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Bromley Adult Mental Health
update
April 2021
Lorraine Regan – Service Director



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Agenda

1. How we are working - through and beyond Covid
2. What our patients think about new ways of working
3. Demand for Adult Mental Health services
4. Service developments
5. Oxleas wider developments

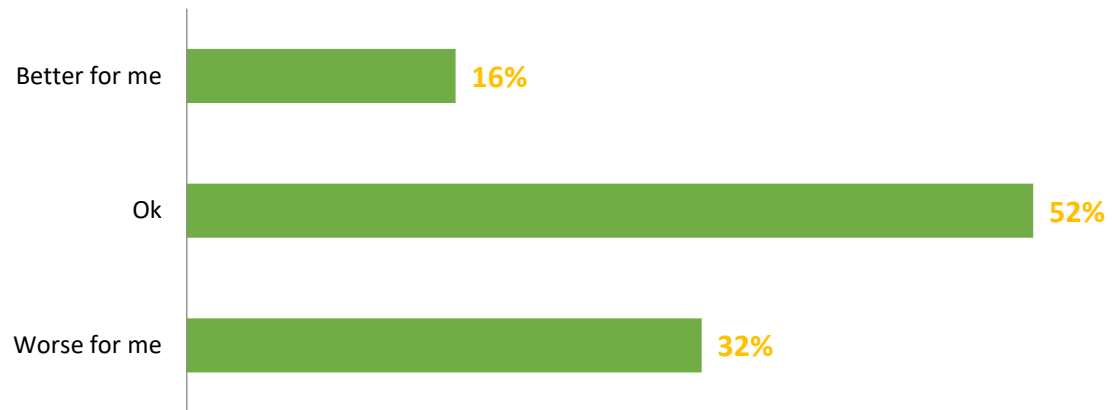
How we are working

- All services are operating
- Appointments continue to be a mixture of virtual and face to face with face to face increasing
- Community staff are largely working a mixture of home and office based
- Staff vaccine uptake is at 73%
- Working with local partners to ensure patients are vaccinated
- Care plans reviewed post shielding

What our patients told us

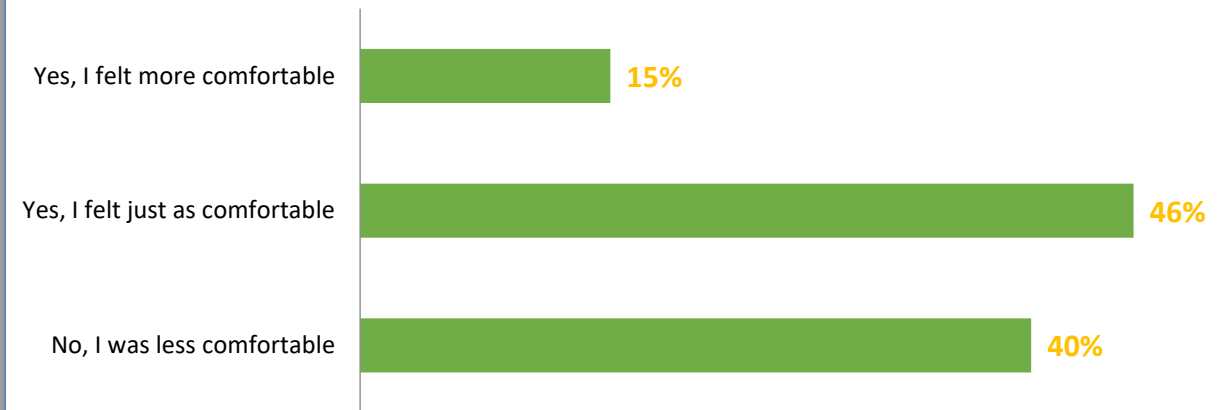
Bromley Mental Health Services

How did you find using video, phone calls or text messaging rather than meeting face-to-face?

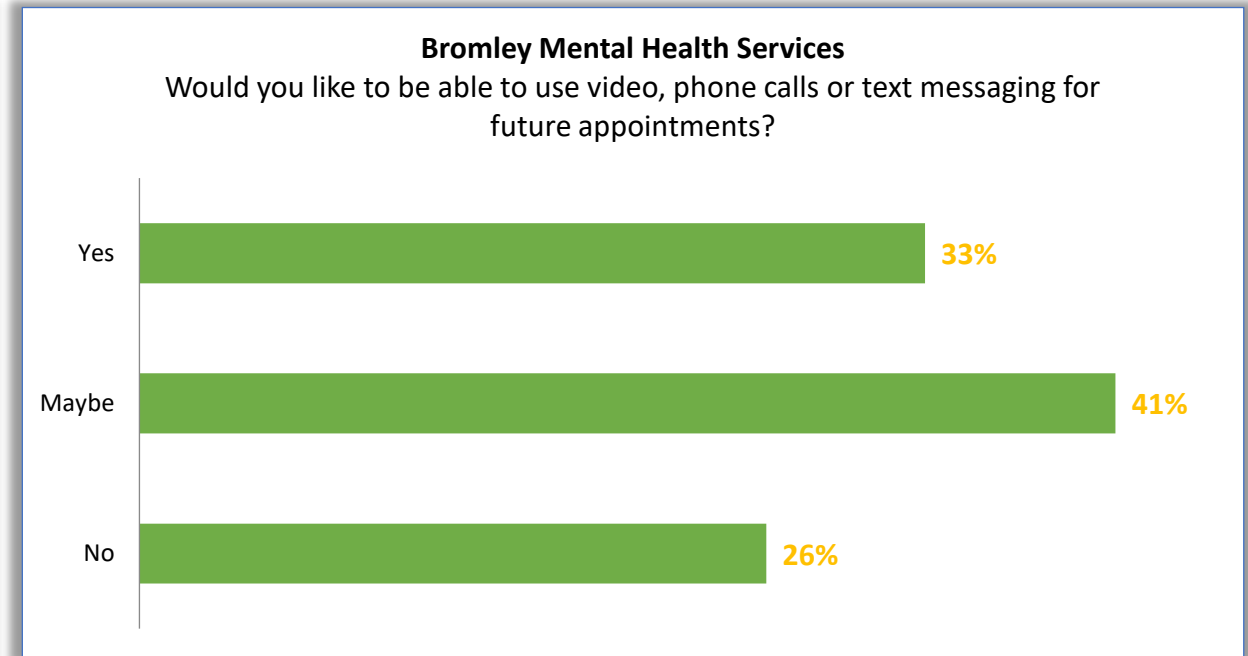
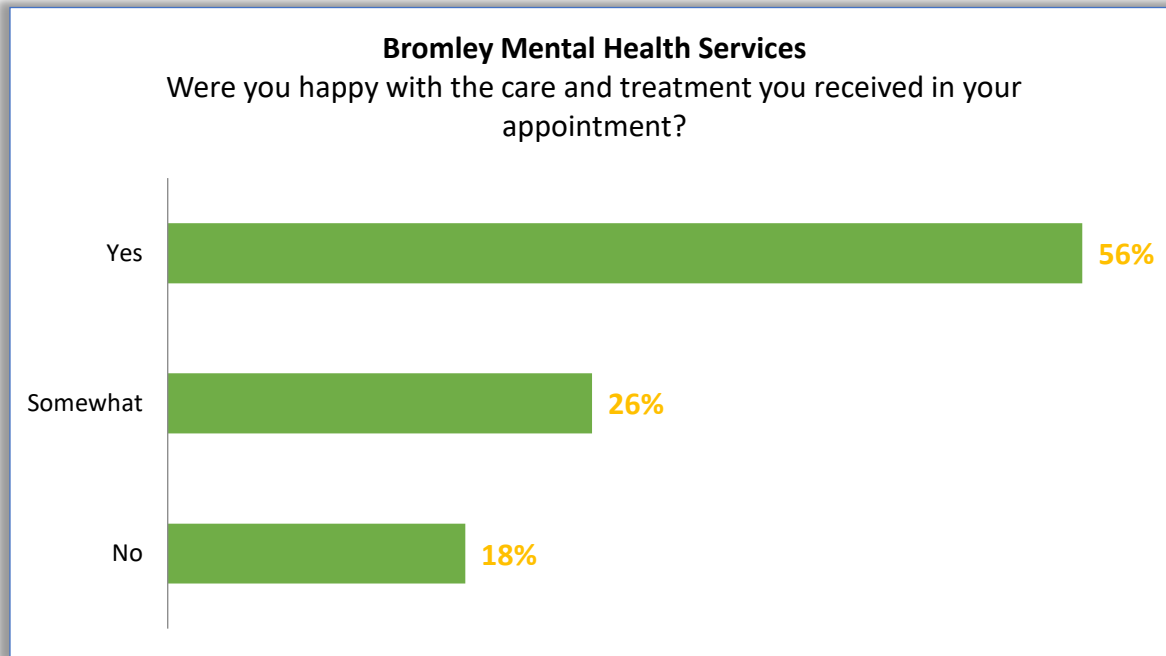


Bromley Adult Mental Health Services

Did you feel comfortable to talk about problems or worries during your appointment as you would in a face-to-face appointment?



What our patients told us



Bromley Adult Mental Health

“Was easier due to not needing to travel.” The Woman’s Service
(Female, 35-54)

“I found it logistically much easier and I felt better not having to travel with my baby.”
Bromley Perinatal Mental Health Team (Female, 35-54)

“I get very anxious going out... A phone call does not present me with these challenges.”
Bromley West ICMP (Female, 35-54)

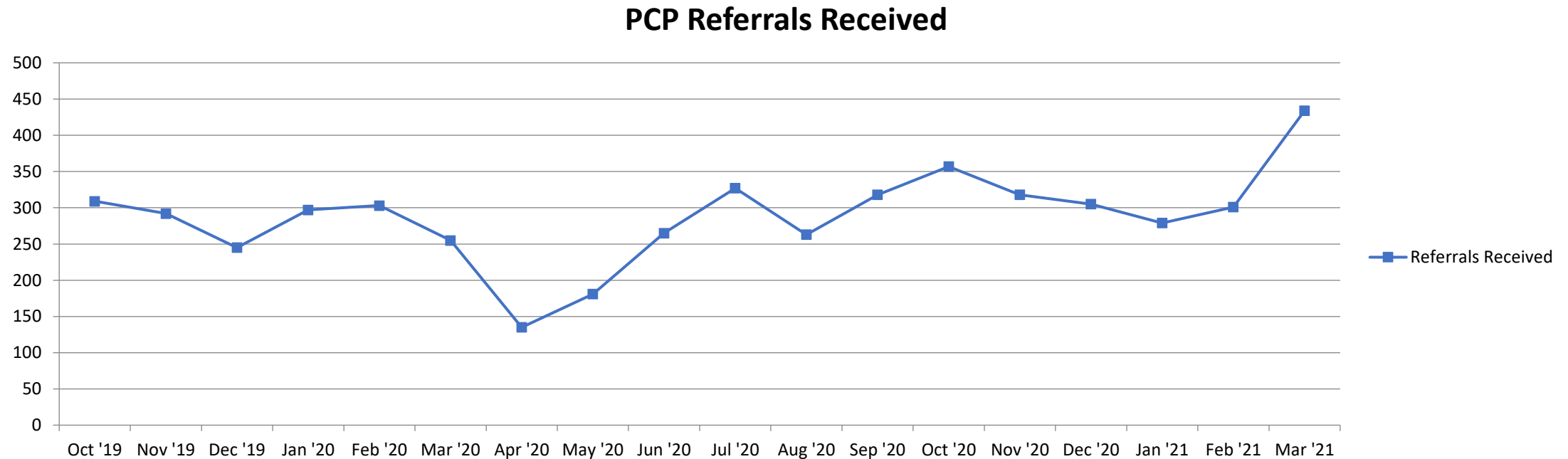
“It just did not feel right with anxiety levels I just find it less stressful just talking face-to-face.” Bromley West ADAPT
(Male, 55-64)

“Helpful to have alternatives during the COVID-19 pandemic. Meeting face-to-face is the ideal scenario.” Bromley CMHRES
(Male, 55-64)

“Face-to-face meetings are more helpful. Facial expressions are totally lost over the phone.”
Bromley CRHT (Female, 35-54)

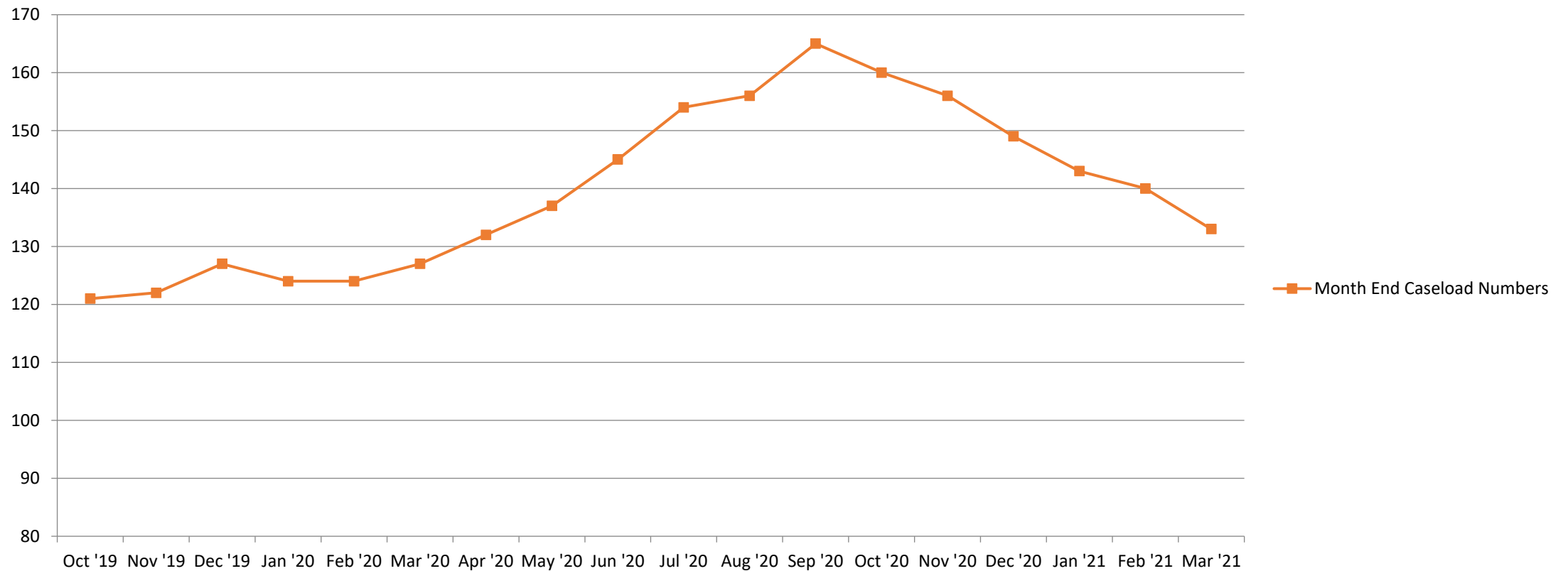
Demand for Mental Health services

Our PCP service is our front door and whilst at the start of the pandemic referrals dropped we are now seeing sustained high numbers of referrals



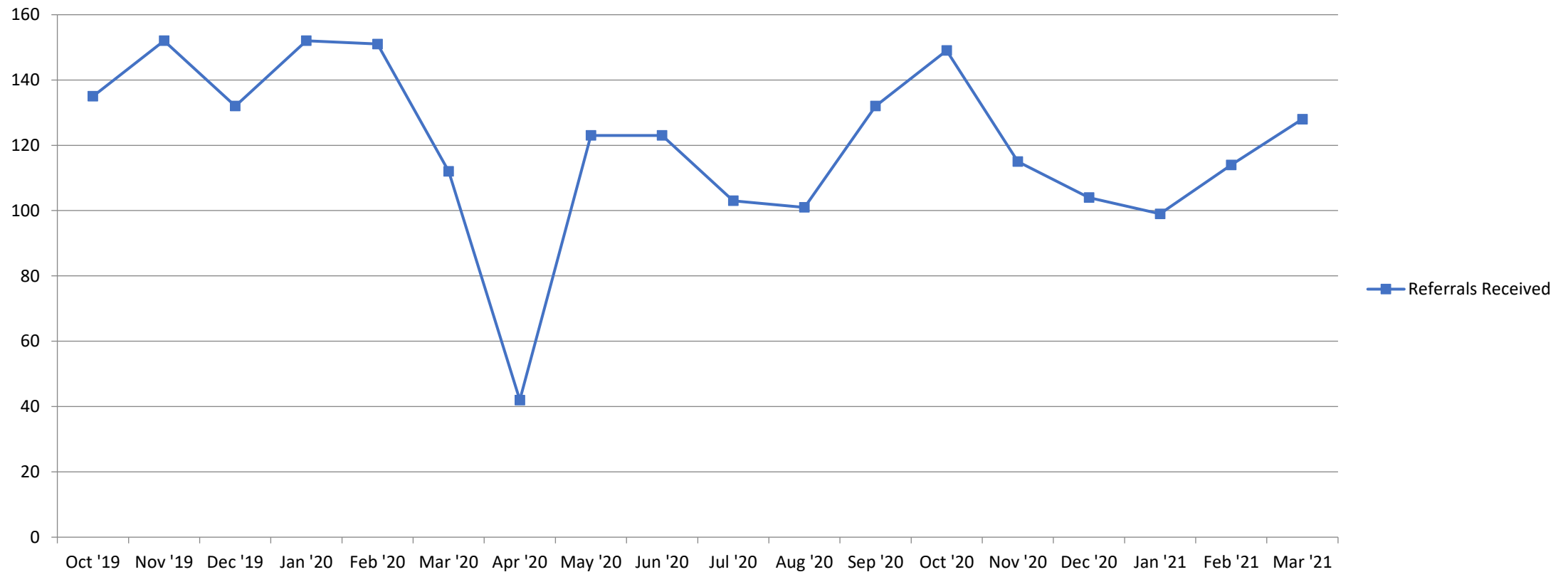
This shows our early intervention in Psychosis caseloads which are designed to sit at 100 they rose from the start of the pandemic and only started to come back down last October and still sit above target

EIP Month End Caseload Numbers



We saw an initial significant drop in referrals to our memory service at the start of the pandemic but those numbers quickly recovered which is very positive

OPMH Memory Service Referrals Received

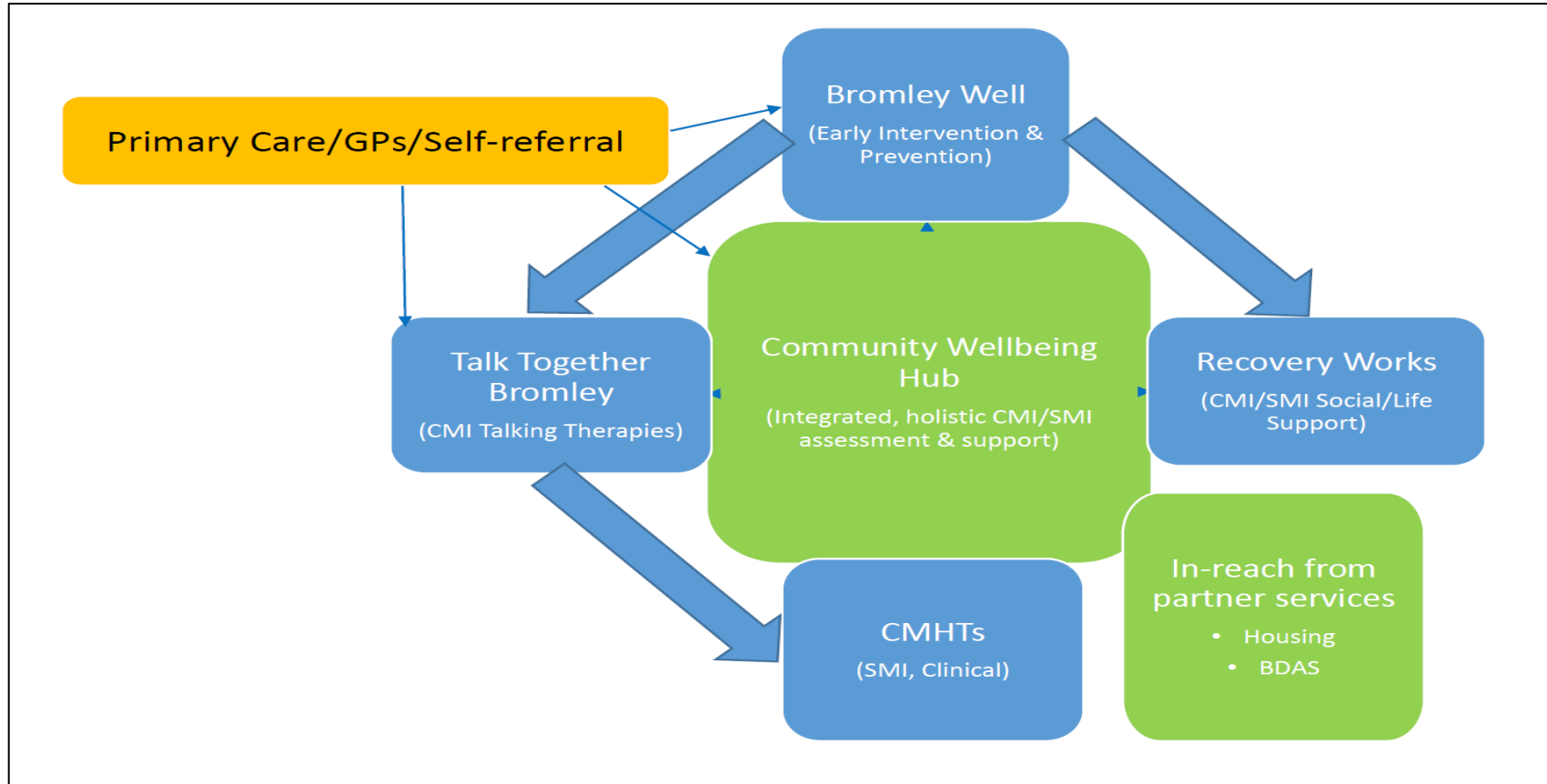


Service Developments

- We are working with colleagues at the PRUH to establish a dedicated Mental Health assessment area
- We are at the final stages of working up the adult mental health hub with MIND and other partners, recruitment should begin next month.
- Bromley are leading an agile working project

Local Community Mental Health Service Model

- The overall service model of the new adult community wellbeing hub in Bromley is set out below. The hub will be established in alignment with existing community mental health services in the borough.
- The wellbeing hub will be a joint delivery vehicle across the NHS and voluntary sector, with a workforce which combines clinicians and other practitioners within a single team.
- The role of Primary Care Networks (PCNs) at the forefront of delivery will be further developed as part of the model. This will be supported by new mental health practitioners in PCNs across Bromley.



Wider Oxleas developments

- We have launched our new strategy with new values – detail on next few slides
- We are restructuring our management teams along service lines to bring together the best of borough based and service line delivery with dedicated borough based leadership

Our strategy development

Sept 19 – Feb 20
Gathered feedback through the Our Next Step consultation



Oct 20

Reflected on what we had learned from Covid-19 and impact of Black Lives Matter



Nov 2020

Discussed draft strategy priorities and trust values with teams and networks



Jan - Feb 21

Drafted strategy document



April 21 onwards

Strategy launch and implementation plans started



March 21


Strategy agreed by Board of Directors and Council of Governors



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Our three big priorities



Achieving
zero
delays



Delivering
great
out-of-hospital
care



Making Oxleas
a great
place to work

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Our building blocks for change

They are:

- quality management
- service user and carer involvement
- safety and learning culture
- service user inequalities
- reducing violence and aggression
- partnership working
- digital working
- sustainability



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Any questions ?