



# Peterborough Exemplar

Joined Up Mental Health Services

## Vision

Wherever you live in Peterborough, you will have access to the mental health support that you need when you need it



**Peterborough  
Exemplar**

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# Why we need the Exemplar?

Service users say it better than we ever could:

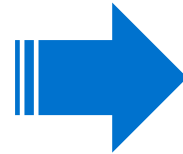
*'I feel I am being bounced around the services. I was told by my psychiatrist that I had PD and then I was discharged and told my medication would be reviewed in 4 years... I have been told by CPFT that I am not unwell enough to hit their threshold and I actually came off my medication hoping to become ill enough to get help'*





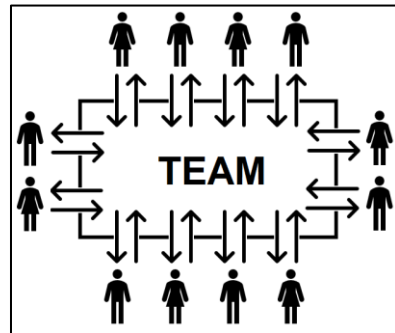
# Why we need the Exemplar?: Person-Centred

The **current** mental health system is built on a **team-centred model** with patients moving in to and out of healthcare teams.



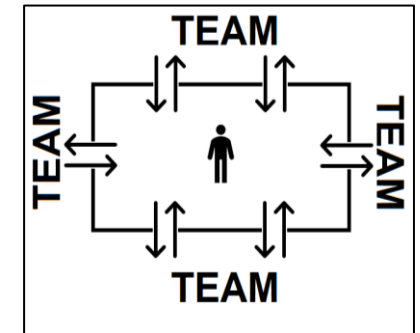
To address this we are **changing to a patient-centred** model, where it is the teams that come and go through a patient's recovery journey.

Teams work in silos, making it hard to share expertise with one another, and creating a high risk of patients falling through the gaps between one service and another, and between primary and secondary care.



Patients move in and out of healthcare teams

This addresses silo working, is more efficient, and patients do not have to be repeatedly reassessed by different teams.



Teams come and go through a patient's journey

1. Patients will be supported before they become significantly unwell, improving quality of care.
2. We will help fill the current gap between what a GP can offer and what secondary care provision is available



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# Why we need the Exemplar?: Diversity

- The Peterborough population is very diverse, and some community groups are **under-represented** in the current service structure; **there are no services meeting their mental health needs.**
- A more holistic, **community-asset-based model of mental health care** is essential to reaching those with both **mild-moderate** mental health challenges and **severe** mental illness in these groups.



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# What is the Peterborough Exemplar?

- A **system-wide solution** to providing community mental health in Peterborough
- A **joining-up of mental health care** provided in primary care, secondary care, local authority social support and community-based assets
- An investment in people accessing the **right support at the right time** to improve patient experience and increase capacity in the system
- A **patient-centred model** that views support as it comes and goes through someone's recovery journey, rather than focusing on people moving in and out of team caseloads
- A means to ensuring that **people in Peterborough with serious mental illness are better supported overall**



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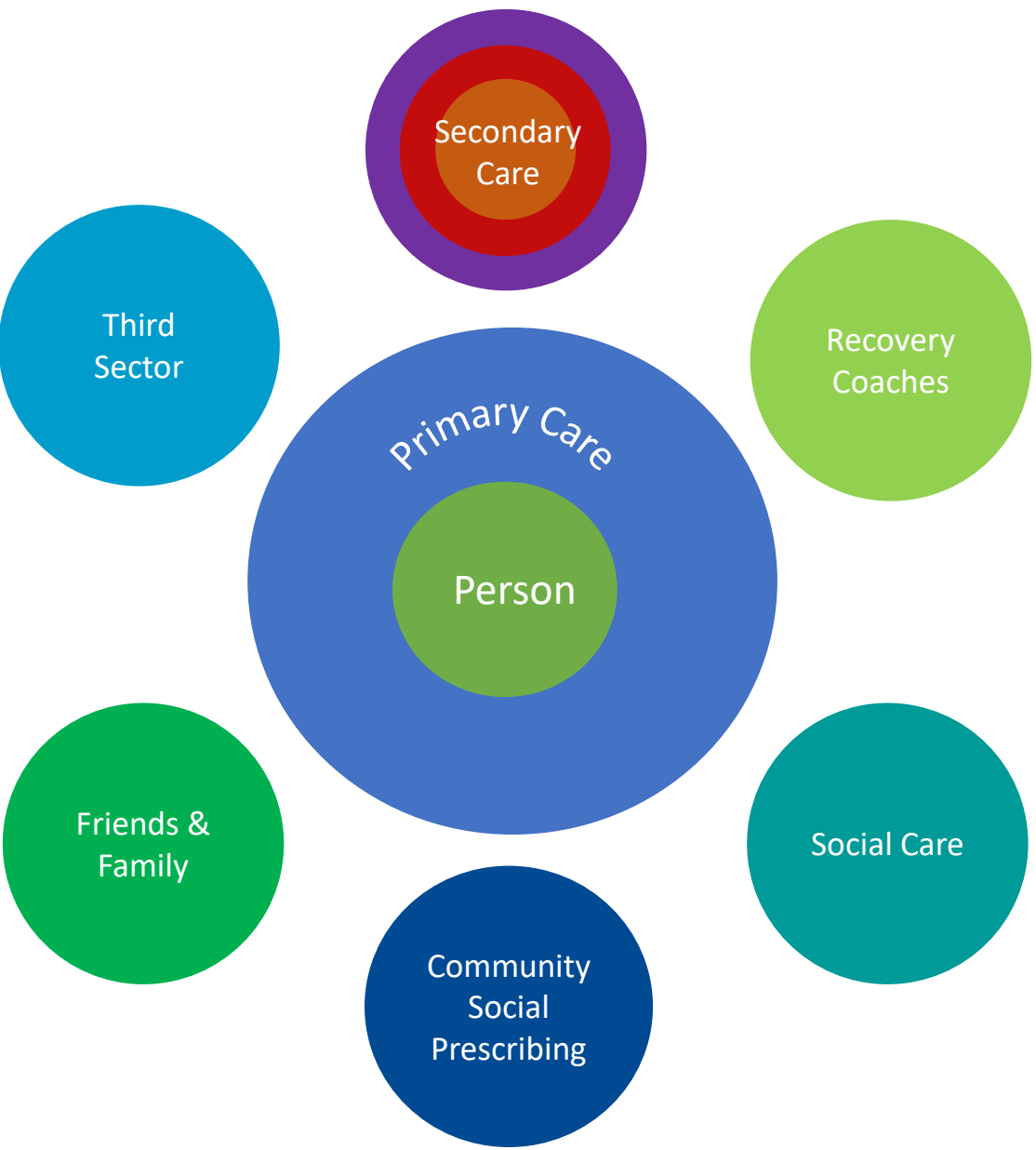
# What we aim to deliver?

## Additional Primary Care Mental Health Service (PCMHS) resources.

We are creating a **local team** of mental health specialists who will become familiar to patients and provide much valued continuity of care.

We are **doubling the team resource** – providing more clinicians to work with fewer, targeted GP practices, aligned to Primary Care Networks (PCNs), including:

1. A **community consultant liaison psychiatrist**
2. **Severe mental health illness (SMI) physical health workers**
3. **Social workers and support, time and recovery workers (STR)** to link with social workers and social prescribers within the GP surgeries
4. **Psychologists and psychology assistants**
5. **Pharmacist roles** (clinical and strategic)
6. **Digital and communication team** to enlist the support of and integrate local community assets
7. **Dual diagnosis and outreach team** to work with those needing support with drugs and alcohol



Our direction of travel



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# System Mental and Physical Health Pharmacist

# **hello**

my name is...

*Clara Ranera*

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Wellbeing



## Pharmacy Strategic Goal within Peterborough Exemplar

To establish a sustainable holistic person-centred support network close to home, to avoid harm from medicines and optimise mental and physical wellbeing.

# Exemplar Initiatives – Digital

- New **How Are You Peterborough** website & Facebook page
- Website works as an **ongoing community engagement tool** stretching across all pathways for:
  - Public / Health Connectors / GPs / PCMHS / Recovery coaches
- Taster courses to community assets
- Mental health training offered to engaged groups

