



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

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1. Integrated community-based mental health services workshop

We are pleased to invite you to attend this workshop, and to help shape the plans to design integrated community-based mental health services on **Friday 11 December from 1-2pm**. The Trust recently hosted a well-attended workshop with primary care and mental health clinicians to discuss their thoughts as to what the priorities in the design should be, based on NHS England's Community Mental Health Framework. We are now inviting service users and carers, the voluntary sector, social services and commissioners to participate in a workshop, to express their views with regards to the priorities, with a view to then co-producing an action plan to design sustainable community-based mental health services that truly benefit the needs of south west London communities. The outcomes of the discussions will be written up and circulated to everyone on our invitation list, even if they cannot attend the workshop.

How to register and find out more: Please register [here](#) by Tuesday 8 December at 5pm. For more information, please email gpliaison@swlstg.nhs.uk

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2. IAPT and Primary care services update

- **Merton Uplift, Sutton Uplift and Talk Wandsworth.** At the start of the Covid-19 pandemic outbreak all three services moved to providing services digitally. Sutton Assessment Team, Merton and Sutton Primary Care Recovery Teams continued to provide services face-to-face due to clinical need and risk, with a few vital therapy appointments provided only.

The services changed provision significantly to provide additional support for staff and enable the service to provide ongoing therapy options for service users throughout the Covid-19 pandemic. IAPT and primary care quickly and successfully moved to providing e-consultations using “Attend Anywhere”. This proved very effective in safely providing an ongoing service and enabled good levels of productivity across services. Telephone contact work for triages and therapy was also effective. Referral levels reduced significantly in line with the national picture for mental health during this time. As soon as lockdown ended, face-to-face therapy increased with Covid-secure arrangements implemented. From 6 July, the services were able to begin face-to-face psychological therapies for those in the priority groups. These are people who:

- Have a **Learning Disability**, and who cannot manage digital therapy
- Those who have **safeguarding** needs, for example **domestic violence** and cannot access a safe space for therapy sessions
- People who have **no access to digital platforms**.

This continues and we are also seeing a few people who will only accept face-to-face therapy by choice as well. We have also given **priority provision for those who work in health, social care or residential care settings**. Please see our websites which are being updated as arrangements change to ensure that they reflect current working conditions. Self-referrals and professional referrals to Talking Therapies can also be made on the following websites:

- **Merton Uplift:** www.mertonuplift.nhs.uk
- **Sutton Uplift:** www.suttonuplift.nhs.uk
- **Talk Wandsworth:** www.talkwandsworth.nhs.uk

IAPT (Improving Access to Psychological Therapies) or Talking Therapies. Providing psychological therapies which include: Guided Self-Help (GSH) and Cognitive Behavioural Therapy (CBT) and a range of individual and group therapy for treating mild to moderate depression, anxiety, social phobia, eating disorders, trauma, obsessive/compulsive disorder and panic. We continue to provide our service in collaboration with several digital partners to ensure patient choice and a range of options depending on need. Our digital therapy services include IESO, ICS, and Silver Cloud as well as our own services. The IESO service is now provided across all three services and can be accessed by professional or self-referral.

Long Term Conditions Programmes. Long Term Conditions practitioners together with physical health services and provide specialist therapy interventions and advice for those with rheumatoid arthritis (Merton only), diabetes, COPD and cardiac conditions.

Psychological First Aid was introduced into our services to support people dealing with the impact of the pandemic. This is guided one-to-one support to build resilience. We have strengthened links with the Bereavement Services as we are aware people need support after bereavement as a result of the pandemic.

Waiting Times. When people are referred to our service they are contacted quickly, usually within one week to arrange an initial appointment. Initial appointments take place within a few more weeks. We know

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that the waiting time for treatments to start is longer, however, we have successfully reduced our waiting times this year and can see most people more quickly than before.

Wellbeing Services. Wellbeing Navigators provide individual and group support to anyone who has a mental health or wellbeing needed, whether this is due to emotional difficulties or life stressors. The wellbeing services have continued to expand groups, webinars and partner collaboration during the last few months and are collaborating with partners to co-produce Covid-19 specific workshops as well as setting up new initiatives. Small groups are now provided online, and webinars have been introduced.

Employment Support is also provided in our services which is a crucial element of our services at the present time due to the stress many are feeling over losing employment redundancy or being furloughed.

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

3. Mental Health Support Line - 0800 028 8000

Primary care colleagues are reminded that the Trust's Mental Health Support Line is available 24/7 to patients, service users, carers, their families and non-patients on **0800 028 8000**. It provides emotional support and advice to people who are affected by urgent mental health issues, and signposts callers to the right service to help them, including the Trust's 24/7 Orchid Mental Health Emergency Service. Please share this number with anyone who might need it and [see the Trust website](#) for more information. If your patient is already seen by a service within the Trust we encourage them to call the mental health team that looks after them between the hours of 9am-5pm, Monday to Friday (their contact details [here](#)).

Children and Young Persons (CYP) residing in the boroughs we serve who are open to those CAMHS teams can contact the South London Partnership crisis line for young persons on **020 3228 5980**. The service is available during the hours of 5pm-11pm Monday to Friday, and 9am to 11pm Saturday and Sunday.

If your patient is deaf, they can call our Mental Health Support Line using Sign Live Video Relay Service:

On a computer, go to <https://signlive.co.uk/login/> and register using Facebook, Google or email

On phone, iPad or tablet download SignLive's app for free and register

4. Covid-19 mental health resources for patients

- **Our Trust services and Recovery College:** [South West London and St Georges NHS Trust](#), [Advice and support page](#) and [Recovery College](#)
- **The NHS website:** [Mental health and wellbeing support](#) and [urgent support for mental health](#). www.nhs.uk
- **Thrive LDN:** [Resources](#) to help your mental health and wellbeing and [digital tools to help you](#). Visit thriveldn.co.uk
- **NHS Psychological Therapies Services** – also called IAPT: [Find services here](#)
- **Rethink:** [Covid-19 support and help in your area](#). Go to <https://www.rethink.org/>
- **Mind:** Information and resources for [Coronavirus and your mental health](#)
- **Kooth** - for young people aged 11 to 21. The service offers safe, free and anonymous support through a range of options from self-help articles and forums to chats with professional online counsellors - <https://www.kooth.com/>

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- **Off the Record:** Free counselling for young people living in Croydon, Merton and Sutton <https://www.talkofftherecord.org/>
- **Mental Health Foundation** <https://www.mentalhealth.org.uk/coronavirus/mental-health-tips>
- **Charlton Athletic Community Trust** who run a range of health and support programmes for local community <https://cact.org.uk>
- **Young Minds:** advice and information about youth mental health issues. www.youngminds.org.uk
- **Childline:** a free confidential helpline, and support from counsellors online. Call 0800 1111, or go to www.childline.org.uk
- **Shout:** a 24 hour text service for anyone in crisis, or struggling to cope. Text Shout to 85258, or go to www.giveusashout.org
- **Samaritans:** 24 hour confidential emotional support for people experiencing distress. Call 116 123
- **Headscape** - our online webpages - <https://headscape-swLondon.nhs.uk/>
- **HOPE Line UK** 0800 068 4141
- **Young Minds Crisis Messenger** - provides free, 24/7 crisis support across the UK mental health crisis - if you need urgent help text YM to 85258. Advice and information about youth mental health issues: www.youngminds.org.uk

5. Recovery College: E-Learning Hub

The Trust's Recovery College [E-Learning Hub](#) is a free online resource that is available to anyone looking for information, guidance and support on a variety of mental health subjects. With a wide variety of topics and formats (videos, podcasts and downloads), there is content to suit most learning styles. We also have a support line manned by the Recovery College team Monday-Friday, who are available to provide advice and guidance to anyone looking for additional information about our online content.

How to refer for E-Learning Hub: There are no restrictions to access these resources and no need to make a referral – anybody with the ability to access the internet can take advantage of our E-Learning Hub which can be accessed [here](#).

How to refer for full Recovery College services: Anybody who is signed up with Primary Care Plus, Merton Uplift and Sutton Uplift has full access to Recovery College services including classroom based courses, webinars and online learning tools in the form of our E-Learning Hub on a wide range of topics. As an educational environment rather than clinical, we would encourage anyone currently signed up with a primary care service in your boroughs to self-refer by completing an easy online registration form on our website [here](#).

6. Waiting times for Neurodevelopmental assessments

Assessments for ADHD, ASD or combined ADHD/ASD have resumed and are being offered from the date of referral into the service.

Waiting times for Neurodevelopmental assessments are now averaging 52 weeks, with existing high demand exacerbated by restrictions on assessments during the pandemic. Work is in progress to explore how these waiting times can be reduced. We have written to families updating them on this situation and a leaflet has been included with details of local support services while they wait. To ensure children and young people receive the correct assessment/support at the earliest stage please consider whether a neurodevelopmental assessment is required at the point of referral and what support is indicated pre-

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assessment. School-based support can be provided based on the needs of the young person, therefore we would recommend not waiting for the diagnostic assessment to take place before offering any available support. CAMHS would recommend that schools and networks implement environmental modifications for ADHD if children struggle with attention in line with [NICE guidelines](#) without waiting for assessment. Should the primary needs relate to learning concerns, please consider Educational Psychology services if a cognitive assessment is indicated. For behavioural concerns there are parent support services available locally. Where there are neurodevelopmental concerns presenting at home and school and other explanatory causes have been ruled out, please continue to refer to the CAMHS Single Point of Access (SPA) in the usual way.

How to find out more: For more information, please see [here](#).

7. Acting on Trust correspondence

Trust documents are transmitted to practices that are either Docman enabled or Mesh enabled. It would appear though that some surgeries regularly reject documents as duplications, however have not been submitted previously. We would kindly appreciate if a staff member at the surgery could physically reject documents as duplications and be mindful when doing so.

8. Changes to our post discharge follow up policy

Evidence suggests that people with mental health problems, especially those with severe and enduring mental illness, are at particular risk of suicide and that people are particularly vulnerable in the period immediately after they have been discharged. We know that the highest risk period for suicide is two or three days after being discharged. Therefore, as part of the Trust's Suicide Prevention Strategy, and to ensure the safety of our patients, the Trust has agreed that we will follow up all inpatients discharged from our care within 48 hours. This includes patients who are discharged back into the care of their GP practice. Once a patient is discharged, a member of staff will arrange to call within 48 hours and check in to make sure they are keeping well and safe. This will be recorded on RIO notes.

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

9. South London Listens: listening campaign to support people's mental health

The South London Mental Health and Community Partnership, together with our partners including local authorities and community organisations, have launched a major listening campaign to support and protect people's mental health following Covid-19. The campaign is called South London Listens and will run from 10 November 2020 to 31 January 2021. Together with our community partner Citizens UK, our organisations will reach out to the communities we serve to help co-produce a two-year action plan set to be published in Spring 2021. This follows the urgent [virtual summit](#) held on 10 November, 2020, where organisations came together to shape our plans to meet the needs of people who may be at risk of becoming mentally unwell due to the impact of Covid-19.

How to get involved and find out more: You can be a part of this programme and get involved by joining the South London Listens campaign [here](#). The plan on a page to support the programme's development is now available to download [here](#). Find out more at our community partner's website: www.citizensuk.org. The full action plan will be shared in April 2021.

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10. Ethnicity and Mental Health Improvement Project (EMHIP): a new beginning

EMHIP is a practical, locality-based service improvement programme designed to bring about change for British Minority Ethnic (BME) communities in mental health care. The inequalities that have been exposed by the Covid-19 pandemic and the Black Lives Matter movement have further highlighted the urgency and necessity to accelerate this work. The good news is in Wandsworth and south west London we are on our way.

Over the past 18 months, the Trust together with the South West London CCG (Merton & Wandsworth locality) and the Wandsworth Community Empowerment Network, have been developing a programme of work to address the continuing challenge of the over-representation of people from BME Communities in mental health services, specifically in access, experience and outcomes of mental health care. Following a necessary pause in the programme over the last few months, the project team has now completed a key intervention report and are looking to roll out an Implementation Programme that will, as it becomes more established, be seeking collaboration and synergy with local GP practices and Primary Care Networks. The five key main interventions recommended by EMHIP following a detailed and comprehensive programme of consultation and evidence synthesis, were the following:

1. Set up Mental Health and Wellbeing Hubs in the community with Community Embedded Workers
2. Increase service options by providing: (i) crisis residential alternatives (ii) enhanced support for people with longer term mental health needs and (iii) specialist support for those subject to multiple MHA admissions
3. Reduce restrictive/coercive practices
4. Enhance inpatient care experience by (i) community involvement in inpatient care and (ii) cultural mediation
5. Develop a culturally capable workforce

An EMHIP delivery group has been established, led by Dr Tom Coffey (Wandsworth GP Mental Health Lead) and including a range of commissioners, managers and community representatives to begin the process of business planning and operational implementation which will of course require system-wide leadership and long-term commitment.

How to get involved and read more: We welcome your feedback, comments and support. To access the key intervention report and for further information, please visit www.emhip.co.uk or email us at feedback@emhip.co.uk or contact Malik Gul, WCEN Director at malik@wcen.org.uk.

11. HSJ Awards - Patient Safety Initiative Winner

The Trust is proud to announce that our Learning Disability Medicines Optimisation in Care homes service provided by our pharmacy department in collaboration with South West London Alliance (Kingston, Richmond, Merton, Wandsworth & Sutton CCGs) have won the HSJ Patient Safety Award Learning Disabilities Initiative of the year.

A two-year pilot project providing medicines optimisation reviews for adults with learning disabilities living in care homes was launched in January 2019 to address unmet needs surrounding medicines optimisation. Targets set for improvements in safe care included enhancing the quality of life for people with learning disabilities; reducing preventable harm from medicines; improving quality of care through

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better medicines use and integrated care. Various measures were taken, including supporting STOMP initiatives, improving monitoring of physical health and mental health, empowering patients, carers and families in the drive for safety by ensuring that they are fully informed about the patient's medicines and are involved in decisions about their care, and many more. Judges commented that this winning initiative was a truly worthwhile intervention in relation to STOMP, and a simple yet highly effective and innovative approach to patient safety. This is something that is easily transferrable to other vulnerable groups.

12. Free training for GPs and nurses: 'Consider Eating Disorders in Men'

Animated training tools for GPs and nurses providing key information and help for daily practice with regards to considering eating disorders in men.

- RCGP accredited training: <https://nottingham.onlinesurveys.ac.uk/consider-eating-disorders-in-men-training-rcgp-accredite>
 - RCN endorsed training: <https://nottingham.onlinesurveys.ac.uk/consider-eating-disorders-in-men-training-for-nurses-co-4>
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13. Primary care liaison

Our Primary Care Liaison team liaises with Primary Care Networks, GP practices and practice teams to ensure their views are represented and listened to by the Trust. Please contact Evelina Mart, Primary Care Liaison Manager by phone at **020 3513 6049** or **07814 789 954** or by email evelina.mart@swlstg.nhs.uk should you have any comments and suggestions about our services, need help with accessing services or contacting specialists, or should you like to work more closely with the us.

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