

## **Glasgow Mental Health Liaison Service - Improving Service Access Arrangements for Patients in Acute Hospitals**

### **1. Introduction**

The purpose of this paper is to provide an update to the Mental Health Service Redesign and Engagement Group on the work undertaken in Glasgow Mental Health Liaison Services; to improve service access for patients referred from the Acute Hospitals at Glasgow Royal Infirmary (GRI), Queen Elizabeth University Hospital (QUEH) and Vale of Leven Hospital (VOL).

### **2. Background**

Patients in the Acute Hospitals who require mental health assessment between 5 and 8pm Monday to Friday and 9am to 5pm at Saturday, Sunday and Public Holidays are referred to the On Call Doctor based at the Mental Health Hospital sites, rather than the Liaison Service. This has previously been highlighted as an area for service improvement and a service change agreed at the Mental Health Service Redesign and Engagement Group meeting in December 2014. This service change was scheduled to commence April 2015. Unfortunately this was not achieved due to a number of factors; initially unusually high absence within the service and the challenge of providing a service to four acute hospitals of Southern General, Western Infirmary, Glasgow Royal Infirmary and Victoria Infirmary and latterly the move from four service bases to two associated with the opening of the new QUEH.

### **3. Update**

The service is included in the overall service redesign of the Mental Health unscheduled care review, currently in its second phase. The first phase was completed in February 2017 and involved a detailed scoping exercise to describe all Mental Health Liaison services to Acute Hospitals across NHS GG&C for Adults, Older People and Addictions, in the distinct geographical areas of Greater Glasgow, Renfrewshire and Inverclyde. The scoping identified three main functions offered by Liaison Services as; Mental Health assessment to emergency departments (ED), Mental Health assessment following self harm and Mental Health assessment to inpatients in acute hospitals. It highlighted differences in service and offered solutions and considerations for equity of service provision.

In relation to the Glasgow Mental Health Liaison Service it highlighted the service arrangement described at 2.0 above and agreed that the previously agreed service improvement work should be concluded. As part of the overall unscheduled care review transformational funding is available for additional transitional posts to conclude the service improvement work.

### **4. Proposal**

It is proposed that the service improvement work is completed and the agreed service change achieved by October 2017. As agreed in

December 2014 this will include: extending the operating hours of the Glasgow Mental Health Liaison Service until 8pm Monday to Friday, with the introduction of a 12 to 8pm shift Monday to Friday (sample off duties are included at Appendix 1), recruitment of additional transformational posts and an HR process for staff with team and individual meetings with the Service Manager, it is recognised an HR process was completed previously, however this will allow staff the opportunity to discuss concerns and update information.

## **5. Conclusion**

The Mental Health Service Redesign and Engagement Group are asked to consider the content of this paper and approve the proposed the conclusion of the service improvement work and agree the date for service change.

Appendix 1 (Week 1)

<b>Names</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Team Leader</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>T. S.</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>E</b>	<b>L</b>	<b>DO</b>	<b>DO</b>
<b>I.McK.</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>L</b>	<b>DO</b>	<b>DO</b>
<b>M.C.</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>J.S</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>E</b>
<b>C.MCL.</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>M.McC.</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>D.C.</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>E</b>
<b>A.K.</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>J.McP</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Early</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>
<b>Late</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>x</b>	<b>x</b>

Appendix 1 (Week 2)

<b>Names</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Team Leader</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>T. S.</b>	<b>L</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>I.McK.</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>E</b>
<b>M.C.</b>	<b>E</b>	<b>L</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>J.S</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>C.MCL.</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>DO</b>	<b>DO</b>
<b>M.McC.</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>D.C.</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>A.K.</b>	<b>L</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>J.McP</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Early</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>4</b>
<b>Late</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>x</b>	<b>x</b>

Appendix 1 (Week 3)

<b>Names</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Team Leader</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>T. S.</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>
<b>I.McK.</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>
<b>M.C.</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>J.S</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>C.MCL.</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>ST/L</b>	<b>DO</b>	<b>DO</b>
<b>M.McC.</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>DO</b>	<b>DO</b>
<b>D.C.</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>A.K.</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>
<b>J.McP</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>Transitional Post</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>E</b>
<b>Transitional Post</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>Transitional Post</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>E</b>
<b>Transitional Post</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Early</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>
<b>Late</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>x</b>	<b>x</b>

Appendix 1 (Week 4)

<b>Names</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Team Leader</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>T. S.</b>	<b>L</b>	<b>ST/L</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>
<b>I.McK.</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>M.C.</b>	<b>E</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>J.S</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>E</b>	<b>E</b>
<b>C.MCL.</b>	<b>E</b>	<b>ST/L</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>DO</b>	<b>DO</b>
<b>M.McC.</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>S/L</b>	<b>DO</b>	<b>DO</b>
<b>D.C.</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>A.K.</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>
<b>J.McP</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>A/L</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>ST/L</b>	<b>L</b>	<b>E</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>E</b>	<b>L</b>	<b>L</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>	<b>DO</b>
<b>Transitional Post</b>	<b>ST/L</b>	<b>ST/L</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>Transitional Post</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>Transitional Post</b>	<b>L</b>	<b>E</b>	<b>DO</b>	<b>DO</b>	<b>L</b>	<b>E</b>	<b>E</b>
<b>Early</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Late</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>x</b>	<b>x</b>