

# Single Point of Access

For the first time ever, we are planning to have a Single Point of Access to our organisation and our services. At present, we know that making contact and finding the right ‘front door’ can sometimes be difficult and time consuming. The Single Point of Access will:

- Offer one central phone number, available 24/7
- Provide easy access for people using our services, referrers and other professionals
- Screen calls and signpost people without multiple call-backs and delays
- Ensure we are able to fast-track people back into our care when necessary
- Schedule appointments for an initial assessment and treatment
- Provide advice and support for people who require general information.

# More flexible working

Our frontline staff have told us that they want to spend as much time as possible supporting people, and less time doing paperwork and sitting in the car. As well as developing three main clinics, which will help us to make better use of our time, money and other resources, we are supporting our staff to work more flexibly. Mobile technology is playing an increasingly important part in achieving this, enabling our staff to access clinical records and other vital information, securely, while they are on the move.

# When are the changes taking place?

Our first Mental Health and Wellbeing Clinic will start to become operational in Torbay early in 2016, with the Exeter and North Devon clinics following later in the year. The new Single Point of Access is due to be up and running later in 2016.

Until the new clinics are operational, we will continue to deliver our care and treatment in the normal way. We will keep you informed about the changes and improvements we are making. If anything about your care and support is likely to change, we will contact you directly.



# Want to get involved?

It is important that we get it right. We want to continue to work with people who use our services and their carers and families.

## Your feedback

If you would like to know more about us, need information in a different language or format or have a concern, compliment or complaint, then please contact our PALS Team:

PALS Team  
Devon Partnership NHS Trust  
Wonford House Hospital  
Dryden Road  
Exeter EX2 5AF

Freephone: 0800 0730741  
Email: [dpn-tr.pals@nhs.net](mailto:dpn-tr.pals@nhs.net)

You will also find useful information about our services and issues related to mental health and wellbeing on our website at [www.devonpartnership.nhs.uk](http://www.devonpartnership.nhs.uk)



Mental Health and Wellbeing services in Devon

# Keeping you informed

**We want to tell you about some changes we are making to the way we deliver mental health and learning disability services across Devon.**

People who use our services have told us they want them to be clear, simple to access, easy to understand, safe and of high quality. The changes we are making will help us to achieve these aims, and help us to be more efficient.

## Why do we need to change?



Our services have grown and developed over many years and we know that many aspects of the care and support we provide are excellent.

However, we need a greater level of consistency in the quality of our services and how they are delivered – from the time people first make contact with us to the time they recover and are discharged.

We need to make better use of the money we receive every year to deliver our services – which is currently about £130m a year. We want to invest as much as we can in delivering the best quality service we can - equipping staff to work more flexibly and enabling them to support more people.

We want to minimise the money we spend on bricks and mortar and the amount of time our frontline staff spend in the car or in front of a computer.

We also want our services to be more closely integrated with other parts of the NHS, social care system and voluntary services. Working more closely with other providers of care will help us to deliver better support for people but it will also help to reduce the stigma that, sadly, is still often associated with having mental health needs or a learning disability.

## What are we doing?

**These are the main elements of our plans to change and improve services**

### Integrated Care Pathways

At the moment, we provide high quality care in many areas. However, the treatment and support that people receive can vary widely in terms of what, how, where and when it is provided. To address this, we are developing Integrated Care Pathways across all of our main services – for example there will be pathways for psychosis and dementia. Each pathway will be based on the best available evidence about what works well and, for the first time, people will have a clear indication of their journey of care with us, from their referral and assessment through to their recovery and discharge.

## Mental Health and Wellbeing Clinics



We currently operate around 60 sites across Devon and many of these are old, under-used or unfit for purpose. Running these buildings costs around £12m a year. We want to spend as little as possible on buildings and as much as possible on our frontline staff.

We are creating three new main clinics in Exeter, North Devon and Torbay to provide services in a safe, comfortable and welcoming environment. There will also be satellite clinics located in surrounding areas so that we have a network of locations across the county in which to support people and provide workbases for our teams.

The Mental Health and Wellbeing Clinics will:

- Ensure you are supported by the full range of clinical staff – what we call a multi-disciplinary team. Doctors, nurses, psychologists, occupational therapists and other professionals will be on-hand to support your care.
- Help us to cover everything possible within a single appointment, avoiding the need for you to have multiple assessments or to repeat your story several times - which we know can be distressing.

- Enable us to make the best use of our resources, speed-up your assessment and treatment and avoid bottlenecks and long waiting lists.
- Ensure you leave your assessment with a clear care plan, which will be explained to you and will focus on the things that are important to you, and a date for your next appointment.

We are expecting the majority of people’s initial assessments and some of their ongoing treatment appointments to take place at one of our main clinics. This mirrors the model for physical NHS care services, where most specialist treatment is conducted in a larger, acute hospital setting where there is a greater concentration of professionals, with the majority of follow-up and ongoing care being provided more locally.

The creation of Mental Health and Wellbeing Clinics may mean additional travel for some people in our care, but we are confident that the improvements we are making will outweigh the inconvenience of extra travelling. However, we know that some people will be unable to travel and we will provide care and support in a place that suits your needs if this is the case.

