

**Healthcare Commission Community Mental Health Survey 2007
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 by Crisis Resolution /Home Treatment Team – Patients Accelerating Change Project addressing promotion and publicising of number.</p> <p>The extension of Crisis Resolution /Home Treatment to Older Age Adults with a functional illness has been agreed and recruitment to 3 full time equivalent posts is underway .</p>	<p>Service Director Working Age Adults (Linda Folley)</p> <p>Service Director Older Age Adults (Ted Quinn)</p>	<p>Line available August 2007 but will need promoting</p> <p>Recruiting September 2007</p>
Medication	<p>Updated information sheets from the UK Psychiatric Pharmacists Group to be uploaded on to Intranet .</p> <p>Advice re most cost effective way of consistently advising people of potential side effects to be provided to prescribers .</p> <p>Ongoing cycle of audit prescribing.Results from initial audit being presented to medical staff, ongoing work yet to be determined.</p>	<p>Drugs and Therapeutics Committee</p> <p>Drugs and Therapeutics Committee</p> <p>Medical staff individually & as a group through Medical Staffing Committee responsible for further action & their own prescribing .</p>	<p>When available</p> <p>To be discussed at next Committee meeting</p> <p>Ongoing</p>
Counselling and Talking therapy	<p>New CPA paperwork includes section asking what talking therapies/ treatments people want.</p>	<p>Development Manager Recovering and Care Co – ordination (Tim Coupland)</p>	<p>Ongoing</p>

	Review of Psychological Services to address wider issue of integration of therapies	Service Director Working Age Adults (Linda Folley)	Ongoing
	Increased numbers of workers being trained in Cognitive Behavioural Therapy	Service Director Working Age Adults (Linda Folley)	Ongoing
Care and Treatment	New CPA Review screen on Clinical Manager to include mandatory field re whether written care plan given to Service User and reason why not .	Development Manager Recovering and Care Co – ordination (Tim Coupland / Jackie Smith IT)	July 2007 in Working Age Adults with plans for expansion in to Older Age Adults at later date
	Compliance to be audited Team by Team on a rolling basis	Development Manager Recovering and Care Co – ordination (Tim Coupland)	Commencing September 2007
	Usage of care plan folders including crisis cards to be considered	Development Manager Recovering and Care Co – ordination (Tim Coupland)	In2Print working on ‘mock ups’ July 2007
	Possibility of Clinical Manager flagging up when a review is due to be explored	Development Manager Recovering and Care Co – ordination (Tim Coupland)	August 2007
	Team Managers to be performance managed for failure to implement caseload management	Programme Managers	Ongoing
	Team Managers in Older Age Adults to attend action focussed workshop to improve understanding of the principles of collaborative working	Development Manager Recovering and Care Co – ordination (Tim Coupland)	July 2007

Dissemination of Survey results	Action Plan to Practice Standards Committee	Mental Health Development Manager (Jennifer Berry)	August 2007
	Results to Senior Mangers for dissemination to staff	Service Directors	September 2007
	Press release re availability of results	Communications Manager	September 2007
	Article for GPT news	Communications Manager	September2007
	Dissemination of results to Service User and Carer Groups and Partner Agencies	Jennifer Berry	September 2007
	Post Survey results on Trust Website	Jennifer Berry	September 2007