

South Glos Primary Care Liaison

What's wrong with existing set-up

- Secondary Care (CMHTs, in-patient units, specialist treatment services) deal with serious problems, but have a high barrier to entry
- So most Mental Health issues are dealt with by Families, and by Primary Care (GPs, District Nurses....)
- Sometimes people with mental health problems find that Primary Care staff have limited time, knowledge, skills or interest
- The route through the system can be complicated and it can sometimes be difficult to access the right service at the right time

What is PCL?

- Primary Care Liaison is a team of Mental Health Nurses, working with the support of senior clinical staff
- We work closely with Primary Care (GP practices)
- We have very low barrier to entry – we'll discuss anyone Primary Care staff are concerned about

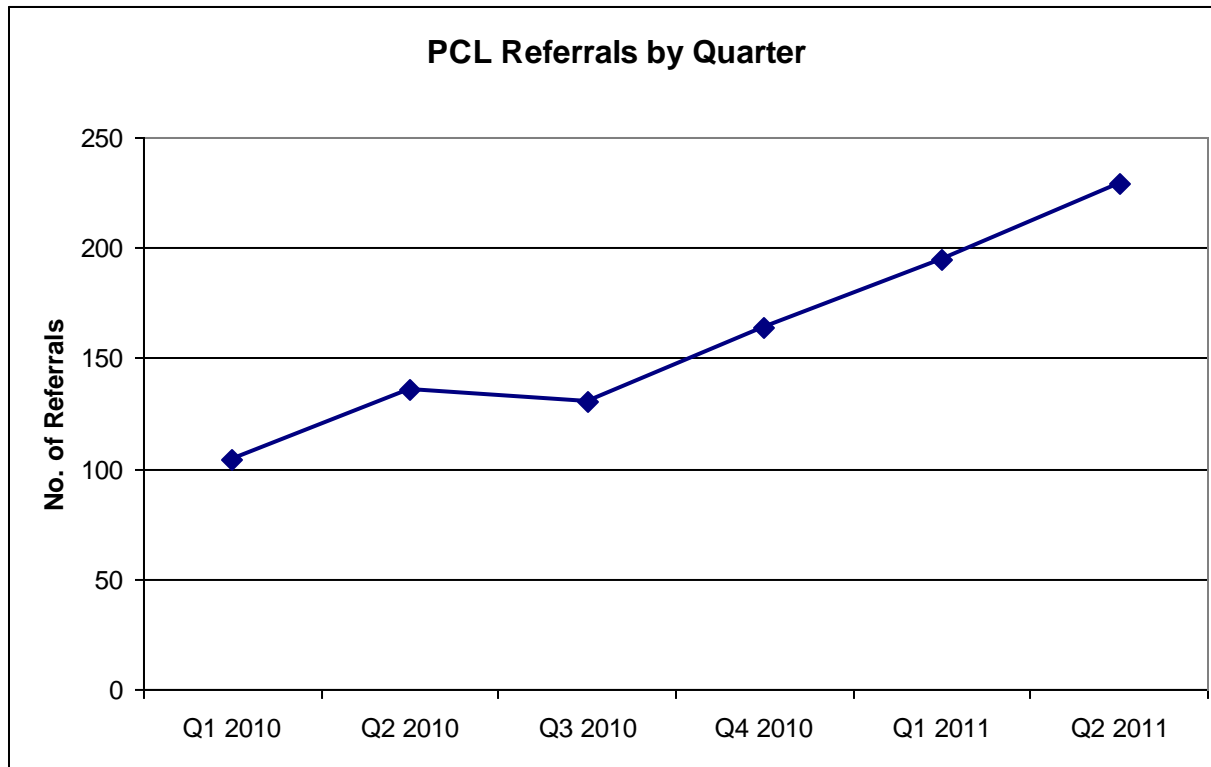
What does PCL do?

- Advise, support and educate Primary Care staff
- Do timely clinical assessment where needed
- Signpost and get people to the right service at the right time

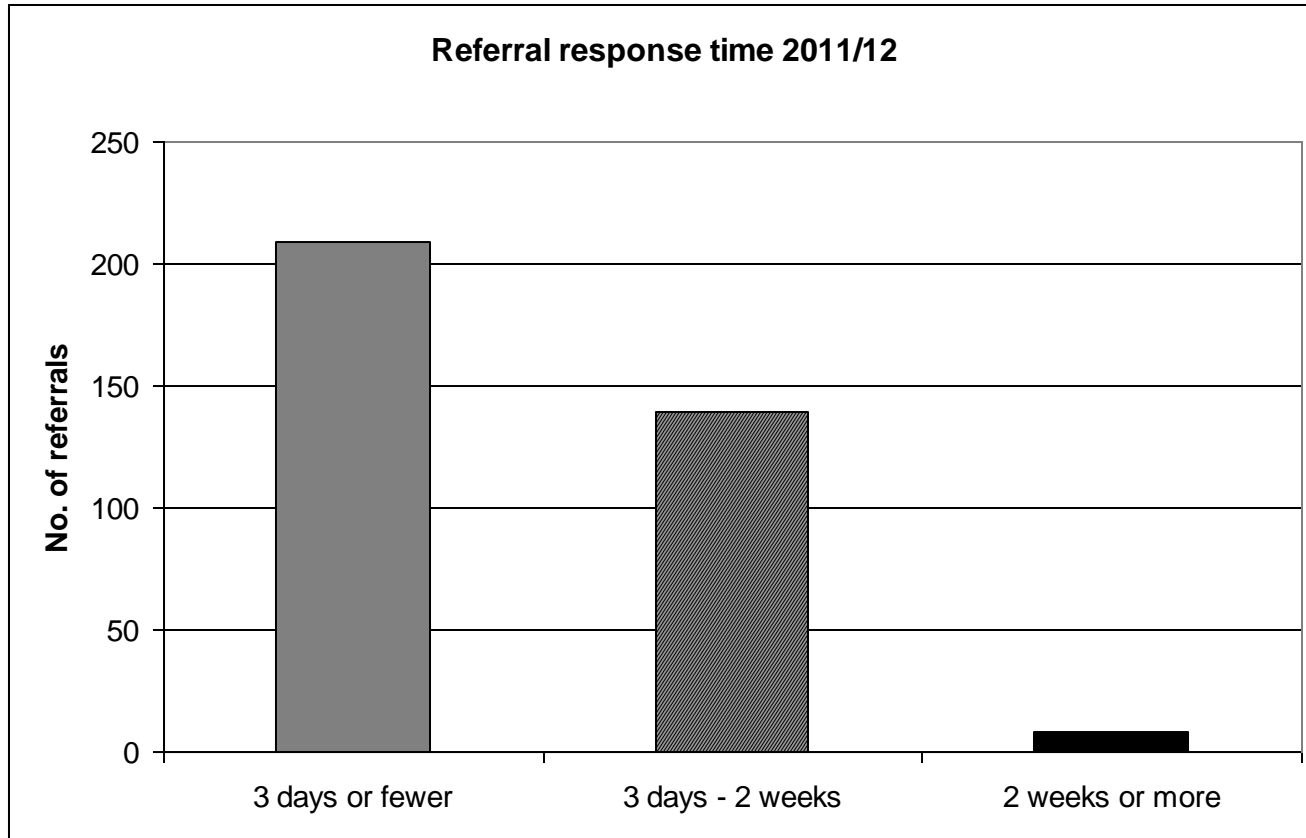
How well does it work?

- Feedback is actively sought from Users and Carers, and from Referrers.
- This focuses our minds and gives us really useful pointers on how we're doing
- Above all it empowers people

Improving Access



Response times



Referrals between April and October 2011