

Regional Meetings

Collaboration within regions has already begun. Most regions have now set up a programme of events to share ideas on setting up their local programme teams and making links with other key pieces of work - such as Integrated Care Pathways.

North Region partners met for the first time in Inverness on 20 June. The main aim of the day was to allow delegates to consider what they wanted to achieve over the life of the programme and to begin to develop the detail of that for the short and medium term. The day also provided the basis for future networking and shared learning. Future meetings will be held on a quarterly basis with Inverness as the preferred location.

The South/East region have met monthly since June focusing on one workstream each month. The group have heard from national leads on selected topics, shared experiences of service developments undertaken thus far and developed ideas for the next 3 years.

The West Region met in June, with the Programme Leads from each Board attending. The discussion focused on the early stages of the programme of work: an introduction to the work of the MHC, recruitment of key posts, and an overview of service improvement methodologies. The next regional meeting for the West will be convened in November when we expect all the Boards will have recruited Programme Managers, Clinical Leads and Information Analysts. Frequency and focus for future meetings will be discussed and agreed then.

News & Resources

South & East Regional - Meeting 23 October 2008 - Edinburgh

North Regional Meeting - 24 October 2008 - Inverness

Time to Deliver - 3 & 4 December 2008 - Edinburgh
Joint National Learning Event by Mental Health Unit and Mental Health Collaborative

For details please visit our website for further information

We are now recruiting for Information Managers & Depression Clinical Lead. Please visit our website for further information

Mental Health Collaborative Website

www.scotland.gov.uk/Topics/Health/NHS-Scotland/Delivery-Improvement/1835/74

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Introduction

October 2008

Welcome to the launch issue of the Mental Health Collaborative Newsletter! The Collaborative Newsletter will provide a quarterly update on both the progress of the Collaborative and the improvements made along the way. It is aimed at everyone with an interest in mental health services.

The Mental Health Collaborative is a three year programme funded by the Scottish Government to help NHS Boards achieve national Targets (HEAT) set out in support of Better Health Better Care Action Plan

The programme will take a pan-Scotland approach, with funding distributed across each NHS Board to enable local improvement infrastructures to be developed. These will include:

- ◆ Programme Management/Service Improvement Leadership (in smaller NHS Boards these two roles are likely to be combined)
- ◆ Clinical Leadership
- ◆ Information Management.

Each NHS Board will determine the emphasis of the programme locally based on their existing performance against the HEAT targets.

The first 3-6 months will focus on diagnosing the key issues for delivery and ensuring key staff are trained in basic improvement methodologies. Service User and Carer involvement will be key to identifying areas for improvement.

Our Focus

The targets NHS Boards will focus on are:

- ◆ To improve the quality of healthcare experienced
- ◆ To reduce the annual rate of increase of defined daily dose per capita of antidepressants to zero by 2009/10, and put in place the required support framework to achieve a 10 per cent reduction in future years.
- ◆ Reduce the number of hospital readmissions (within one year for those that have had a psychiatric hospital admission of over seven days by 10 per cent by the end of December 2009)
- ◆ To have achieved improvements in the early diagnosis and management of individuals with dementia by 2011.

Inside this issue:

How will we help NHS Boards	2
Project Timeline	2/3
Regional Meetings	4
News & Resources	4
National Team Contacts	4

How will we help NHS Boards?

The Mental Health Collaborative will facilitate the boards achieving the targets by:

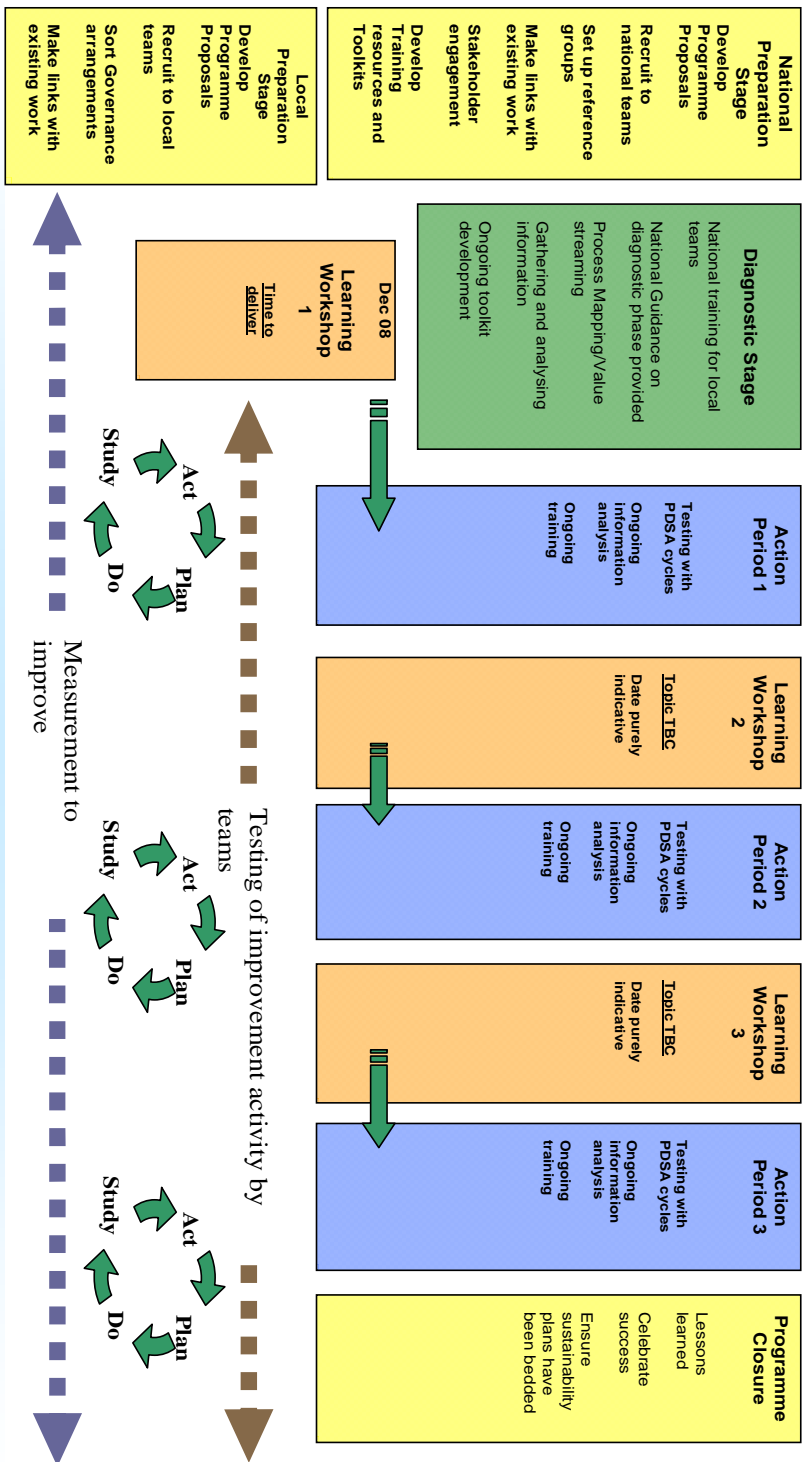
- ◆ Providing training for front line staff working in Mental Health services on the use of improvement methodologies
- ◆ Providing additional funding to NHS Boards to develop improvement infrastructures which include clinical leadership, programme management and information management
- ◆ Providing advice to Boards on the use of improvement tools & techniques and support to put them into practice
- ◆ Putting in place structures to enable effective sharing of information and knowledge between different Board areas
- ◆ Developing resources and toolkits to enable the application of improvement methodologies in mental health services about service improvement
- ◆ Providing support to NHS Boards to ensure effective programme management is in place at a local level.

Project Timeline

The Project Timeline sets out the key stages of the Programme over the next 3 years. As you will see, Boards are about to complete the local preparation stage and by the end of October most Boards will have additional staff in post focusing on delivering improvements to services.

Stage 2 is the diagnostic phase and involves services identifying the key problems that are/will hinder effective delivery against the HEAT targets. As with clinical care – getting the diagnosis right is important as it guides what interventions you then go on to undertake. If you're treating the wrong problem – chances are the treatment won't be effective. Likewise – if change programmes are based on an incorrect analysis of the problem – chances are that the change programme will be ineffective. So it's worth investing the time up front to get the diagnosis of the problem right. The Collaborative promotes a range of tools to analyse the current situation including: following service users through the system to experience the process from their perspective; mapping processes to identify duplication, repeated errors, un-necessary steps and waits; identifying variations in practice and understanding the causes, understanding demand and making efficient use of existing capacity. Local teams will then develop and test small scale changes with the aim of improving outcomes for people using the service.

The National Programme Team will shortly publish a draft Diagnostic toolkit which is bespoke to the Mental Health Collaborative. The toolkit will provide ideas and suggestions on how to apply the improvement tools to analysis current systems related to each of the HEAT targets. It will also provide some examples of good practice across services in Scotland - the aim is to build up a database of good practice case studies over the life of the Collaborative.



- Programme management throughout the life of the work
- National team assistance with applying methods
- Local team ownership of redesign process
- National, regional and local spread events