

SOUTH STAFFORDSHIRE & SHROPSHIRE NHS FOUNDATION TRUST  
INFORMATION PRESCRIPTION PILOT

BASELINE ANALYSIS

South Staffordshire Healthcare NHS Foundation Trust (SSCHFT) will incorporate the Information on Prescription project into the Young Peoples Centre project, renamed "That Place" after consultation with young people.

**Settings** - "That Place" is a community based project that will generate contact with secondary mental health services, voluntary sector, social care agencies, youth agencies, substance misuse agencies and statutory authorities such as the Police, Education Authority and Social Services.

As this is a completely new service which opened 10<sup>th</sup> April 2007, we have no baseline data available. Presently 3-5 referrals are being received per week, as the service becomes established it is expected that this will increase. The centre is also open for young people to 'drop in' or self refer, this is difficult to quantify at present.

Our original bid was based on the information seeking needs of users and carers of Trust services. Three audits/surveys have now been carried out.

- A CAMHS Choice project is currently underway within the Trust. A questionnaire survey was undertaken, aimed at Parents and Carers of children and adolescents who have been in contact with mental health services. Question 14 on the survey related to information received.
- Mental Health Directorate – "Information to Patients, Relatives and Carers" – Ward based survey of information issued by ward staff.
- Librarians as a resource to inform Self Help/Support groups – a questionnaire survey of approx 100 groups operating within South Staffordshire.

The Local Authority Agreement for Children and Young People which is organised under the principles of Every Child Matters will also be used as part of the performance measurement of 'That Place'.

The main findings from the surveys are:-

- Resources required by self help groups
  - Visiting speaker requested by a few organisations
  - Information regarding self help groups
  - Lists of web sites covering specific areas
  - Signposting to available patient information
  - Enquiry service
  - Majority of organisations keen to discuss how services may be provided.
- Information to Patients, Relatives and Carers [22 responses received]
  - In general information given to patients, relatives and carers appears to be assured in terms of content and quality. However, seven replies stated that they did not agree.
  - Although all mental health clinical team leaders have access to the internet, one response stated that they did not use the internet to download information.
  - Key areas used by teams to access information were; develop their own; official websites; recognised websites; Trust library services; PPI team; other NHS Trust websites; pharmaceutical companies; PALS.
  - A varied response was received with regard to giving out information, consistency and quality of printing across the team.

➤ CAMHS Choice project

1. Parents and carers wanted more knowledge about services available. A lack of information about available services is a key barrier:

- “Parents need much more information about services than currently is the case.”
- 75% of parents and carers felt that they had been given information about the services they were offered; 14% felt that this information was unhelpful; 32% felt the information was average and 54% felt the information was helpful. Only 32% had been given this information before their appointment, the majority (54%) were given the information at the appointment and 14% were given information at a later stage. The information received was largely verbal (n=73) or described in a leaflet (n=61). 55% had not been offered information about other available services.

- Young people had poor information and knowledge about available services
- Professionals with poor information and knowledge about local services.
- Initial sources of information about services included the GP (n=60), health services (n=48) and school / college (n=22). Other information was gathered from friends (n=12), leaflets (n=6), the Internet (n=5), voluntary services (n=3) and newspaper / magazines (n=2). The majority of respondents felt that the information they gathered at these sources was very helpful (n=70), 59 felt that it helped a bit, but 11 felt that it was unhelpful.

2. “The need to ensure that young people, parents and carers are well informed about emotional health issues and services, particularly at key points such as having recently received a diagnosis, was discussed” :-

- Not much information available to young people until they start accessing a service.
- Following diagnosis, young people may need more than just a leaflet for information
- Lack of information about support available within schools
- Lack of information about support available prevents young people from contacting services
- Fears for the future, not knowing where to go next.

A number of means of encouraging young people to gain this knowledge were suggested:-

- Web-based information that is reliable and evidence-based was helpful, as were free help-lines, text and e-mail services, drop-in sessions and signposting
- E-mailed information about services
- Posters and cards
- Adverts on mobile phones, TV, websites
- Free phone lines displayed on phone booths or in youth centres (n=19), in doctors surgeries/ dentists (n=13), phonebooks (n=13), within schools (n=42)
- Services should be advertised more widely, including in bus shelters and youth clubs