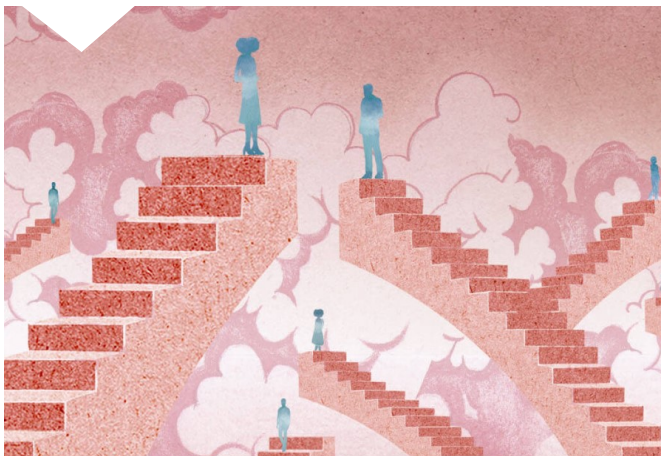


# Severe Mental Illness and Complex Need A Qualitative review of service user experience



**Dr Rhiannon Worrall: BSc MSc MBChB GPST2 Trainee Shropshire**

**Supervisors:** Gordon Kochrane; Helen Onions; Emma Pearce; Penny Bason

**Host Site:** Shropshire Telford and Wrekin



# Introduction

## Host Site:

Public Health Shropshire Telford and Wrekin

## Supervisors:

Gordon Kochane – Public Health Consultant

Helen Onions – Public Health Consultant

Emma Pearce – Public Health Registrar

Penny Bason – Head of Joint Partnerships

## Area Covered:

Shropshire Telford and Wrekin

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# Definitions

## 1. Severe Mental Illness:

Refers to a mental, behavioural or emotional disorder that severely limits your usual ability to partake in daily life.

## 2. Complex Need:

Refers to multiple care and support for mental health, physical health and additional needs.

## SMI and complex need Project Roll out

Semi structured interviews



1. 1-1 or group discussion in 3<sup>rd</sup> sector organisations
2. Caxton GP practice – via SMI text message link

Survey Completion



1. Online
2. Paper based

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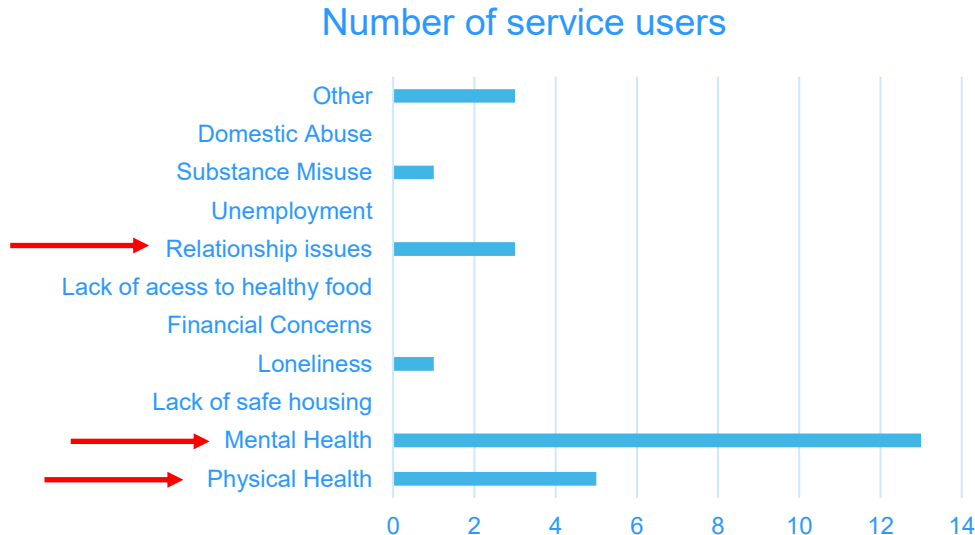
# Survey Results

- Overall 49 responses (39 online and 10 paper based)
- Mostly 50/50% split between service user and carers
- 97% White British
- 80% Female
- 74% have SMI that effects their daily life

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# If you could pick one thing to have help with right now, what would it be?



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# How easy or difficult is it for you to get help for your needs?

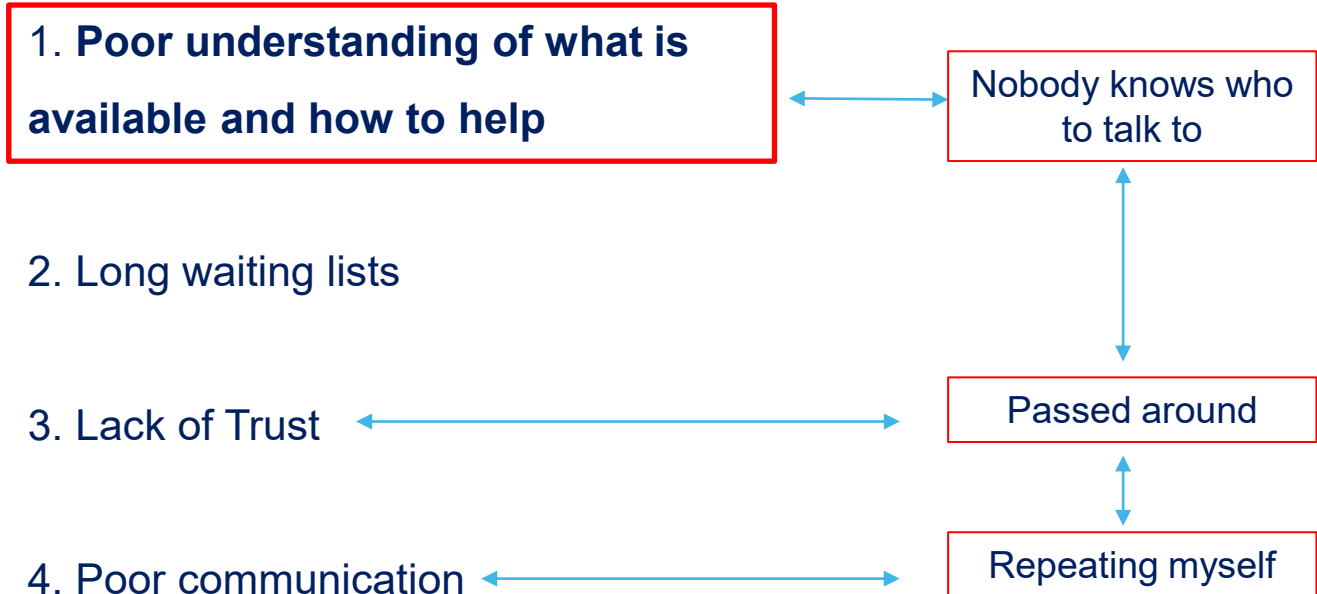
48% of the sample described this as either difficult or extremely difficult...

Why??

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# Themes

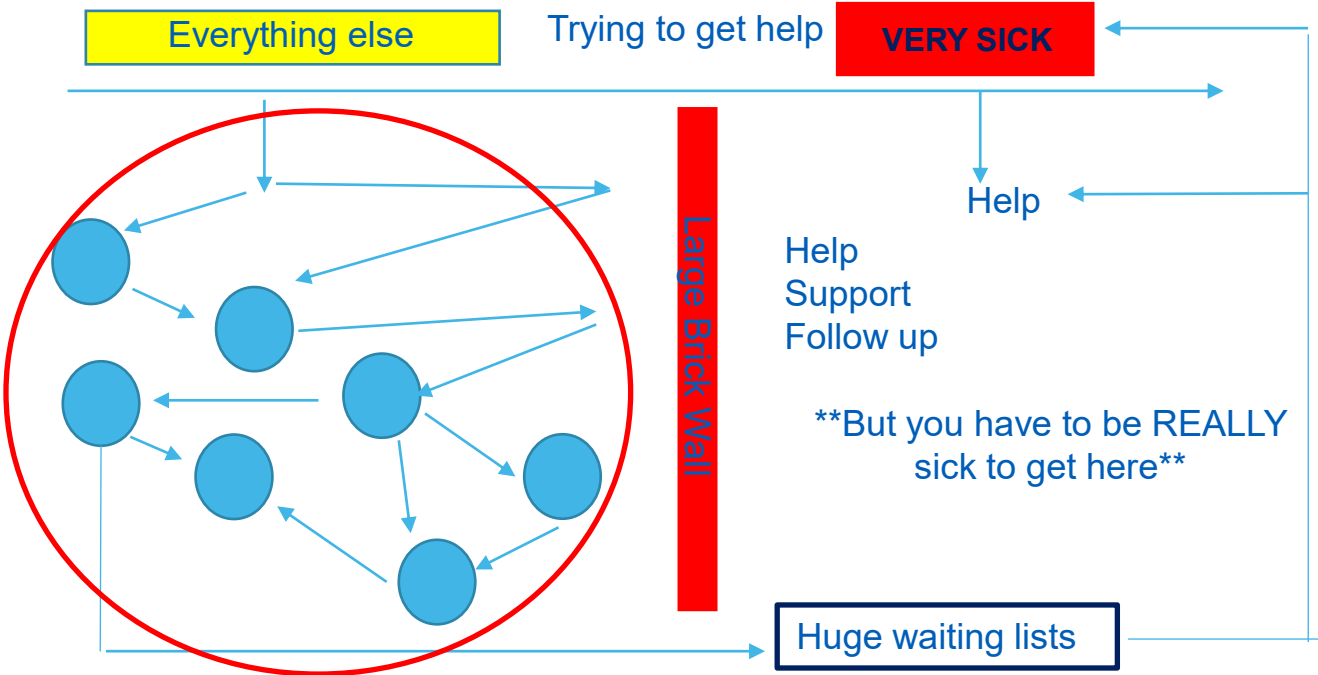


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# What does this look like?



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## How satisfied were you with the treatment you received?

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE
Voluntary organisations	23.81% 5	38.10% 8	4.76% 1	0.00% 0	0.00% 0	33.33
Support for additional needs: housing/debt/foodbanks/befriending services etc	5.26% 1	15.79% 3	5.26% 1	0.00% 0	0.00% 0	73.68
Help to stop smoking	0.00% 0	5.26% 1	10.53% 2	0.00% 0	0.00% 0	84.21
Alcohol liaison support	0.00% 0	0.00% 0	5.26% 1	0.00% 0	5.26% 1	89.47
Substance misuse support (substance misuse refers to the use of alcohol, illegal drugs or over the counter or prescription medications in a way that they are not meant to be used)	0.00% 0	0.00% 0	5.26% 1	5.26% 1	10.53% 2	78.95
GP	30.43% 7	26.09% 6	17.39% 4	17.39% 4	0.00% 0	8.70
NHS talking therapies such as IAPT services, counselling, CBT	5.00% 1	15.00% 3	10.00% 2	0.00% 0	30.00% 6	40.00
Specialist Mental Health support from Nurse or Doctor (e.g., Mental health nurse, psychiatrist)	19.05% 4	19.05% 4	14.29% 3	9.52% 2	19.05% 4	19.05
A&E	10.00% 2	10.00% 2	15.00% 3	10.00% 2	20.00% 4	35.00
Crisis team	0.00% 0	9.52% 2	4.76% 1	0.00% 0	38.10% 8	47.62
Other (needs option to be able to name the service)	7.14% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	92.86

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## How satisfied are you that the treatment was tailored do your individual needs?

	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE
Voluntary organisations	28.57% 6	42.86% 9	4.76% 1	4.76% 1	0.00% 0	19.05
Support for additional needs: housing/debt/foodbanks/befriending services etc	5.56% 1	22.22% 4	5.56% 1	0.00% 0	0.00% 0	66.67
Help to stop smoking	0.00% 0	5.56% 1	11.11% 2	0.00% 0	0.00% 0	83.33
Alcohol liaison support	0.00% 0	0.00% 0	5.26% 1	0.00% 0	5.26% 1	89.47
Substance misuse support (substance misuse refers to the use of alcohol, illegal drugs or over the counter or prescription medications in a way that they are not meant to be used)	0.00% 0	0.00% 0	5.00% 1	5.00% 1	10.00% 2	80.00
GP	21.74% 5	39.13% 9	17.39% 4	17.39% 4	0.00% 0	4.35
NHS talking therapies such as IAPT services, counselling, CBT	0.00% 0	21.05% 4	10.53% 2	10.53% 2	26.32% 5	31.58
Specialist Mental Health support from Nurse or Doctor (e.g., mental health nurse, psychiatrist)	19.05% 4	14.29% 3	14.29% 3	14.29% 3	19.05% 4	19.05
A&E	5.00% 1	5.00% 1	20.00% 4	5.00% 1	20.00% 4	45.00
Crisis team	0.00% 0	9.52% 2	4.76% 1	0.00% 0	33.33% 7	52.38

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# Positive Themes

1. Voluntary organisations: Friendly, approachable, caring and supportive
2. Quick Response
3. Consistency
4. Information sharing

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# Negative Themes

## 1. Service delivery concerns:

- Over capacity
- Long waiting lists

• **Inappropriate service for my needs**

## 2. Staff concerns:

- Poor communication ('I have to repeat myself over and over again')
- **No-one cares, lack of listening/empathy/compassion/understanding**



# The Stories

“If your a child you get lots of help. If your really elderly or severely disabled you get lots of help. However, there is nothing in-between to address my needs as an adult. I can wash, dress and feed myself but I needed help managing my finances and taking public transport. These are things which help maintain my independence”

“I was homeless and needed safety, so I called Crisis. They gave me information for voluntary sectors but I didn’t find it helpful. They were helpful with my mental health concerns but I wasn’t suicidal or anything at the time. My mental health was not the key issue. My key issues was that I needed help to be safe as a vulnerable person”

“I called access and crisis team because I felt suicidal. They told me to have a bath or go for a walk”

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# Semi-structured Interview Results

- 44 discussions (43, 1-1 discussions and 1 group discussion)
- 29 respondents recorded demographic data:
- Predominately:
  - Female
  - white British
  - Telford, Woodside and Wellington
  - 56% reported Anxiety and Depression
  - 30% reported one or more of the following: Schizophrenia, Bipolar, Psychosis, Personality disorder
  - **65% reported one or more additional need**

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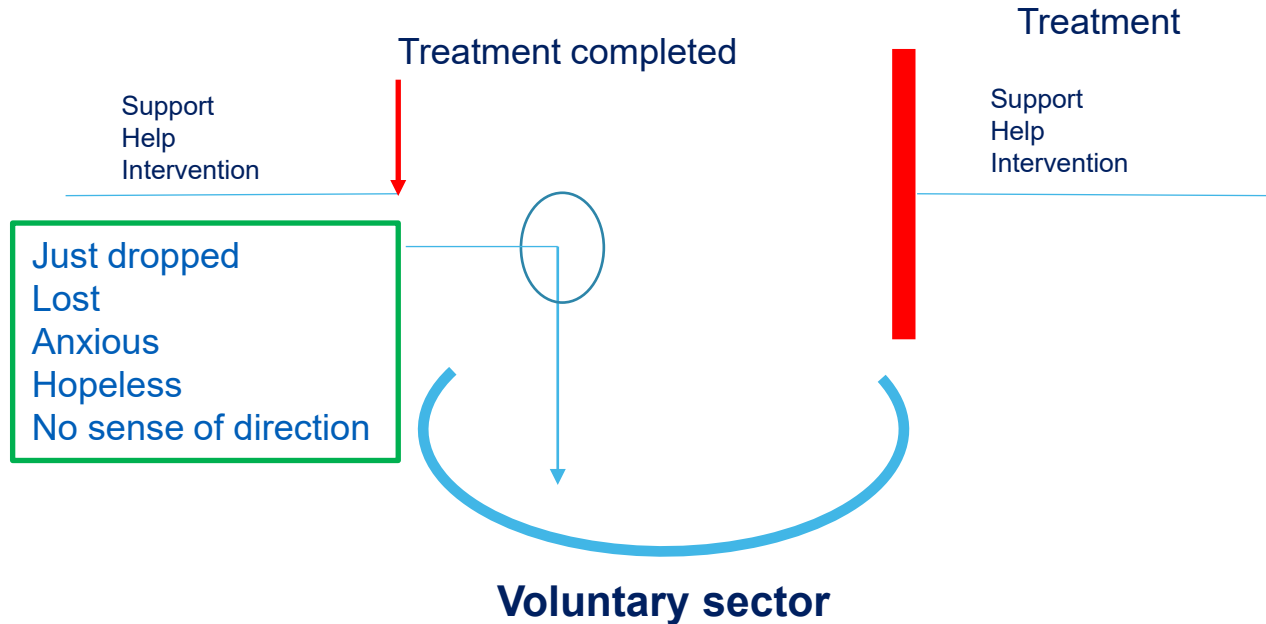
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# Themes

1. Difficult to get help
  - Co-occurring mental health and substance misuse
  - Autism
  - Criminal Justice system
  - Housing
2. Long waiting lists
3. Lack of knowledge of services available
4. Confidentiality
5. Lack of support:
  - **After being discharged from services**
  - **Whilst on waiting list for service**



# What does this look like?



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# Would this be acceptable if service users were presenting with physical symptoms?

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If you could tell the health and well-being board one thing to improve your experience of care for your needs – what would it be?

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# Overview

- Voluntary Sector and GP tend to get more positive feedback than other services
- Crisis and Access tend to get more negative feedback than other services

## HOWEVER...

- There are a lot of great services. The lack of connection and knowledge of these services seems to limit positive outcomes
- Mismatch between services provided and needs of our population is contributing to negative experiences

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# Key Recommendations

## 1. Make the best use of what we have currently:

- Elevate and integrate the voluntary organisations into the health, social care sectors
- Incorporate sectors supporting additional needs
- Raise awareness of existing services available across all sectors

Strong  
marketing  
strategy

## 2. Consider broadening 111 advice line to incorporate help for additional needs?

## 3. Dramatically increase workforce to deliver the above.

# Questions

1. Do we view Mental Health and Physical Health equally?
2. Do we view Mental Health as a long-term chronic condition?
3. What does a vulnerable person look like to you?
4. What does a needs driven service look like and do we currently offer that?
5. **Are these findings a result of years of inequality in physical and mental health funding?**

# Thank You

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