

**Healthcare Commission Community Mental Health Survey, 2006
ACTION PLAN TO ADDRESS FINDINGS**

Issues arising from survey	Actions	Accountability	Timescale for completion
Crisis Care	<p>Provision of out of hours contact line for Working Age Adults – one number per locality for contact both in and out of hours</p> <p>Assessment of need and exploration of opportunity to extend Out of Hours Services across Older Age Adults and Learning Disabilities</p>	<p>Service Director WAA/Substance Abuse (Linda Folley)</p> <p>Service Director OAA/LD/Camhs</p>	<p>September 2006</p> <p>January 2007</p>
Medication	<p>Presentation of Survey findings to Medical Staff Committee with a view to devising action plan to address issues raised .</p> <p>An audit of current situation re information routinely given to patients on prescribing to be considered involving Service User /Carer Research Group</p> <p>Seek ratification of posters and cards for Service Users re medication through Practice Standards Committee.</p> <p>Posters to be widely disseminated encouraging Service Users to ask their doctor why they need to take the drug, what will happen if they take it and what will happen if they stop.</p>	<p>Representative of Medical Staffing (Dr Rob MacPherson)</p> <p>Dr Rob MacPherson to discuss with Medical Staff Committee</p> <p>Development Manager Recovering and Care Co – ordination (Tim Coupland)</p> <p>Tim Coupland</p>	<p>July 2006</p> <p>July 2006 (if audit agreed completion July 2007)</p> <p>October 2006</p> <p>December 2006</p>

	<p>Review of Policy for Prescribing, and Administration of Medicines to include review of Section "22 Consent to Treatment" . Every letter re medication to include standard statement agreed by Drugs and Therapeutics Committee " I have discussed the indications and possible side effects of medication with the patient who has given valid and informed consent "</p>	<p>Tim Coupland and Lead Pharmacist GPT</p>	<p>October 2006</p>
<p>Care and Treatment</p>	<p>Review of Care Programme Approach and introduction of revised Policy including Care Plan Review sheet.</p> <p>This will require the Care Co ordinator to identify the mental health concern, to indicate whether there is a need for counselling, and to consider the need for information about employment, benefits and support groups. The form will indicate whether medication has been discussed with the service User and by whom, and the number they should contact out of hours The form will indicate whether the Service User has received a copy. A copy of the care plan to be sent with invitation to care plan review if deemed to be appropriate .</p>	<p>Tim Coupland</p>	<p>September 2006</p>
	<p>Introduction of new procedural guidelines for both Care Co ordinators and administrative staff with clear roles indicated. This will be supported by training for each Team .</p>	<p>Tim Coupland</p>	<p>October 2006 onwards</p>

**Dissemination of
Survey results**

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