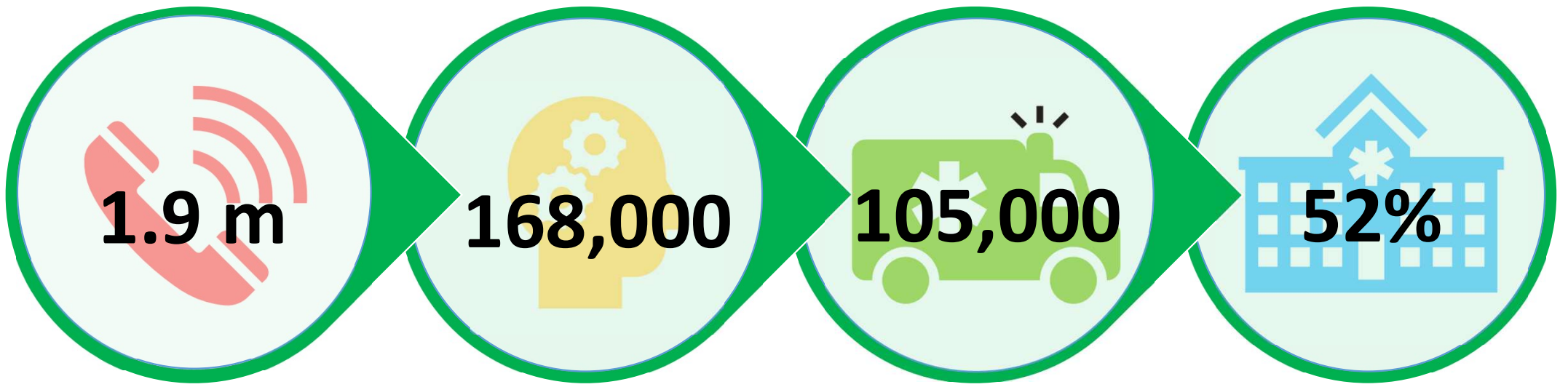




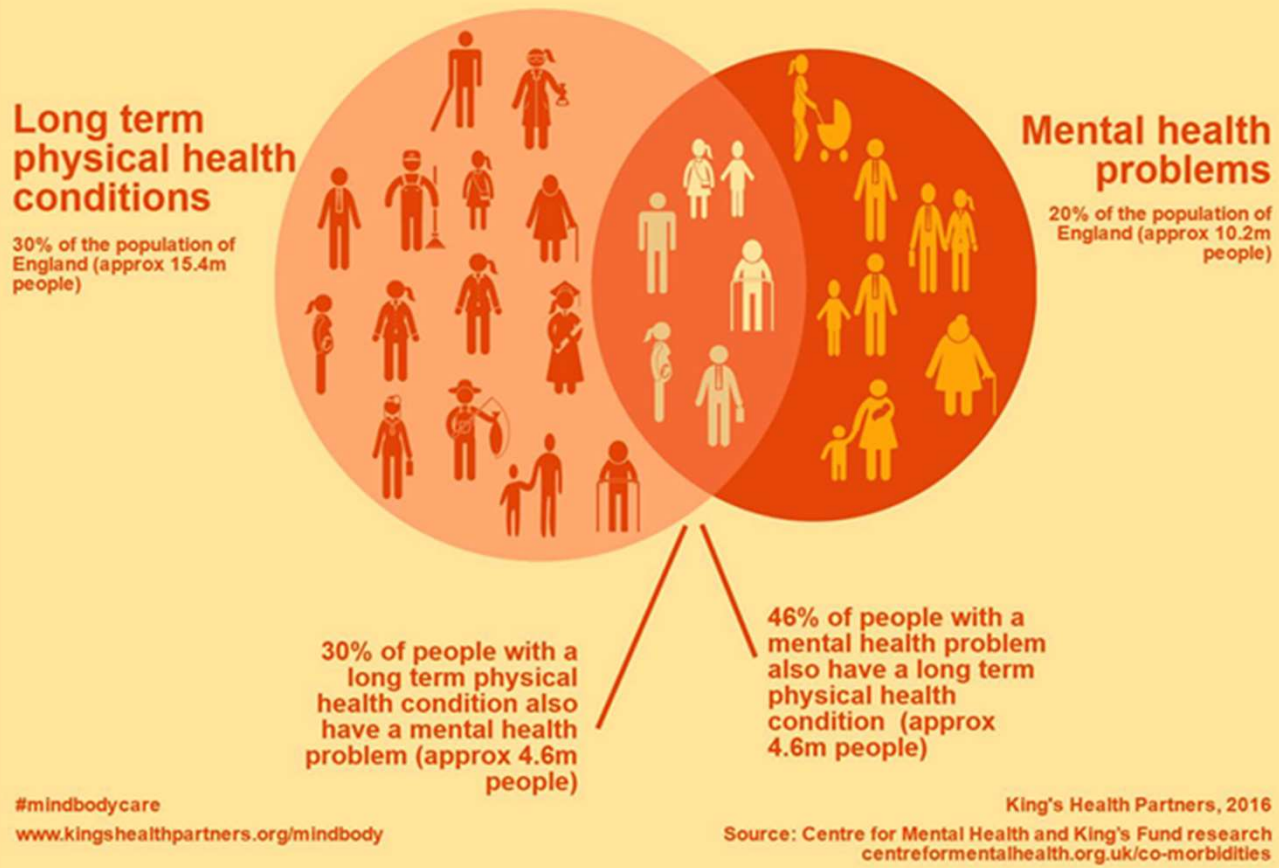
London Ambulance Service
NHS Trust



When a mental health crisis is responded to by a nurse and a paramedic.



The overlap between mental and physical health



Reasons to change.

- Patient experience
- 10 % of our daily workload but not 10% of our training.
- Staff confidence and feedback
- Longest on-scene times
- Ensure right care, right place, first time.
- MDT working

The start.

- PDSA cycles – 10 test shifts.
- Scoped timings, geographical locations, primacy of care
- Consideration of skill mix
- Developing governance and SOP
- Embedded in the trust strategy as a pioneer service

MH Nurses
Join the LAS
in EOC



2015

6 month
review of
MHJRC



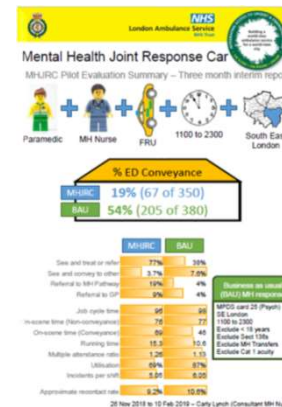
2019

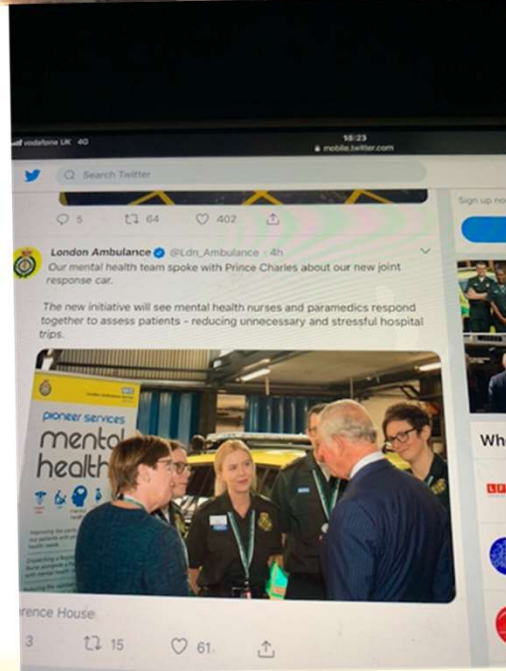
2018

1st MHJRC
launches in
SE London



Expansion of
MHJRC across
London









NHS England and NHS Improvement



NHS
Camden and Islington
NHS Foundation Trust

Barnet, Enfield and Haringey **NHS**
Mental Health NHS Trust

NHS
NELFT

A University Teaching Trust

West London
Mental Health **NHS**
NHS Trust

East London **NHS**
NHS Foundation Trust



NHS
South West London and
St George's Mental Health
NHS Trust

NHS
South London and Maudsley
NHS Foundation Trust

Oxleas
NHS

London Ambulance Service NHS Trust



In 2020:

8400+

= Number of patients seen

19%

= ED Conveyance Rate

0

= Number of serious incidents



Productivity and Performance

- MHJRC attend a similar number of incidents per shift compared to BAU (5.1 vs 5.6)
- MHJRC travels for longer distances than BAU (14.7 vs 9.9 mins)
- MHJRC has a shorter job cycle time compared to BAU (85.2 vs 98mins)
- MHJRC spends longer on-scene with patients. (70 vs 58mins)

- 95% had positive experience
- 100% had developed new skills
- 100% agreed or strongly agreed that service users had benefited from accessing MHJRC due to the joint assessment.



Your message:

Thank you for your care, thank you for supporting me. I am sorry you had to attend my address because of what I did. I do feel guilty when there's probably more people out there that deserve your help. You're such an inspiration, the way you handle the situation and the reassurance you gave me means a lot. You make me want to be better and become better. I want to be just like you and I have done for a while. I hope even though what I did was irresponsible of me that I get the help I need to get better physically and

Your message:

Thank you for your time/patience/professionalism and assistance towards me at a time when after having very little sleep and far far too much alcohol I was in a rather bad way due to worries about my job.

services after a 4 hour episode when I no longer felt I was able to keep her safe. I just wanted to let you know that Shannon and Hainer were absolutely wonderful both in calming my daughter down and evaluating her state of mind. They were kind and compassionate and offered both my daughter and I extremely good advice. I cannot tell you how beneficial it was to have medics who understood the nature of the illness and who were able to treat my daughter in her own home. I do hope that offering treatment in the home for psychiatric care can continue in the future.

What did they do that was great?

MH02 came for backup on a complex MH job with a young girl who was suicidal. They were absolutely fabulous and incredibly helpful on scene, allowing for much better engagement and a much more appropriate outcome for the patient.

What did they do that was great?

MH01 both were very professional on our job, both me and my crewmate were impressed with their knowledge on assisting on this job by having the best outcome. we were very impressed by their assistance on the job and cannot thank them enough for a better outcome

What did they do that was great?

We were called to a patient who had not been seen for weeks. On our arrival MH02 were on scene with a middle aged female who was naked and completely covered in blood, faeces, sores and bruises. The crew were beside the patient reassuring her and showing a great deal of compassion. Hayley showed great leadership and made a very difficult (and extremely messy) extrication possible. They were both so willing to assist us with assessment, treatment, referrals and cleaning after they'd handed the patient over to us.

It was one of the worst cases of self-neglect I have seen but some of the very best treatment. Thank you MH02 :)

The MH Team within the LAS are really trying to change this, I was lucky enough to attend one of their CPD evenings which completely changed my opinions, stigma and lack of knowledge around MH Calls.

Hi Guys!

Just wanted to send an email saying that the MH CPD event last night was fantastic. Liam did a brilliant job facilitating the event and the knowledge from the MH nurses were invaluable. This event really highlighted the difficulties we have on the road and gave us some tools and knowledge to help us deal with these patients in the future.

Hi, I just wanted to provide training room tonight. I really well (knowing all their names). It's an area for discussion around v

I'd love for members of your team to deliver mental health elements of future CSRs because having subject specialists teaching these tricky topics makes all the difference. to my colleagues.

signposted some great resources and pathways available to us, and highlighted how we may best use the MHJRC too. Thanks again, and I look forward to attending future events.

Kind regards,

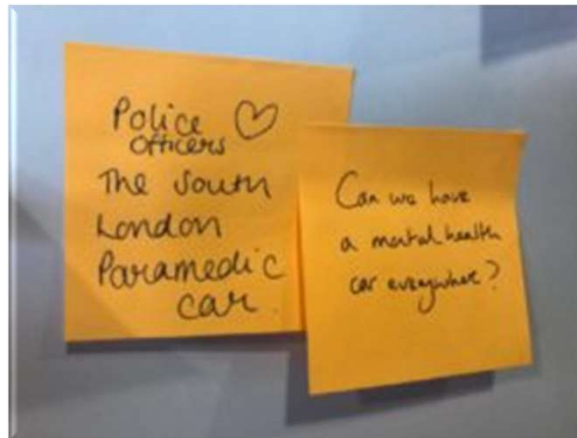
Mark

I do think any extra sessions for mental health would be useful to all of us, having come out of training I think that we didn't get as much guidance as we could have given the potential complexity of the cases and the growing number of mental health calls we do have to attend. I found the evening we done very useful and I do think even simpler sessions for those of us newbies on the road could also be of great use.

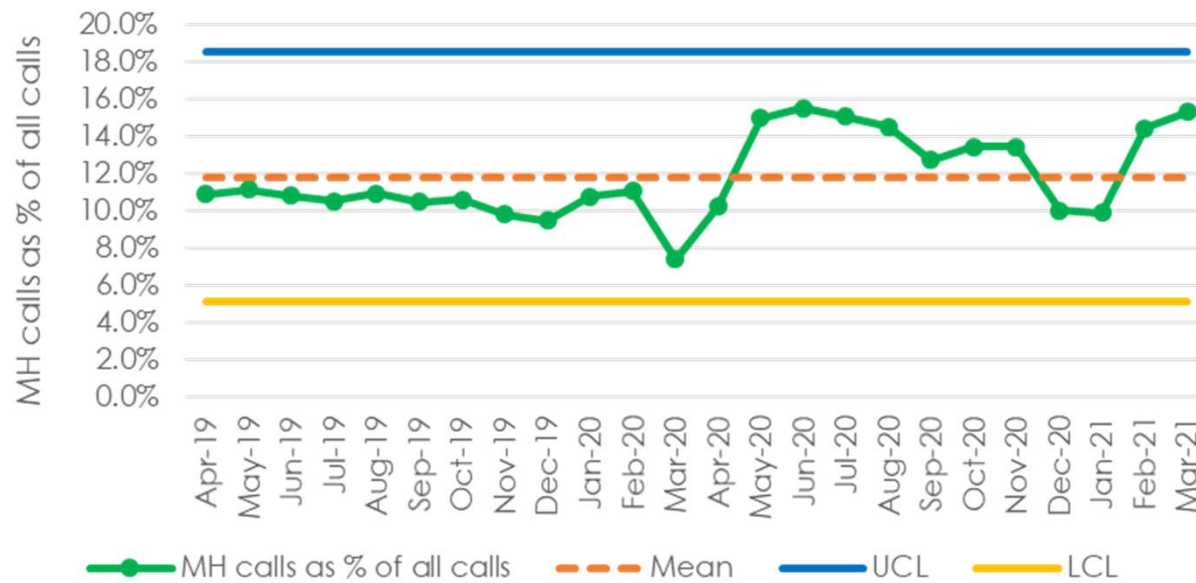
Please, fund this new resource.

Please, make it 24 hours.

It is possibly the biggest advancement in MH services in years and in my opinion and really will help patients, LAS, MH services, and us the police!



Impact of Covid



Spread:

- Increased the frequency and quality of training to staff
- Conference speaking
- AACE best practice
- Influenced other ambulance services
- Rotational models across providers
- HSJ Patient Safety Award and Parliamentary Award (London Region)

National ● Ambulance Mental Health Group



The future?

- MHJRC business as usual
- Further upskilling of staff
- Rotational model for nurses and paramedics
- Higher education
- Trusted Assessor status



Thank you!

