

"I've been fighting for the last 5 weeks... I phoned Grays Hall and I was told that I would have a phone call on the Wednesday, I had nothing, absolutely nothing."

"I receive a letter, from Western house that has been here there and everywhere, I open it a month later, to find that they have all my personal details to my address to my telephone number incorrect..."

Ending the MH Ping Pong

In the Beginning...

- Unhappy GPs and even unhappier patients being pushed from pillar to post,
- Inefficient ways of working leading to waste of resources,
- Ineffective communication processes and siloed working,
- High DNA rates,
- Long waiting times,
- Fitting needs into services,
- Large Outpatients caseloads held by psychiatrists with little therapeutic intervention,
- Fragmented and inadequate community support.



Mid and South Essex
Integrated Care
System



Mid and South Essex

Co-production at the heart of transformation - Mid and South Essex
Integrated Care System

Benefits

- **Note – Evaluation expected in Q1 of 2023-24.**
- Reduced falling through the gaps by introducing discussions and introductions instead of letters of referral.
- Rapid access to a consultant when required reducing from 15 weeks to 4 weeks (sometimes less)
- Access to an assessment reduced from 28 days to an average of 3 days (sometimes even seen on the same day of referral depending on patient availability).
- Improved patient choice.
- Improved patient outcomes and experience.
- Happier GPs and patients feel well supported and safer.
- Downward trend of waiting times for psychology and SMI psychological therapies
- Increased investment in the VCSE – circa. 200% increase over 3 yrs.

Challenges

- Workforce – recruitment & retention.
- Competing priorities for investment.
- Starting point of each Place and Stakeholder Engagement.
- Culture.



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