

**Healthcare Commission Mental Health Service Users Survey, 2005
UPDATED ACTION PLAN**

Issues arising from survey	Actions	Accountability	Update
<p>Access to out-of-hours services</p>	<p>A Crisis/Home Treatment Team has been operational in Stroud since April 2004. Team Leaders are in post and recruitment to the Teams is underway. A limited interim Service is being provided in Cheltenham by the Brownhills CHMT and in the Forest the CMHT is offering home treatment and assessments Mon- Fri and home treatment at weekends. Cultural needs to be addressed by the Project Team .</p> <p>Proposal (including costings) to be developed for countywide out of hours crisis line</p> <p>Complete evaluation of crisis card pilot</p> <p>Pilot findings to be shared with other Care Groups</p>	<p>West Gloucestershire Service Manager and Crisis/Home Treatment Team Leader</p> <p>Mental Health Development Manager /Clinical Audit</p> <p>AWA Care Group Manager</p>	<p>This has been priority for the Service Redesign Group reconfiguring services within Adults of Working Age . The current intention is to have one number per locality to contact services both in and out of hours .</p> <p>The usage and usefulness of the cards was evaluated by the Clinical Audit Department .</p>

<p>Talking therapies</p>	<p>Feedback to Healthcare Commission highlighting the limitation of the questions relating to Talking Therapies .</p> <p>Care Group developing availability of psychological therapies through the creation of managed clinical networks.</p> <p>The geographical spread of therapies to be discussed and addressed</p>	<p>Mental Health Development Manager</p> <p>Deputy Care Group Manager</p> <p>Psychological Therapies Steering Group</p>	<p>Completed</p> <p>In progress and on going</p> <p>Service Redesign has agreed a countywide management framework</p>
<p>Medication</p>	<p>Postgraduate session to be used to examine the drug information to which people have access .</p> <p>Consideration to be given to making available the information produced by Stephen Bazire from the Norfolk and Waveney Mental Health Partnership Trust.</p> <p>Develop good practice guidelines for nurse prescribing</p> <p>Develop patient group directives on medication</p>	<p>Associate Medical Director</p> <p>Associate Medical Director and Pharmacy Department</p> <p>Development Manager Recovering and Care Co ordination</p> <p>Development Manager - Recovering and Care Co ordination</p>	<p>Completed.</p> <p>Completed.</p> <p>Work under way .</p> <p>Patient Group directives developed for three medications in Crisis /Home Treatment Teams .</p>

	<p>Discussions with medical practitioners to highlight medication management issues</p> <p>Develop informed consent leaflet and check list for Service Users <u>of questions to ask care co-ordinator about medication.</u></p>	<p>Development Manager Recovering and Care Co ordination</p> <p>Development Manager Recovering and Care Co ordination</p>	<p>Completed</p> <p>Leaflet completed and check list in progress.</p>
Care and Treatment	<p>Although 85% of Service Users felt they had definitely had enough (or to some extent enough) say in decisions about their care and treatment , 19.5% reported not having a care plan. This could be partly attributable to <u>the number of service users whose care plan takes the form of an outpatient letter.</u></p> <p>Review /audit implementation of copying letters policy <u>and integrate into Consent to Sharing</u> Information <u>document</u></p> <p>Staff to be validated for current good practice through dissemination of results</p> <p>Good practice guidance to be highlighted within Teams and disseminated as part of CPA training</p> <p>CPA training for inpatient staff and 24 hr nursed rehabilitation units to be considered</p>	<p>Development Manager Recovering and Care Co ordination</p> <p>AWA Care Group Manager</p> <p>Development Manager Recovering and Care Co ordination and Deputy Care Group Manager</p> <p>Development Manager Recovering and Care Co</p>	<p>A review of current CPA process and paperwork has been completed .</p> <p>Completed .</p>

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Dissemination of Survey results	Results to Partnership Trust Board	Deputy Care Group Manger/ Mental Health Development Manager	Results were disseminated as agreed and Service Users, Carers and Partner Agencies informed .
	Results to Clinical Governance Board	AWA Care Group Manager	
	Results to Overview and Scrutiny Committee	Director of Social Care	
	Results to Care Group Senior Mangers	Deputy Care Group Manger	
	Press release re availability of results	Communications Manager	
	Article for Partnership Matters	Mental Health Development Manager	
	Wide dissemination of results to staff	Deputy Care Group Manager	
	Dissemination of results to User and Carer Groups and Partner Agencies (including Local Implementation Groups)	Mental Health Development Manger	
	Post survey results on Trust Website	Mental Health Development Manager	

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