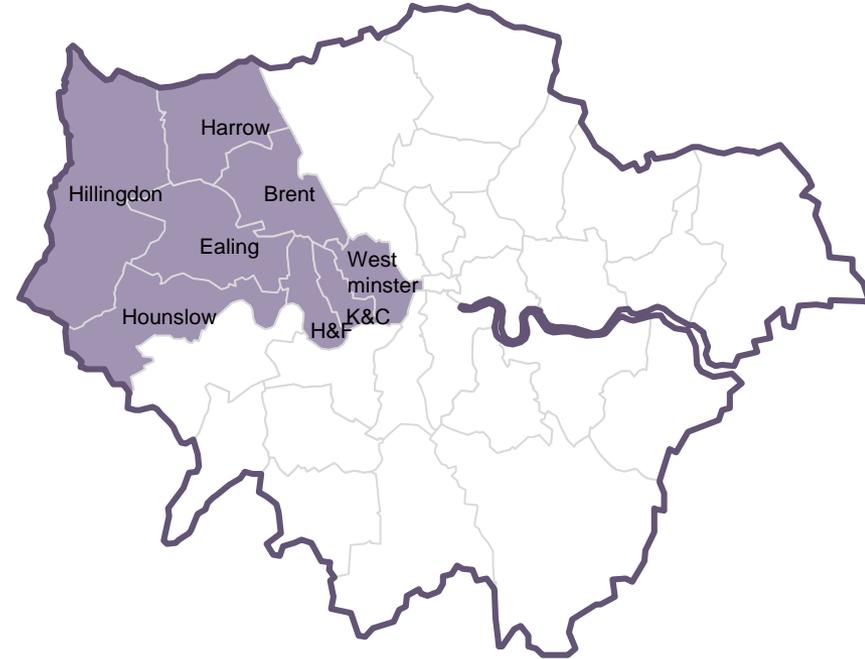
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Primary Care Mental Health – a local and regional priority



West London Clinical Commissioning Group

- 48 practices in Kensington & Chelsea & North Westminster
- High prevalence of SMI
- Over 60% of those under solely primary care for mental health care



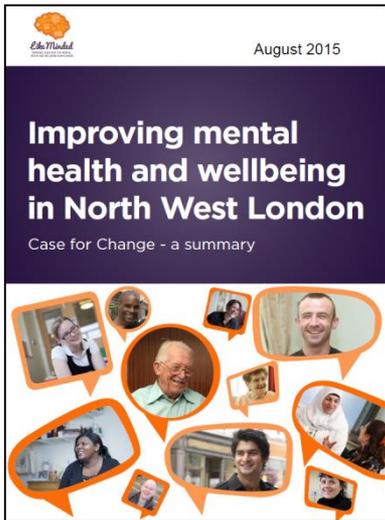
•The Collaboration of North West London

- 8 CCGs in the NWL STP footprint.
- Working together on Like Minded Strategy for Mental Health and Wellbeing (2015-2020)
- A primary focus have been development of mental health urgent care pathway, and primary care mental health

Working across London - sharing good practice and understanding impact

- Strategic Clinical Network across London supporting a project to develop tools which support development and roll out of primary care mental health

What we have been doing in North West London

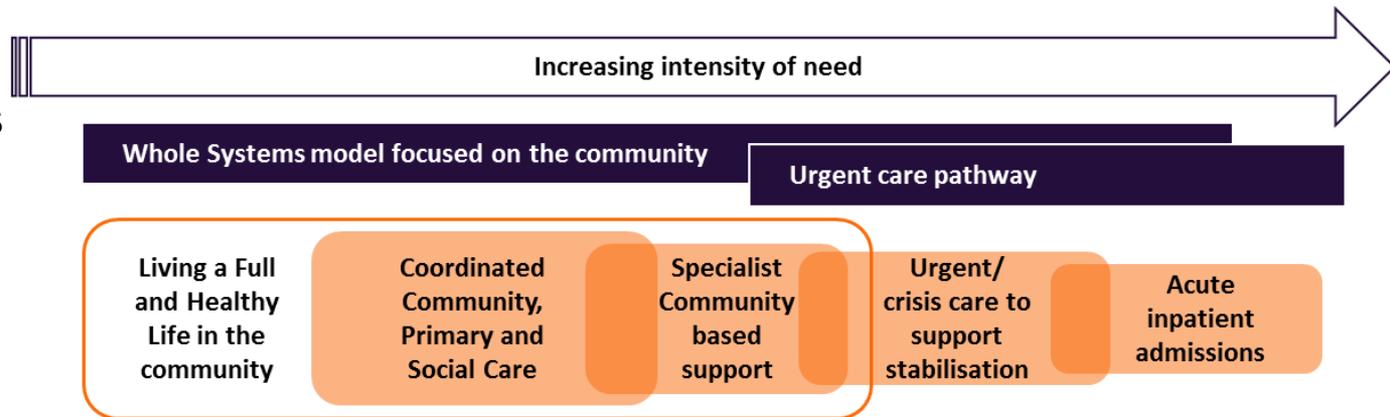


A partnership of NWL providers, commissioners, service users and carers and Local Authorities committed to mental health transformation under Likeminded Strategy

The vision is that the people of North West London feel:

“ My Wellbeing and happiness is valued; I am supported to stay well; My care is delivered at the place that is right for me; The care and support I receive is joined up; As soon as I am struggling, help is available ”

A new Model of Care for adults with Serious and Long Term Mental Health Needs is at the core of the Strategy



Coproduction with service users and carers reinforces that Primary Care Mental Health is critical to delivering better outcomes and experience

How we are working to deliver the new Model across North West London

Primary Care Mental Health teams

Integrated multidisciplinary teams that provide holistic care, support and treatment based on the needs of the individual and based in primary care.

Out of Hospital Specifications

•5/8 CCGs in North West London have contracts with GP practices (via federations) to deliver additional support in primary care for those with long term mental health needs.

•Includes 'recovery and staying well' plans and regular primary care contact and continuity.

•GP Mental Health Diploma

- 37 GPs completed a Mental Health leadership Diploma
- Act as champions for transformation in CCGS, NW London and London work.
- Act as points of local cascade to practices and for escalation of issues
- Offer peer support across localities.

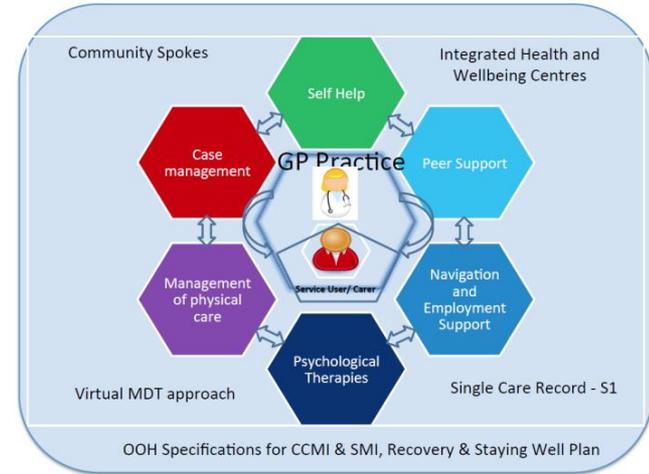
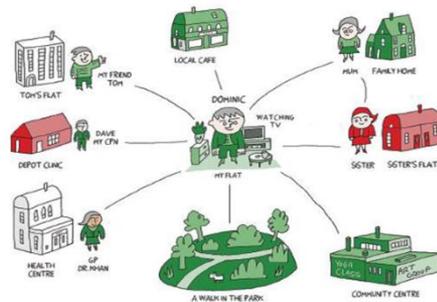
24/7 Single Point of Access to specialist Mental Health care

Means that primary care teams are confident supporting people in primary care as they have quick access to specialist care if needed.

North West London examples of early progress

Wellbeing Network - Hounslow CCG

- Set up to address social isolation, promote wellbeing and improve physical health
- User led ethos from real coproduction during development (2014-16)
- Membership organisation with over 100 members and 20-30 people attending the regular 'Let's Connect' meetings
- See www.wellbeing-network.org and Staffed by a team leader and 4 wellbeing partners who carry out the one to one work

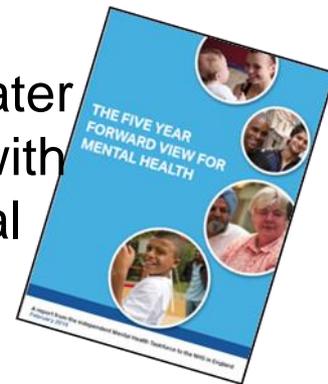


Community Living Well - West London CCG

- Offers hope, recovery and ambition
- Bio-psycho-social needs met with CPNs; navigators; employment advice; peer support; psychiatry advice
- GP central to care as accountable clinician
- Co-location in 'hub and community spokes'
- Single point of access referral to a single service with shared IT platform
- Part of wider integrated health and wellbeing hubs across the CCG area

Working across London – Why are we looking at Primary Care Mental Health Models

- There is increasing awareness of the importance of mental health care provision to be housed in familiar, non-stigmatised settings, closer to sources of family and community support.
- This, coupled with growing demands on Specialist mental health services, has led to many boroughs developing primary care mental health models incorporating greater integration with specialist services.
- The national direction of travel also supports greater integration of physical and mental health needs with primary care being critical, and PCMH as a critical feature of emerging new models of care.



Healthy London Partnership – Transforming London's health and care together

Primary Care Mental Health – Steering Group and our aims

The pan-London work is a collaboration between the Clinical Network for Mental Health (the re-named Strategic Clinical Network) and Healthy London Partnership (HLP).

The Steering Group, made up of local leads from providers, primary care, Mind and Kings Fund is overseeing development of a better understanding of what we have now across London, what we can learn from each other, and what we believe ‘good’ looks like across a number of areas.

We aim to provide a self assessment toolkit with guidance across the following principles:

- Creating a Continuum of Care
- Community-Focused
- Capable & Co-produced Service

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What have we done to date.....

Asked key questions:

- What is the **evidence base** for the development of new models?
- What **models** of PCMH currently exist?
- What **common threads** run between models being developed?

How we answered:

A comprehensive literature review of the available evidence relating to fuller integration between primary and specialist mental health

A pan-London scoping exercise has been completed and demonstrates a wide variability in the form of primary care mental health models developed or being planned.

What we heard is needed:

Guidance is needed to help support primary care mental health service development within London, both at borough and STP level.

Providers and commissioners require a method of **self-assessment** to inform the next steps in their PCMH model development.

.....and what we've learnt so far

There is a **strong clinical case** for more integrated mental health provision within the primary care setting. There is also a strong case for a more holistic form of care – a more **bio-psycho-social approach**, with emphasis on recovery and peer support. Breaking down the barriers of **traditional silos** is a recurring theme.

- The evidence base for PCMH is extensive internationally, but more local-based data is needed to support the economic case.
- PCMH models vary widely between boroughs – there are common shared aims of these services and also similarity in key components of models.

Guidance is being formed and will include coverage of:

- Planning service scope
- System flow & capacity
- Access to continuity of care
- Communication
- Social prescribing
- Medicines management
- Economic case for change
- Outcome measures
- New care roles
- Training

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.... and what we've learnt locally in North West London

Challenges

- The breadth of stakeholders: Within and across 8 boroughs (and London wide)
- The lead in time to delivering change: It can take years for on the ground change
- Different starting points: The pace of change will vary across boroughs
- Capacity: The same people lead key developments—clinically & operationally
- Coproduction: Really listening and acting at all stages of our work
- Data: Being clear we can monitor change to access and experience
- Integration: PCMH cannot be seen in isolation of the whole pathway

Key learning

Primary Care mental health models can't develop in isolation of models for our wider populations – in NWL our whole systems models for older adults have the same core approach

Keeping consistency across the STP is desirable – to a point. Local differences will always exist

Change takes time to bed in but positive feedback from Service Users and GPs – creates confidence that the direction of travel is right

Next steps and how to stay in touch

The Steering Group are leading the drafting of guidance bringing together learning from each borough and common themes. This will be completed over the summer for wider dissemination in the Autumn.

If you would like to stay in touch with this work as it progresses, or learn more about North West London, please contact:

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