

Introduction

Worcestershire has developed an Urgent Care strategy underpinned by an implementation plan that will make the strategy a reality for the local population. The strategy will run from April 2014 to March 2017 and sets the ambition of 'ensuring the people of Worcestershire have access to the right urgent care service that is of a consistently high quality and which is available 24 hours a day 7 days week. One of the first priorities is to ensure that the urgent care system responds to the needs of the most vulnerable including those people experiencing a mental health crisis. This action plan is the vehicle for delivering this priority.

Our Concordat Declaration has been signed by the main statutory providers, and the first action of this plan is to extend an invitation to the wider VCS and statutory sector to become signatories and demonstrate their commitment to delivery of an improved response to people experiencing a mental health crisis.

This action plan has been co-produced by patients and their carers working with statutory and voluntary sector providers and reflects the ambition to meet local needs within existing resources.

This initial action plan was approved by the Worcestershire Health and Wellbeing Board on 1st March 2015

This annex gives the four additional actions have been added in response to the request to Maintain Momentum on 1st October 2015.

6. Maintaining momentum response - updated 1st October 2015

No.	Action	Timescale	Lead	Outcomes
6.1	Working with West Mercia and Warwickshire Partnership to pilot a Street Triage control room model for 6 months.	30 th April 2016	WMP WHCT CWPT	The 6-month pilot will improve patient experience through the key aims to; Reduce/divert the number of s136 detentions Reduce the number of conveyances and attendances at A&E Increase the knowledge of MH pathways for operational police staff
6.2	Review the current offender health care pathway in particular access to Mental Health support.	30 th June 2016	PH Probation Services	Map current provision and develop proposals to meet the needs of those people supported by the Probation Service.
6.3	Review the current inpatient provision and develop proposals for in-county respite and crisis beds.	30 th September 2016	WHCT	Provision of community-based service to support people at the time of crisis.
6.4	Review the local Patient Experience aspect of crisis services: how they listen, respect and provide compassionate responses to people in crisis.	31 st March 2016	Healthwatch Worcester WHCT	Healthwatch Worcestershire will report on the findings of their survey into people's experience of local mental health support in December 2015 WHCT are using a co-production approach to the redesign of secondary care services. The findings will be reported in March 2016. This will give a comprehensive view of how local services are experienced and support implementation of the concordat.

Key	
CWPT	Coventry and Warwickshire Partnership Trust
PH	Public Health Department, Worcestershire County Council
RB & WFCCG	Redditch & Bromsgrove and Wyre Forest CCGs
SWCCG	South Worcestershire CCG
VCS	Voluntary Community Sector Service Provider
WaHT	Worcestershire Acute Hospitals Trust
WCC	Worcestershire County Council
WHCT	Worcestershire Health and Care Trust
WMP	West Mercia Police
WMAS	West Midlands Ambulance Service