

Commissioning to allow earlier intervention and responsive crisis services					
No.	Action	Timescale	Lead	Outcomes	Progress
Local governance arrangements					
1.1	Review membership and terms of reference for local concordat group	31 October 2017	CCG Commissioners	Involvement and commitment of all relevant agencies to engage in and implement the concordat plan across Worcestershire.	On track
Matching local need with a suitable range of services					
1.2	Establish baseline data and benchmarking against other areas for commissioning for BAME groups	31 October 2017	CCG Commissioners	Establish need within Worcestershire and whether people from BAME groups receive equitable care.	On track
1.3	Implement Mind guidance on commissioning crisis care service for BAME groups	06 February 2018	CCG Commissioners	Improve quality of care provided to people from BAME groups.	On track
1.4	Establish Joint Working Protocol for substance misuse and mental health services within primary care	06 February 2018	WHCT	Provide more consistent mental health and substance misuse joint service within primary care setting.	On track
1.5	Complete review of rehabilitation services	06 February 2018	WHCT	Ensure current services are of high quality and continue to meet the needs of the local population.	
Access to support before crisis					
No.	Action	Timescale	Lead	Outcomes	Progress
Improve access to and experience of mental health services					
2.1	Explore flexible access to support for individuals at risk who do not access services in the traditional way, particularly the homeless.	06 February 2018	CCG Commissioners	Identify clear pathway for this vulnerable group of people and reduce number presenting at A&E/custody in crisis.	On track
2.2	Review access to mental health services for 'hard to reach' groups, access rates and	31 October 2017	CCG Commissioners	Clear understanding of any commissioning gaps related to 'hard to reach' groups to inform	On track

	routes.			commissioning intentions.	
2.3	Review pathways and develop innovative earlier support for harder to reach' groups who only present in crisis.	8 May 2018	CCG Commissioners	Provide options for implementation of earlier support.	On track
2.4	Establish Joint Working Protocol between NHS 111 Clinical Hub and Worcestershire mental health services to allow for direct referral into services.	31 October 2017	WHCT & NHS 111 (Care UK)	Improve patient journey and access to services.	On track
Social care contribution to mental health crisis services					
2.5	Low-level housing related support to provide training on housing and homelessness to mental health teams.	06 February 2018	District Councils	Help more people sustain independence at home. Services supporting people with mental health needs have a consistent knowledge of housing services to manage low-level issues.	On track
2.6	Mental health awareness training to be provided to housing teams.	06 February 2018	WHCT & PH	Housing teams to develop greater confidence in supporting people with mental health needs.	On track
2.7	Social prescribing initiative currently in development to incorporate mental health within specification.	06 February 2018	CCG Commissioners	More people able to manage their own mental health Improved links between re-ablement services and primary care.	On track
Urgent and emergency access to crisis care					
No.	Action	Timescale	Lead	Outcomes	Progress
Improve NHS emergency response to mental health crisis					
3.1	Complete demand and capacity review of Mental Health Liaison service within the two acute hospitals to assess need for Core24 service.	31 October 2017	CCG Commissioners	Establish need and potential benefits to CCG, WHCT and WHAT of increased access to MHLS.	On track

3.2	Review potential access to patient records for NHS 111 Clinical Hub staff.	31 October 2017	WHCT & NHS 111 (Care UK)	Improved decision and patient experience through shared access to patient records.	On track
Improved quality of response through joint working between partner agencies					
3.3	Review S.136 protocols in light of changes due to the Policing and Crime Act 2017.	31 October 2017	WHCT & WMP	Ensure protocols support all parties to execute their responsibilities under the new Act.	On track
3.4	Review availability of resources and develop protocol to meet increased need for immediate support to police prior to execution of S.136.	31 October 2017	WHCT	Ensure sufficient resource in place to cater for increased demand.	On track
3.5	Review Joint Working Protocols between Crisis Assessment Service and West Midlands Ambulance Service.	31 October 2017	WHCT & WMAS	Improved patient experience and reduced wastage with fewer patients taken to A&E only to be referred straight on to the Crisis Assessment Service.	On track
3.6	Review Joint Working Protocols between Crisis Assessment Service and West Mercia Police.	31 October 2017	WHCT & WMP	Improved patient experience and reduced wastage with fewer patients taken to A&E only to be referred straight on to the Crisis Assessment Service.	On track
3.7	Explore consistency of Information Sharing Agreements between all concordat parties to ensure consistent coverage.	06 February 2018	All Parties	All front line services have appropriate access to clinical records to support decision-making.	On track
3.8	Deliver training in the management of people with mental health issues, including crisis presentations, to all front line professional staff.	06 February 2018	WHCT & PH	Staff will provide a more informed and sensitive approach to people in mental health crisis.	On track
Quality of treatment and care when in crisis					
No.	Action	Timescale	Lead	Outcomes	Progress
Improve NHS emergency response to mental health crisis					
4.1	Review of current peer support provision for crisis support and desktop review of models	08 February 2018	CCG Commissioners	Improved quality of crisis response through utilisation of people with lived experience in	On track

	in place nationally for peer support in crisis services.		& WHCT	supporting people when most in need.	
4.2	Complete review of Control Room Triage pilot	31 October 2017	CCG Commissioners, WHCT & WMP	Assess impact of Control Room Triage pilot and establish need / options going forward	On track
4.3	Explore potential for utilising existing NHS 111 Clinical Hub to deliver increased advice to front line professionals, similar to Control Room Triage model.	31 October 2017	CCG Commissioners & NHS 111 (Care UK)	Ensure services are not overlapping. Maintain crisis out of hours advice to front line professionals	On track
Recovery and staying well					
No.	Action	Timescale	Lead	Outcomes	Progress
Improve NHS emergency response to mental health crisis					
5.1	Review and develop pathway for residential support post-crisis for those requiring ongoing support	08 May 2018	CCG Commissioners & WCC	Improved experience and increased options available for those requiring step down services following an admission	On track

Key	
CCG	Redditch & Bromsgrove. Wyre Forest and South Worcestershire Clinical Commissioning Groups
PH	Public Health Department, Worcestershire County Council
VCS	Voluntary Community Sector Service Providers
WAHT	Worcestershire Acute Hospitals Trust
WCC	Worcestershire County Council
WHCT	Worcestershire Health and Care Trust
WMAS	West Midlands Ambulance Service
WMP	West Mercia Police