

MH 2014

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Our Ref: 03/14

6th May 2014

Malcolm Alexander
Chair
Patients' Forum for the London Ambulance Service
30c Portland Rise
London
N4 2PP

Dear Malcolm,

Re: Emergency Department redevelopment for patients in a mental health crisis

Your letter of 8th March 2014 was recently discussed at a Southwark Urgent Care meeting at which I was present and, although I am aware that you have subsequently met with representatives of King's College Hospital to discuss the concerns which were raised at your last public meeting of the Forum, I felt it was important that South London & Maudsley NHS Foundation Trust (SLaM) also took the opportunity to respond on the relevant points. For ease of reference I have numbered the relevant points as in your letter.

Point 7 – The Liaison Psychiatry Team at Kings has benefited from additional commissioner investment over the past two years and now has a complement of 11 Psychiatric Liaison Nurses (PLNs); there always two PLNs on duty twenty four hours a day in addition to medical staff. There are also RMNs who work between 12 noon and 12 midnight each day in the department who are paid for by Kings but employed and managed by SLaM. It is their role to enhance the service provided to patients with mental health issues and to participate in escorts and in 1:1 care where this is required, enabling the PLNs to concentrate on assessing new referrals. All PLNs are experienced and skilled psychiatric nurses.

There are monthly meetings between managers and senior clinicians from SLaM and King's to review the effectiveness of the team.

Point 10 – SLaM hold a quarterly meeting with the police and LAS to review any issues arising from the interface between our services.

Point 11 - The beds at the Maudsley Hospital are commissioned by Southwark CCG, primarily, as part of a shared resource commissioned by Lambeth, Southwark, Lewisham and Croydon CCGs across all SLaM hospital sites to meet demand from all access routes (not just A&E). Many of those who are assessed by the Mental Health Liaison Team at King's are not from the Southwark area so may be admitted to other SLaM hospitals or

repatriated to their local services. In March 2014 (a fairly typical month), the breakdown of the Borough of origin of patients was as follows:

Lambeth - 38%

Southwark - 34%

Lewisham - 8%

Croydon - 4%

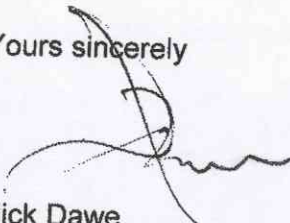
Outside Lambeth, Southwark, Lewisham, Croydon - 16%.

Over the past year there has been a dramatic increase in demand for inpatient admission from multiple referral sources which has resulted in the admission of people to beds at other providers on an overspill basis. Commissioners have responded by increasing the level of commissioned beds at SLaM in order to manage this demand locally wherever possible.

Point 12 – The Trust is satisfied that the availability and responsiveness of Community Mental Health Teams and Home Treatment Teams meets the needs of patients within commissioned resources. Psychiatric nurses in the liaison team have been trained to carry out Home Treatment Team assessments and can arrange for a follow up visit by home treatment if this is necessary. This avoids a duplication of assessment for the patient and avoids delays in decision making and care planning. The Trust is also satisfied that the response of Approved Mental Health Practitioners (AMHPs) for the purposes of assessing patients who may be detained under the Mental Health Act is usually very good and avoids unnecessary delays for patients.

We would be happy to follow up with you on any of the points above, including taking up your offer of attending a future Patients' Forum meeting with Southwark CCG if you consider this appropriate.

Yours sincerely



Nick Dawe
Chief Operating Officer

Cc: Briony Sloper
Gwen Kennedy
Steve Davidson
Derek Nicoll