

Response ID ANON-PTME-X6V8-J

Submitted to Quality standards for adult secondary mental health services
Submitted on 2023-03-15 16:46:34

General standards questions

1 How far do you agree that the standards will improve the experiences of people using secondary mental health services?

Agree

2 How far do you agree that the standards will improve the outcomes of people using secondary mental health services?

Agree

3 How far do you agree that the standards clearly set out to individuals, their families and carers what they can expect from a secondary mental health service?

Agree

4 We know that currently not everyone has the same experiences or outcomes when they engage with mental health services. We want these standards to help make sure that services meet everyone's needs whoever you are and whatever your background. How far do you agree that the standards will help do this?

Agree

5 Do you have any suggestions for how the standards could go further to help ensure that services meet everyone's needs regardless of who they are or their background?

Please give us your views:

6 Are there any other areas of mental health services in which you think these standards could apply outside of adult secondary services?

Yes

If so, which services? :

Many of the standards would be applicable to child and adolescent mental health services, too.

7 Please share with us any of your thinking on your answers above and give us your views on the standards overall.

Please give us your views:

Overall Royal Pharmaceutical Society supports the standards. However, there is a lack of any mention of the contribution which pharmacy will have in the delivery of the standards. There is also a lack of clarity about how the standards will interface with primary care, and how roles in primary care will complement care delivered by secondary services.

Access

8 How far do you agree that the standards within this theme will improve the experiences of people using secondary mental health services?

Agree

9 How far do you agree that the standards within this theme will improve the outcomes of people using secondary mental health services?

Agree

10 How far do you agree that the standards within this theme clearly set out to individuals, their families and carers what they can expect from a secondary mental health service?

Agree

11 Do you think there is anything missing from the access standards?

Please give us your views:

The standards could have taken an integrated approach to mental health provision since primary care mental health teams, both NHS and third sector organisations, provide care for the vast majority of patients.

Non-specialist services such as GP practices and community pharmacies also need to be included to ensure awareness of treatment options/referral

pathways as may be the first port of call for patients seeking support.

12 We know that currently not everyone has the same experiences or outcomes when they engage with mental health services. We want these standards to help make sure that services meet everyone's needs whoever you are and whatever your background. How far do you agree that the access standards will help do this?

Agree

13 Do you have any suggestions for how the access standards could go further to help ensure that services meet everyone's needs?

Please give us your views:

It is crucial that people are able to quickly and easily access mental health support where and when they need it. Whilst these standards focus on secondary services, it is important that a community based approach is established to ensure there is 'no wrong door'. However, it is potentially unrealistic to say people will be able to access services in the timescales which they need, and runs the risk of raising false expectations, particularly if the patient and the service disagree about when someone should have access to a service. In addition, there are often practical challenges around supporting people's preferred ways of engaging with services and the standards should be realistic about these challenges so expectations are managed appropriately.

Pharmacies are at the heart of communities. They are accessible and the public know they can access a health professional there. People in crisis or looking for support will often turn to their pharmacist or pharmacy team for help.

Pharmacy teams should be trained in mental health including psychologically informed care, trauma, mental health first aid and suicide prevention so they can respond to crisis situations.

14 Please share with us any of your thinking on your answers above and your views on access standards overall.

Please give us your views:

Assessment, care planning, treatment and support

15 How far do you agree that the standards within this theme will improve the experiences of people using secondary mental health services?

Agree

16 How far do you agree that the standards within this theme will improve the outcomes of people using secondary mental health services?

Agree

17 How far do you agree that the standards within this theme clearly set out to individuals, their families and carers what they can expect from a secondary mental health service?

Agree

18 Do you think there is anything missing from assessment, care planning, treatment and support standards?

Please give us your views:

It is of critical importance that every mental health team, wherever they are based, has access to a specialist mental health pharmacist. This is essential throughout assessment, care, planning, treatment and support. Royal Pharmaceutical Society believes that this should be written into the standards.

19 We know that currently not everyone has the same experiences or outcomes when they engage with mental health services. We want these standards to help make sure that services meet your needs whoever you are and whatever your background. How far do you agree that the assessment, care planning, treatment and support standards will help do this?

Agree

20 Do you have any suggestions for how the assessment, care planning, treatment and support standards could go further to help ensure that services meet everyone's needs?

Please give us your views:

21 Please share with us any of your thinking on your answers above and your views on assessment, care planning, treatment and support standards overall.

Please give us your views:

In the 'what I can expect' section, standard 2.9 discusses the importance of having an adequate skill mix within mental health services. Pharmacists are omitted from this list, despite having a hugely significant role in secondary mental health services, including in prescribing and regularly reviewing medication. Some medicines prescribed for mental health are high risk, requiring regular physical monitoring and close observation of patients to

minimise harm.

There is a role for data in supporting the standards, for example, around prescribing and variation in treatment. It would be worth adding this to the 'how services will support me' section of the standards.

Consideration needs to be given to the fact that developing effective peer support within pharmacy teams can be especially challenging, particularly when the team might consist of very few people (or n=1 in some cases).

Royal Pharmaceutical Society believes that every mental health team should have access to a specialist mental health pharmacist, wherever they are based.

Moving between and out of services

22 How far do you agree that the standards within this theme will improve the experiences of people using secondary mental health services?

Agree

23 How far do you agree that the standards within this theme will improve the outcomes of people using secondary mental health services?

Agree

24 How far do you agree that the standards within this theme clearly set out to individuals, their families and carers what they can expect from a secondary mental health service?

Agree

25 Do you think there is anything missing from the moving between and out of services standards?

Please give us your views:

In order that the 'moving between and out of services' standards can be met, it is essential that a shared integrated patient record is introduced. This would directly support standard 3.2 around the plan with permission being shared between services, so that patients have to tell their story as few times as possible. It will also support patients who are discharged from secondary mental health services access person centred support from their pharmacist and pharmacy team in primary care.

26 We know that currently not everyone has the same experiences or outcomes when they engage with mental health services. We want these standards to help make sure that services meet everyone's needs whoever you are and whatever your background. How far do you agree that the moving between and out of services standards will help do this?

Agree

27 Do you have any suggestions for how the moving between and out of services standards could go further to help ensure that services meet everyone's needs?

Please give us your views:

28 We know that substance use and mental health difficulties can be co-occurring. We want to ensure that people with both a mental wellbeing concern and substance use receive access to treatment that is tailored to their needs. How far do you agree that we should include a specific standard on support for those with substance use issues within these standards?

Strongly agree

29 What should a standard around substance use contain?

Please give us your views:

A standard around substance use should address that there may be specific additional needs that a patient has when involved with both services and that joined up working is essential to meet their individual needs.

Good quality, regular communication is essential due to the chaotic lifestyle of some patients as circumstances can change quickly as can their needs.

30 Please share with us any of your thinking on your answers above and your views on the moving between and out of services standards overall.

Please give us your views:

Workforce

31 How far do you agree that the standards within this theme will improve the experiences of people using secondary mental health services?

Agree

32 How far do you agree that the standards within this theme will improve the outcomes of people using secondary mental health services?

Agree

33 How far do you agree that the standards within this theme clearly set out to individuals, their families and carers what they can expect from a secondary mental health service?

Agree

34 Do you think there is anything missing from the workforce standards?

Please give us your views:

All healthcare professionals should be supported to look after their own mental health and wellbeing, so they can support patients' mental health and wellbeing. Pharmacists experience long working hours, few breaks and a lack of work life balance. This needs to be addressed in the standards, so patients can ensure they are being cared for by a workforce that is supported and not exhausted or at risk of burnout.

This needs to be addressed in the workforce standards.

35 We know that currently not everyone has the same experiences or outcomes when they engage with mental health services. We want these standards to help make sure that services meet everyone's needs whoever you are and whatever your background. How far do you agree that the workforce standards will help do this?

Agree

36 Do you have any suggestions for how the Workforce standards could go further to help ensure that services meet everyone's needs?

Please give us your views:

37 Please share with us any of your thinking on your answers above and your views on workforce standards overall.

Please give us your views:

The workforce standards read well, however, implementation of some of the standards in the current environment could prove challenging. For example, standard 4.7 refers to the workforce having access to CPD and protected time to undertake this. However, pharmacists do not have access to guaranteed funded protected learning time so meeting this particular standard would be difficult in the current climate.

Furthermore, there are practical challenges around ensuring staff are trained in trauma informed practice, which is exacerbated by workforce shortages in pharmacy.

Governance and accountability

38 How far do you agree that the standards within this theme will improve the experiences of people using secondary mental health services?

Agree

39 How far do you agree that the standards within this theme will improve the outcomes of people using secondary mental health services?

Agree

40 How far do you agree that the standards within this theme clearly set out to individuals, their families and carers what they can expect from a secondary mental health service?

Agree

41 Do you think there is anything missing from the governance and accountability standards?

Please give us your views:

42 We know that currently not everyone has the same experiences or outcomes when they engage with mental health services. We want these standards to help make sure that services meet everyone's needs whoever you are and whatever your background. How far do you agree that the governance and accountability standards will help do this?

Agree

43 Do you have any suggestions for how the governance and accountability standards could go further to help ensure that services meet everyone's needs?

Please give us your views:

44 Please share with us any of your thinking on your answers above and your views on governance and accountability standards overall.

Please give us your views:

Implementation and measurement

45 Overall, what support do you think services will need to implement the standards?

Please give us your views:

Implementing standards such as these will always require appropriate resource. In terms of pharmacy resource this means every team having access to a specialist mental health pharmacists to advise on medication.

46 How far do you agree that the standards should be measured using a validated self-assessment tool?

Neither agree/disagree

47 Please explain the thinking behind your choice.

Please give us your views:

Self-assessment is a valuable tool when used correctly and honestly and an action plan for improvement created once completed. There needs to be steps in place to ensure these are acted upon and it is not just a tick box exercise.

48 How far do you agree that the standards should be measured using a range of national indicators?

Neither agree/disagree

49 Please explain the thinking behind your choice.

Please give us your views:

National indicators can be of value but where there are significant regional variations which will affect the ability of services to achieve these, there must be a mechanism in place to allow this to be taken into consideration.

50 Please give us your views on these possible questions to include in the self-assessment and any further suggestions for self-assessment questions you may have.

Please give us your views :

51 Please give us your views on these suggestions for possible indicators to include and any further suggestions for indicators you may have.

Please give us your views:

52 How would you suggest that we support services to reduce inequalities in the outcomes and experiences of people who use services, including in the measurement of the standards?

Please give us your views:

About you (part 1)

What was your age last birthday?

Add your answer in the box below:

What is your ethnic group?

Not Answered

If you selected 'Other', please write your response here:

What is your sex?

Not Answered

Which of the options best describes how you think of yourself?

Not Answered

If you selected 'Other', please write your response here:

Do you consider yourself to be trans, or have a trans history?

Not Answered

If you would like to, please describe your trans status in the box (for example non-binary, trans man, trans woman): :

What religion, religious denomination or body do you belong to?

Not Answered

If you selected 'Another religion', please write your response here:

About you (part 2)

What is your name?

Name:

Ross Barrow

What is your email address?

Email:

ross.barrow@rpharms.com

Are you responding as an individual or an organisation?

Organisation

What is your organisation?

Organisation:

Royal Pharmaceutical Society

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

Publish response only (without name)

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Yes

I confirm that I have read the privacy policy and consent to the data I provide being used as set out in the policy.

I consent

Evaluation

Please help us improve our consultations by answering the questions below. (Responses to the evaluation will not be published.)

Matrix 1 - How satisfied were you with this consultation?:

Slightly satisfied

Please enter comments here.:

Matrix 1 - How would you rate your satisfaction with using this platform (Citizen Space) to respond to this consultation?:

Slightly satisfied

Please enter comments here.: