BREAKING DOWN THE BARRIERS

Paving the way towards an NHS workforce training X-change approach

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Real Issues - NHS

- High mortality and morbidity of people with SMI’s due to long-term conditions e.g. diabetes, cardiovascular disease and COPD etc reduces life expectancy by 10+ years

- Costs to the NHS

- Poor awareness and assessment of physical and complex health conditions in mental health settings

- Significant increase in admissions of people with SMI’s in acute emergency and urgent care settings
Real Issues - Service User

“I went to the A&E by myself, at the edge of a crisis, and it was very, very difficult to wait there in the waiting room.

I went out and I wandered into traffic to see who would run me over”.............Direct patient quote
“A lot of the newer nurses to A&E are quite scared of them (MH patients) because they’ve not really met acutely unwell psychiatric patients so I don’t know what they think is going to happen to them but I think they feel threatened by them”……………….. (Nurse@Acute A&E Trust)

“If only we had done this (physical health training) before, the SUI that led to a coroners investigation could have been prevented”…………..(Nurse@MH Trust)
Real Issues – The Evidence

CQC Crisis Care report June 2015: Asked people whether they felt listened to and taken seriously, whether they were treated with warmth and compassion and if they felt judged

Fewer than four in 10 respondents gave a positive response about their experience in A&E for any of these statements. Those coming into contact with specialist mental health services were only slightly more positive.
Needs assessment by UCLPartners in 2014

Lack of confidence

- **Only 15%** of respondents had received undergraduate training which prepared them to manage the needs of mental health patients in their care.

- 96% of nurses surveyed believe they have a responsibility to ensure the mental health needs of the patients in their care are met, but **only 27% had** attended any mental health training since qualifying.
Needs assessment by UCLPartners in 2014

Poor access to training

- 96% of nurses and 90% of doctors were unaware of any local training provision in managing the mental health of patient, 30% of doctors had received no training at all in mental health.

A desire to learn more

- Over 95% of respondents want to learn how to recognise underlying distress or mental health problems in patients attending for physical health problems.
What is Breaking Down the Barriers?

Supporting the NHS workforce and multi-disciplinary teams working in and across primary and secondary healthcare settings by aiming to equip them with the appropriate knowledge, information and skills to

- create initial awareness,
- recognise,
- assess,
- treat where deemed applicable and appropriate and
- improve both mental and physical health needs
Programme key areas and phases

- **Mental health** awareness training for acute emergency and urgent care settings
- **Physical health** awareness training for mental health settings
- **Child and adolescents mental health** awareness training for GP practices
- **Child and adolescents learning disabilities** awareness training for GP practices

**2014**
- Governance/Stakeholder engagement
- Requirements
- Workshops
- National needs based assessment
- Scope & approach

**2015**
- Stakeholder engagement for design & development
- Design & Development
- Pilots
- Evaluation

**2016**
- Finalise training materials, approval, sign-off
- Initial training roll-out (MH/Acute) and evaluation
- Stakeholder engagement for embedment & sustainability

**2016/17**
- Further training embedment
- Training roll-out across primary care settings
- Training materials migration online platform
- Evaluation & scale up
Training Packages

To date, training materials and resources include 14 modules:

For mental health settings:
- 6x Physical health modules

For Primary care settings
- 4x child and adolescent mental health and learning disabilities modules

For primary and secondary care settings
- 1x Serious incident - case-based learning module

For acute  emergency departments and urgent care settings
- 3x Mental health modules
Breaking Down the Barriers: what is provided?

All materials are available:

- Downloadable resources via HEE e-learning for health learning portal
- Core classroom or on-screen presentations with case scenarios to guide group discussions
- Facilitator notes, role-play instructions, quizzes
- Course flyers, videos, tutorials
- Evaluation forms and attendance certificates
How has and is training provided?

**Acute A&E and urgent care settings:** Training is delivered locally to multi-professional staff in collaboration with mental health liaison and specialist resources.

**Mental health settings:** Training is delivered to mental health trusts and MDT groups in collaboration with NHS acute, primary care clinical resources.

**GP settings:** Training is delivered across GP practices and MDT groups in collaboration with local primary care resources e.g. MDT cluster meetings.

Evaluation feedback demonstrates a significant shift in increased confidence, knowledge and practical skills.

Overall feedback reflected the need for more and regular training to maintain consistency and reduce further gaps.
The Challenges for Us

- Working across a system (e.g. an STP) to provide complex health and wellbeing solutions for a population does not come naturally to a fragmented NHS
- Developing a cross organisational faculty
- Releasing staff for training and to deliver training
- How do you plan to make this work for our patients and for our staff?
Accessing Breaking Down the Barriers training materials and resources


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