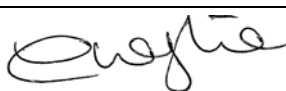


Date:	9 th August 2018
Meeting:	NLCCG Governing Body
Item Number:	Item 2
Public/Private:	Public <input checked="" type="checkbox"/> Private <input type="checkbox"/>

Author: <i>(Name, Title)</i>	Chloe Nicholson, Quality Manager
GB Lead: <i>(Name, Title)</i>	Catherine Wylie, Director of Nursing and Quality
Director approval <i>(Name)</i>	Catherine Wylie, Director of Nursing and Quality
Director Signature	

Report Title:
Patient Story – Briefing Note
Decisions to be made:
Members are asked to review and note the content of this report.

Link to a Strategic Objective?	<input type="checkbox"/>	
Link to a Strategic Risk	<input type="checkbox"/>	

Continue to improve the quality of services	<input checked="" type="checkbox"/>	Improve patient experience	<input checked="" type="checkbox"/>		
Reduced unwarranted variations in services	<input type="checkbox"/>	Reduce the inequalities gap in North Lincolnshire	<input type="checkbox"/>		
Deliver the best outcomes for every patient	<input checked="" type="checkbox"/>	Statutory/Regulatory	<input type="checkbox"/>		
Purpose (tick one only)	Approval <input type="checkbox"/>	Information <input checked="" type="checkbox"/>	To note <input type="checkbox"/>	Decision <input type="checkbox"/>	Assurance <input type="checkbox"/>

Executive Summary (Question, Options, Recommendations):	
<p>The Patient Story for the North Lincolnshire Clinical Commissioning Group Governing Body meeting, to be held on 9th August 18, relates to a patient’s experiences of Child and Adolescent Mental Health Services and Adult Mental Health Services (CAMHS) provided in North Lincolnshire.</p> <p>The patient has given their consent to share this story with the Governing Body.</p>	
Recommendations	1 Members are asked to review and note the content of this report.
Report history	This is the latest update to support this agenda item.
Equality Impact	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Sustainability	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Risk	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Legal	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Finance	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
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Patient, Public, Clinical and Stakeholder Engagement to date

	<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>		<i>N/A</i>	<i>Y</i>	<i>N</i>	<i>Date</i>
Patient:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	July 2018	Clinical:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Public:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

NLCCG Governing Body

August 2018

Patient Story

Introduction

The Patient Story for the North Lincolnshire Clinical Commissioning Group (hereafter, the CCG) Governing Body meeting, to be held on 9th August 18, relates to a patient's experiences of Child and Adolescent Mental Health Services and Adult Mental Health Services (CAMHS) provided in North Lincolnshire.

The patient has given their consent to share this story with the Governing Body.

Background Context

The story provided below relates to a gentleman who is receiving care from Adult Mental Health Services, provided by Rotherham Doncaster and South Humber NHS Foundation Trust in North Lincolnshire.

Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) operates services in 200 locations across Rotherham, Doncaster, North Lincolnshire and North-East Lincolnshire. RDaSH employ over 3,700 staff and have more than 200 committed volunteers.

Rory's Story

Rory is 19 years old and lives in North Lincolnshire with his mother and father.

When Rory was 4 years old, he was diagnosed with Autism and attention deficit hyperactivity disorder (ADHD). During his childhood and adolescent years, Rory successfully managed his condition through medication.

When Rory was 17 years old he enrolled on a college course in his local town. Rory enjoyed being at college; he started to engage with new people and grew in confidence.

However, Rory began to fall behind with his college work and he struggled to keep up with the demands that student life placed on him. He found it increasingly difficult to balance his mental health needs with the pressures of his college course.

Whilst at college Rory started to experience increased anxiety, depression and panic attacks, resulting in Rory experiencing a breakdown whilst at college.

During this period, two of Rory's friends passed away and Rory's family experienced several bereavements; this further compounded the depression and anxiety that Rory was experiencing at that time.

In response to his declining health, Rory's family and staff at his college supported Rory in accessing the local Child and Adolescent Mental Health Services (CAMHS). The college mental health support team also provided invaluable guidance and support to Rory throughout this process, to help him manage his anxiety.

With the support of his family, college staff and CAMHS staff, Rory progressed with his studies. The situation improved and Rory was discharged from CAMHS as no further needs were identified.

However, after a while Rory started to experience more panic attacks and his anxiety and depression returned. By this stage, Rory was not able to access the CAMHS as he was 19 years old and did not meet the eligibility criteria for CAMHS. Rory sought support from the Adult Crisis mental Health Service in North Lincolnshire.

Rory found it very difficult to navigate access routes to the local adult crisis mental health services. After several attempts to identify local support services, Rory was eventually directed to the appropriate service via the Suicide support hotline.

This was a particularly difficult time for Rory's and for those closest to him.

On the advice of the Suicide support team, Rory returned to his GP to formally request a referral to Adult Mental Health Services. He was informed that the waiting list for this service was long but Rory agreed to be added to the waiting list as there didn't appear to be many other options available to him at that time.

Whilst on the waiting list Rory didn't access any local mental health services, as he did not know how to access a suitable service and he started to lose faith in the local health system.

At this point, Rory discovered the contact details for the Scunthorpe branch of Mind. The team at Mind provided Rory and his family with invaluable support and guidance at a very difficult time in their lives.

Rory has now accessed Adult Mental Health services at Great Oaks and he is very pleased with the services provided. However, the long waiting time and the confusion caused by the access route to this service created further anxiety and concern to Rory and his family.

Conclusion

Rory's experience demonstrates that North Lincolnshire patients may experience increased anxiety due to long waiting times and lack of clear access routes to local crisis mental health services.

Rory's case demonstrates that local third sector organisations, such as Mind North Lincolnshire, offer invaluable support to patients waiting for NHS mental health services.

Lessons Learnt

The CCG is working closely with RDaSH to undertake a comprehensive review of Mental Health Access/Crisis services provided in North Lincolnshire. The review will focus on the entire pathway for the crisis service, to ensure that the service meets the needs of the local population.

Useful links:

- MIND <https://www.mind.org.uk/>
- Scunthorpe MIND <http://www.scunthorpemind.org/>
- Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH) <https://www.rdash.nhs.uk/>

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