



Our SWLSTG GP newsletter contains the latest news for our GP community

Message from Dr Charlotte Harrison, Interim Executive Medical Director

Welcome to the first edition of the Trust's GP Newsletter. We plan to keep you engaged and informed by issuing this on a regular basis as well as using regular CCG communications to reach out to practices with more urgent news.

It is our ambition as a Trust to continue fostering strong clinical links with primary care clinicians through effective and meaningful communication so that together we can do the very best for the mental health of south west London. We hope you enjoy this edition and we would very much welcome your feedback regarding how we can make it better.

We would also like to invite you to complete our [Annual Primary Care Satisfaction Survey](#). Your feedback is extremely important to us and will be used in informing our Primary Care Engagement Strategy, as well as understanding what matters to you, what we are doing well, and where we need to make improvements to enhance the quality of our services.

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1. Services on the Electronic Referral Service (eRS)

A range of services are now available for GP referrals on eRS.

SPECIALTY Mental Health - Child and Adolescent Services
Merton CAMHS Single Point of Access - <i>Springfield Hospital</i>
Sutton CAMHS Single Point of Access - <i>Springfield Hospital</i>
Wandsworth CAMHS Single Point of Access - <i>Springfield Hospital</i>
SPECIALTY Mental Health - Adults of All Ages
Kingston Older Peoples CMHT & Memory Assessment Service - <i>Tolworth Hospital</i>
Kingston and Richmond Assessment Team - <i>Maddison Clinic</i>
Richmond Community Mental Health Team for Older People - <i>Barnes Hospital</i>
Richmond Community Mental Health Team for Older People - <i>Springfield Hospital</i>
Sutton Older People Community Mental Health - <i>Springfield Hospital</i>
Sutton Uplift Mental Health Single Point of Access - <i>Springfield Hospital</i>
Sutton CAMHS Single Point of Access <i>Jubilee Health Centre</i>
Sutton Older People Community Mental Health - <i>Cheam Resources</i>
Sutton Uplift Mental Health Single Point of Access - <i>Jubilee Health Centre East</i>
Wandsworth Older People Service- BACSS - <i>Springfield Hospital</i>
Wandsworth Older People Service- CBACSS - <i>Springfield Hospital</i>
Wandsworth Older People Service- DCNS - <i>Springfield Hospital</i>
Wandsworth Older People Service- MAS - <i>Springfield Hospital</i>
Wandsworth Older People Service- RST - <i>Springfield Hospital</i>
Wandsworth Older People Service - <i>Springfield Hospital</i>
Wandsworth Single Point of Access - <i>Springfield Hospital</i>
Wandsworth CAMHS Single Point of Access - <i>Springfield Hospital</i>
Merton Assessment Team - <i>The Wilson</i>
Merton Older People's Community Mental Health Team - <i>Springfield Hospital</i>
Merton CAMHS Single Point of Access - <i>Birches Close</i>

How to find out more: please contact gpliaison@swlstg.nhs.uk.

2. Response to Covid-19 and recovery

All our services continued, using digital platforms where appropriate, during the height of the pandemic, and the Trust is working hard to prepare for anticipated surges in mental health need. This work is being overseen by the south west London Mental Health and Learning Disability (LD) Recovery Group. This is co-chaired by our Acting Chief Executive, Vanessa Ford and Tonia Michaelides, who is the sector SRO for mental health, and attended by Dr Phil Moore, representing primary care. A detailed work plan has been put in place to ensure that post-Covid there is appropriate mental health and LD service specific provision, mental health and wellbeing support for health and care staff, support for those who are homeless, and on-going effective partnership working.

All of our services covering the London boroughs of Wandsworth, Merton, Sutton, Richmond and Kingston are open to patients and anyone who needs to refer patients to us should continue to through the usual routes. We are making changes to our services to

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protect both our patients and our staff, using technology such as Attend Anywhere, phone consultations and video calling where appropriate but we will continue to see people face-to-face where this is needed.

In particular we would encourage those people who are suffering from low mood, anxiety or depression to contact IAPT or talking therapies services:

- In Merton <https://www.mertonuplift.nhs.uk/>
- In Sutton <https://www.suttonuplift.co.uk/>
- In Wandsworth <https://www.talkwandsworth.nhs.uk/>
- In Richmond <https://www.richmondwellbeing.nhs.uk/>
- In Kingston <https://www.icope.nhs.uk/kingston/>

We have extended our 24/7 **Mental Health Support Line (0800 028 8000)** to provide advice and support to people of all ages who are affected by urgent mental health issues, at any time of the day or night. Our [Recovery Cafes](#) are still open to help adults (18 years+) with mental health issues.

How to find out more: please contact gpliaison@swlstg.nhs.uk.

3. Orchid Emergency Mental Health Service

'Innovative and inspirational' is how the Care Quality Commission (CQC) described our new Orchid Emergency Mental Health Service, which was set up in response to the Covid-19 pandemic. In a [report](#) on some of the best practice changes seen across the country, the CQC highlighted Orchid, and a number of other services, as examples of inspirational and innovative best practice solutions in terms of rapid changes to service design and delivery. Since opening on 30 March 2020, more than 500 people who would otherwise have had no alternative but to attend Accident and Emergency with their mental health conditions have been assessed and successfully treated at Orchid.

How to refer: the service does not operate on a 'walk-in' basis but takes referrals through the Trust's 24/7 mental health support line on **0800 028 8000**.

4. Wisteria Ward - CAMHS Eating Disorders inpatient service

Wisteria Ward is a bed unit for young people between the ages of 11 and 18 with severe eating disorders and weight loss related to mental health problems, covering conditions such as binge eating, anorexia nervosa and bulimia. With Wisteria inpatients well enough to be discharged and temporarily cared for in the community from March 2020, the ward became home to the Orchid Emergency Service. Now, Wisteria Ward re-opened this month for admissions from a temporary new location, co-located with Avalon Ward, the Adult Eating Disorders inpatient service on the 2nd floor of Harewood (see map [here](#)). This change will allow the Trust to re-open CAMHS Eating Disorder beds when needed and will facilitate improved collaboration between eating disorder specialists.

How to refer: Tier 3 CAMHS Services. For general queries relating to Wisteria Ward, please contact **020 3513 6248**.

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5. Covid-19 mental health community event

The Trust, in collaboration with our local stakeholders, hosted the 'Covid-19: Preventing a Mental Health Crisis Summit' to address how we can work together to protect our communities' mental health as result of Covid-19. The Summit, which took place entirely online on 20 July 2020, addressed the wider impact on our communities' mental wellbeing as the country continues to tackle the challenges of Covid-19. Together with our partners the South West London Health and Care Partnership and a number of vital community groups, we have set out a 12-month targeted programme of prevention which aims to tackle the impact Covid-19 may have on the mental wellbeing of our communities. We are determined to work together with our stakeholders to take positive action.

How to find out more: read our press release and see recordings from the event [here](#).

How to get involved: please contact communications@swlstg.nhs.uk

6. Primary care and mental health clinical workshop

This event has now taken place virtually on Wednesday 9 September 2020. Chaired by Charlotte Harrison and Phil Moore, GP Mental Health Lead for Kingston, this clinical workshop brought together clinicians from a mental health and primary care setting from Wandsworth, Merton, Sutton, Richmond and Kingston to shape the future of community based mental health care around primary care networks (PCN). All PCN clinical directors were invited, as well as the primary care mental health leads, clinicians from South London and Maudsley NHS Trust and some key representatives South West London Health and Care Partnership, social services, the voluntary sector and the London Mental Health Clinical Network.

The main theme was to explore what mental health may look like as it groups around primary care networks, to allow the Trust and other providers to deliver. Participants were engaged in breakout rooms of 10-15 people comprised of a selection of mental health and primary care clinicians, where they discussed the changes in culture and service developments to be introduced across south west London, as well as expectations from the various sectors and ways to work more collaboratively.

Along with strengthening relationships with primary care stakeholders, this event has also been an opportunity for the Trust to ensure mental health has a strong voice in the emerging Integrated Care System. Following this initial workshop, we will be looking at putting together all the ideas discussed to write up a coherent action plan which will allow both primary care and mental health to take things forward. Clinicians will continue the conversations in their local areas and the next step will be to host a further event in three months' time to involve people with lived experience, carers, Healthwatch, social services and voluntary sector.

How to find out more: please contact Evelina Mart, Primary Care Liaison Manager on evelina.mart@swlstg.nhs.uk.

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7. Mental health transformation programme

The Mental Health Transformation Programme has been agreed with commissioners and the South West London Health and Care Partnership (SWL HCP) and along with expected investments under the NHS Long Term Plan aims to ensure that community mental health services for working age adults are fit for the future. Detailed programme pieces of work commenced in Autumn 2019 around four key work streams:

1. Access and assessment into services
2. Crisis and Home Treatment Teams (crisis pathway)
3. Community Mental Health/ Recovery Support Teams, including personality disorder and dual diagnosis
4. Community Complex and Specialist Services including eating disorders, perinatal, learning disability, trauma and autistic spectrum services.

These work streams are run by staff and service users and carers and who have been reviewing current service delivery models, and mapping variances between teams and boroughs. Numerous staff and service user and carer workshops were held before March 2020. From March to May the programme paused to support the operational Trust response to the pandemic. Post-May the programme has recommenced with stakeholder sessions being run remotely and programme work continuing. Currently work is developing on mapping efficient and effective clinical pathways in collaboration with key stakeholders. Future external webinars will be held to support greater communication on the programme for the wider local community.

How to input into the development and design of the programme: please contact mhtp@swlstg.nhs.uk

If you are a GP, please complete [this survey](#) by **Wednesday, 7 October 2020**.

If you are a service user, carer, member of a community group, member of a voluntary group, commissioner, member of the public or Trust staff member please, complete [this survey](#) by the same date.

8. New state-of-the-art mental health facilities

The Trust officially began the construction of its new state-of-the-art mental health facilities earlier this year. The Estate Modernisation Programme marks the transformation of Springfield University Hospital, in Tooting. Two new buildings will house eight inpatient wards and outpatient services, which will see service users cared for in world-class facilities specially designed for recovery from mental health conditions. They are due to be completed in mid-2022. The transformation of the Springfield University Hospital site will also include the development of 32 acres of parkland for the whole community to use and the delivery of more than 800 new homes.

How to find out more: more information can be found [here](#).

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9. Hestia's Award for the South West London Recovery Café

We are delighted to say that the organisation responsible for the operation of our Tooting Recovery Café, Hestia, has won the national Charity Today Awards for the work it is doing with the South West London Recovery Café. Commissioned and funded by the Trust, the Recovery Café acts as a community-based alternative to A&E by assisting attendees in reducing their immediate anxiety and crisis and developing coping mechanisms.

How to refer: no referral needed. More information on the service can be found [here](#).

10. Domestic violence and abuse conference- 'Ending the Silence'

We are pleased to invite our primary care colleagues to the 2nd Annual Domestic Violence and Abuse Conference taking place on the mornings of Thursday, 3 December (session 1) and Thursday, 10 December (session 2) via Microsoft Teams. This is an excellent opportunity to develop your skills in supporting victims as well as contribute to discussions around support available to them.

How to register: please register for Session 1 [here](#) and for Session 2 [here](#).

11. Primary care liaison

Our Primary Care Liaison team liaises with GPs to ensure their views are represented and listened to by the Trust. Please contact Evelina Mart, Primary Care Liaison Manager on **020 3513 6049/ 07814 789 954** or at evelina.mart@swlstg.nhs.uk with any feedback you may have around our services.

