

Thames Valley Starling Collaborative

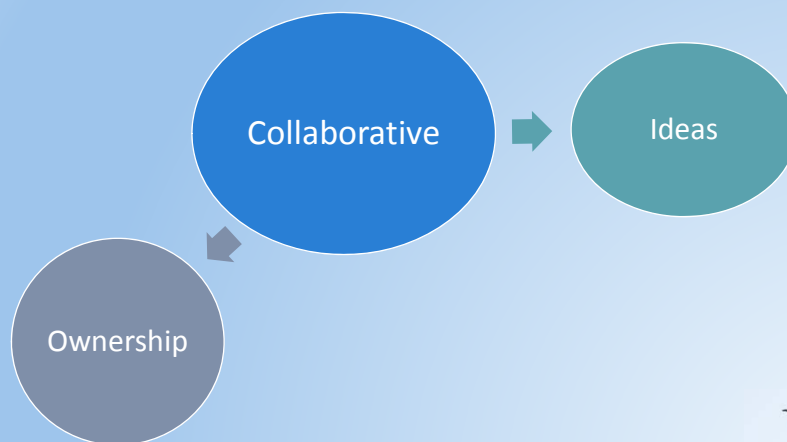
working together to improve mental health care for ED frequent attenders

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Regional Collaborative



Ownership



Ownership: a shared problem

- Two of the major themes faced by the NHS (and all of us):
 - the ability of strained Emergency Departments (EDs) to continue to deliver safe and consistent care
 - the need for a comprehensive service for patients with mental health problems



Ownership in shaping the future NHS

Next steps on the NHS Five Year Forward View



Executive summary

The NHS in 2017

Urgent and emergency care

Primary care

Cancer

Mental health

FAs: a unique ED challenge and QI opportunity

- There is no group more demonstrable of these issues than vulnerable patients regularly attending EDs
 - frequency of attendances signal unmet psychological needs
 - coordination of services in and beyond ED
 - consistency in emergency care

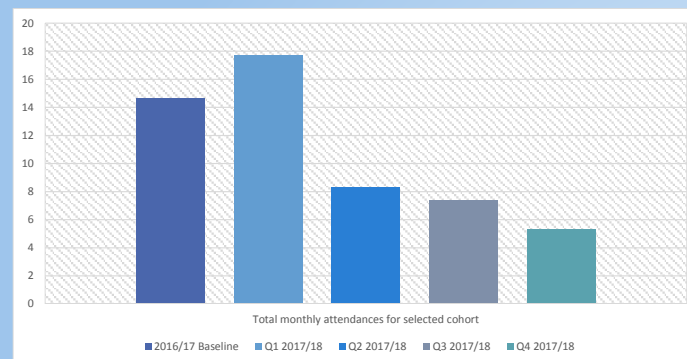


CQUIN4: Improved services for mental health patients attending ED

Goal: Ensuring that people presenting at A&E with mental health needs have these met more effectively through an improved, integrated service, reducing their future attendances at A&E.



Ownership to individual Trusts to develop/enhance existing local FA programmes



OUHFT/OHFT Frequent Attender Programme: 63% reduction in monthly attendances by Q4



Local programmes

Shortcomings

- Patient needs are not defined by organisational or geographic boundaries.
- We lack an understanding of how patients utilise healthcare beyond individual EDs.

Opportunities of regional collaboration

- Map healthcare-seeking behaviour.
- An opportunity for shared learning exists within this collaborative (i.e. the people sitting in this room today).



Ideas...



Ideas: proposed plans

- Analysing patient flow across Thames Valley to understand the causal patterns of regional healthcare-seeking behaviour – AHSN IG request.
- Sharing and evaluating anonymised data sets of Frequent Attender Programmes to determine the most valuable interventions, thereby identifying best practice. Showcase and expand to other regions.
- Patient involvement in the revision of strategies to inform the design and implementation of a co-production model.



Proposed project phases



Why starlings?

A regional ED-led network will engage with a wide range of diverse stakeholders to develop collaborative strategies based on collective knowledge.

- Peer learning among EDs, mental health services, primary care, hospital specialists, etc
- Patient involvement
- Break sectoral boundaries

<https://youtu.be/eakKfY5aHmY>



Ideas

Your turn....

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<https://q.health.org.uk/>.

<https://q.health.org.uk/idea/coordinating-care-for-emergency-department-frequent-attenders-networking-and-prevention/>.

