

GP Practice Briefing Wellbeing Suffolk

Background

Ipswich and East Suffolk and West Suffolk CCGs awarded a tender to Norfolk and Suffolk Foundation Trust to provide a Primary Care Mental Health Service, which will commence on 1st September 2016.

The new service, '**Wellbeing Suffolk**', builds upon the existing Suffolk Wellbeing Service which has had a strong focus on promoting wellbeing and working in partnership with a range of third sector providers to help promote that. It has also been successful in meeting national IAPT access indicators to date.

What is it?

Wellbeing Suffolk is provided by Norfolk and Suffolk NHS FT working in partnership with a number of third sector organisations. The service will deliver a range of support interventions for people of all ages with low mood, anxiety and depression. It will provide evidence based interventions for patients of all ages with mental health problems and with early symptoms as well as offering targeted support to address risk factors. The service will also provide a 'shared care' approach for some patients currently receiving secondary care mental health services and will develop integrated physical and mental health pathways for people with long term conditions.

The service will provide a wide variety of resources to support patients of all ages with issues such as stress, anxiety, low mood, post-traumatic stress, worry, sleep problems, obsessions and compulsions, employment issues, and perinatal mental health.

Each GP Practice will have a Primary Mental Health Worker for adults (formerly known as Mental Health Link Worker) and a Primary Mental Health Worker for children working with the practice. There will also be a pharmacist to support practices and community pharmacies with medication queries and medication management.

How does it work?

Adults and young people aged 16 years and over will be able to self-refer to services in the following ways:

- via Wellbeing Suffolk website www.wellbeingsuffolk.co.uk
- via telephone 0300 123 1781

Children and young people aged under 16 will be supported to refer into the service. This will mean working with our skilled practitioners as well as other agencies such as schools and 4YP to support the young person in the decisions they make.

GPs and practice nurses will be able to refer a patient by completing a Wellbeing Suffolk referral form which will be available on the website and the CCG will look to develop a form in SystmOne and EMIS.

Wellbeing Suffolk website will contain a wide variety of self-help resources and includes the ability to directly book places onto courses, workshops and group sessions directly

The Adult and Children Primary Mental Health Workers for each practice are envisaged to work closely together to offer a seamless communication channel for the practices. The core functions of the Primary Mental Health Workers are as follows:

Adults

- Provide advice, consultation and signposting to professionals within the primary health care practices
- Provide liaison and advice across a range of health, social care, community and public service organisations (universal services) on how to support individuals with mental health issues and how to access support for primary mental health issues
- Provide training to primary health care and other universal services on how to manage primary mental health issues
- Provide direct clinical assessment and advice to referrals from primary health care professionals
- Provide telephone consultation through duty rota to professional staff

Children

- Provide telephone consultation service to professional staff
- Provide consultation service to universal services for children (schools; GPs; EHTs)
- Provide direct clinical service for CYP with mild to moderate conditions
- Provide training and support to universal services to deliver step 1 and 2 interventions
- Provide liaison and joint working with universal services working with families

A further communication will be sent out individually to practices from the service which will further explain the services it provides and detailing the named contact for both adults and children for each practice.

Practices will additionally receive marketing materials with the new '**Wellbeing Suffolk**' Brand including cards, leaflets and posters. In future further supplies can be ordered via the Wellbeing Suffolk website. A PowerPoint slide will be made available for practices to include on their screens in the waiting areas.

Practices are encouraged to ensure any links to the existing Suffolk Wellbeing Service Website on practice websites are updated to link to the new website on 1st September. Practices not yet including links to the website would be encouraged to include this for their patient's information.

Benefits to patients

- Better integration of child, young people (CYP) and adult primary mental health services
- Increased range of non IAPT interventions
- Interventions offered from a wider range of locally and nationally respected providers delivered in accordance with NICE guidance or other evidence based approaches
- Increased opening hours of the service to offer an 8-8 service Monday to Friday
- A more family focused approach to supporting people of all ages
- Enhancing quality of life and resilience for individual or communities to better manage a range of mild to moderate mental health issues.
- Helping people to recover from episodes of ill-health or following injury and linking people back to their local communities for ongoing support
- Ensuring people have a positive experience of care
- Offers integrated physical and mental health pathways for people with long term conditions

Who to contact

If you have any queries or need any further information about either of these schemes please contact the Commissioning Implementation team on 01473 770267