

31 January 2007

Clare Macdonald
Room G23B
Department of Health
Richmond House
79 Whitehall
London
SW1A 2NS

Dr. Patrick Geoghegan OBE
Chief Executive
Dunton Court
Aston Road
Laindon
Essex
SS15 6NX
01375 364650

Chairman: Jai Tout
Chief Executive: Dr Patrick Geoghegan OBE

Dear Ms. Macdonald,

Re: Information Prescription Pilot

Please find enclosed a copy of South Essex Partnership NHS Foundation Trust's (SEPT) application form for the Information Prescription Pilot.

Our particular application has been designed to address the needs of people with mental health conditions especially those people who are classed as hard to reach. Here at SEPT we pride ourselves in the quality of information we publish for our service users. People with mental health problems have complex needs and their information requirements are not limited to the services we provide. Our current partnership working aims to ensure that our service users receive the most up-to-date accurate information to enable them to live and thrive in the community.

If successful, I believe that our participation in this pilot will further strengthen this work and make a significant contribution to the social inclusion agenda. It will also provide a model of good practice for other mental health trusts to replicate.

Thank you for your consideration of our pilot proposal, and I look forward to hearing from you in February with the news of our application.

Yours sincerely,



Dr. Patrick Geoghegan OBE
Chief Executive

INFORMATION PRESCRIPTIONS PILOT PROPOSAL APPLICATION FORM	
Proposed pilot site	South Essex Partnership NHS Foundation Trust (SEPT) Thurrock locality
Contact information: Job title, name, address, telephone number and e-mail	Mike Waddington Head of Patient and Public Involvement South Essex Partnership NHS Foundation Trust Dunton Court Aston Road Laindon Essex SS15 6NX Tel: 01375 364650 Mike.Waddington@southessex-trust.nhs.uk
Please outline proposals for introducing information prescriptions and areas that you are proposing to cover (see section 9 of criteria document)	<p>In general the information needs of people with mental health conditions are not well met. In addition the very nature of some mental health conditions results in service users being classed as hard to reach. The South Essex Information Prescription Pilot has been designed to address these issues and evaluate the most appropriate way of developing tailored information services.</p> <p>The pilot will address the information needs of service users and carers using the Care Programme Approach within the Adult Mental Health Assertive Outreach Service.</p> <p>The care needs that we are proposing to cover are complex conditions classed as severe and enduring mental health and cover more than one point on a care pathway. Conditions will include: Schizophrenia Manic Depression Depression Obsessive Compulsive disorder Asbergers syndrome Huntingdons disease Drug/Alcohol abuse Eating disorders Anxiety</p> <p>The clinical stakeholders will determine the most appropriate information sets for each care need.</p> <p>We have selected the Thurrock locality in Essex, where partnership working is already well established, so that the pilot can focus on utilising existing relationships to develop new ways of working. The scope of the project will cover social care, primary care, secondary care and the voluntary sector.</p> <p>Prescriptions will be given out as part of the care plan following identification of needs during assessment of the service user's health and social care situation.</p> <p>We will focus particularly on the process for issuing a prescription and accessibility for hard-to-reach groups and using technology to take information to a wider audience. This</p>

	<p>will include people with communication difficulties and people who do not use English as a first language.</p>
<p>Please give an overview of the project governance arrangements. Include clear identification of project management arrangements.</p>	<p>The project is sponsored by Peter Wadum-Buhl, Director of Performance and Business Development, and project managed by Mike Waddington, Head of Patient and Public Involvement.</p> <p>It will be monitored by a steering group made up from representatives of each stakeholder group and partner organisation. The development timetable is planned to last for eight weeks, after which the systems will be in place for information prescribing to begin.</p> <p>The steering group will meet every two weeks until the development work has been completed and monthly thereafter until the pilot ends.</p> <p>In the development phase, there will be two parallel work streams: Process will be led by Alan Belton, Outreach Services Manager, who will coordinate the activities of all the partners to identify the content involved in the project. Impact will be led by Dr Lorenzo Bacelle, Consultant in General Adult Psychiatry, who will focus on delivery of the prescriptions and subsequent support for recipients.</p> <p>Service user and carer guidance will be provided by SUNRISE (Service User's Network Representation in South Essex) and the Thurrock MIND.</p> <p>Technical development work will be provided by an existing SEPT IT contractor and will focus on the creation of an electronic information prescription, an information library to populate the prescription and methods of fulfilling the prescription, both electronically and manually.</p>
<p>Please indicate proposals for providing data to the national evaluation organisation (including ethical clearance)</p>	<p>All clients in the Thurrock locality have up-to-date electronic care plans, therefore, a key feature of the pilot data will be measuring the rate of prescriptions fulfilled compared to those issued.</p> <p>The information directory will also be able to measure the relative uptake of the different types of information prescribed.</p> <p>The care support network for service users in the form of Care Coordinators will be able to provide first hand feedback on the impact for service users and carers.</p> <p>This information would be presented at the monthly steering group meetings will then be forwarded to the national evaluation organisation.</p> <p>A key focus of this pilot will be to explore the role of technology in helping the clinicians to produce prescriptions effectively, whilst minimising the impact on consultation times. We will also be measuring the level of support required to enable clients to use the information to the greatest benefit.</p>

	<p>South Essex has a long tradition of developing user-led services. The process of involving service users, carers and Foundation Trust members in designing the information prescriptions is something that we would share.</p> <p>South Essex Service User Research Group (SE-SURG) is a team of current and former service users who offer an independent, user-led research service to providers and commissioners of mental health services. They will provide feedback on the impact of prescriptions to service users and carers.</p> <p>Our advice from the chair of our local NHS Research Ethics Committee is that, as proposed, this project is a service evaluation rather than pure research. It therefore will not require formal review. We would however conduct the evaluation applying similar standards to those indicated by COREC guidance. This will be assured by the steering group who have access within the organisation to a number of specialists who can advise on such issues.</p>
<p>Please give an outline of anticipated costs including development costs</p> <p>running costs</p>	<p>The overall bid will be in the region of £68K excluding VAT</p> <p>Technical costs for producing template, directory and fulfilment system £20,000 Information access points £17,500 Colour printers for fulfilment partner organisations £2,500 Project management £10,000 Training workshop, launch event, promotional materials £3,000</p> <p>Voluntary sector support £3,000 Project management £10,000 Printing consumables £2,000</p>
<p>Please provide a description of your proposals to:</p> <p>Work with stakeholders and partners</p>	<p>Partners include:</p> <p>Health and social care South Essex Partnership NHS Foundation Trust covering services for Thurrock Council Thurrock Council – Housing and Libraries</p> <p>Primary care South West Essex PCT Russell Harrison, Director of Commissioning Hassengate Medical Centre Dr Judy Pusey (Mental Health lead) Thurrock locality GPs</p> <p>Voluntary Sector Thurrock MIND SUNRISE (Service User's Network Representation in South Essex) Rethink Thurrock Carers Centre</p>

<p>Develop a system for delivering information prescriptions in your area</p>	<p>Thurrock Council for Voluntary Services Thurrock Citizens Advice Bureau TRUST (Thurrock Racial Unity Support Taskgroup)</p> <p>All partners and stakeholders will be represented on the project steering group. Partnership work in this area is relatively strong resulting in a willingness to use existing relationships to develop new services.</p> <p>In addition the project leads for the process and impact work streams will also be supported by various stakeholders and partners</p> <p>The partners are all currently involved in the delivery of many pieces of information to their clients. Through the development of a formal process for identifying requirements, all partners will have access to the information directory that populates the information prescriptions. They will be able to update the directory at any time ensuring that it is always up to date. All information supplied to the directory can be accessed from the internet by any partner organisation.</p> <p>Some partners will also be supporting clients by helping to fulfil their prescriptions. eg Thurrock MIND provide an information and counselling service. We will support their service by providing access to the prescriptions through PC and printer.</p> <p>Information needs will be identified as part of the assessment phase of the Care Programme Approach process, in conjunction with the service user and carer.</p> <p>When the Care Plan is drawn up, the information prescription will also be produced to ensure that it integrates with the care pathway and reflect the client's needs at that stage.</p> <p>Mental health pathways are developed for individual clients, as they do not always follow a predictable course. Some clients will be adults with chaotic lives and multiple needs.</p> <p>We have therefore listed a series of points of care at which an information prescription can be issued:</p> <p>Early Recognition Intervention (ERI) Management back in Primary Care with support from GP Community Mental Health Team (CMHT) Clinical Assessment Service (CAS) Crisis Resolution Home Treatment (CRHT) Inpatient Adult Mental Health Service Discharge meeting Care Plan Reviews</p> <p>When the information prescription system is accessed, the prescriber will be presented with an electronic template, together with a list of all content held within the prescription database, by category. The prescriber then personalises the prescription for the client by selecting the relevant information from the directory.</p>
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<p>Identify the content for information prescriptions</p>	<p>The prescription can now be emailed, or printed off and given to the service user or carer. It could also be saved for subsequent access via a MyHealthspace account.</p> <p>The recipient will be able to access the prescription on-line or take it to one of the fulfilment partners, who will have on-line access and be able to print out the information.</p> <p>Fulfilment points include: Any PC located in health or social care premises in the pilot area, South Essex Partnership Trust PALS and PPI departments, health centre waiting rooms, libraries, Citizens Advice Bureau and Council for Voluntary Services Thurrock MIND.</p> <p>All of these locations will also provide support for people to use the information prescriptions and understand them.</p> <p>In the voluntary sector, we will be using the information to encourage some hard to reach individuals to engage with the health service through suitable signposting.</p> <p>Many clients will already have been assigned a Care Coordinator. This person will play a vital role in providing support to access and understand the information after the prescription has been issued.</p> <p>The care co-ordinator will also be able to monitor the usefulness of the prescription as part of the CPA Care Plan review process. Initial follow up will take place after one week and then again at each CPA review.</p> <p>Content identification will be done by a group of stakeholders including clinicians, care workers and service users in conjunction with the already established SEPT Patient Information Group.</p> <p>Content sections will be drawn up by each stakeholder detailing information already available and gaps in information that need to be filled as a priority.</p> <p>Although the project focuses on mental health, it is recognised that physical health information needs will also need to be met and the project scope for content includes the provision of medical conditions and healthy living information. The emphasis will be on providing choice of information without overwhelming the service user.</p> <p>The content will also include the provision of specific information in other languages for evaluation purposes although within the scope of this pilot it is not intended to develop a fully multilingual service.</p> <p>Stakeholders will include health care professionals for clinical input, social care professionals for housing, transport, employment, benefits and voluntary sector partners to develop a local service directory with service user and carer input.</p>
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	<p>Assurance - All content will be measured against standards drawn up in a Quality Assurance pack, which will establish the required credentials for each type of information. For example, clinical information will be drawn from a combination of prodigy- approved information, Royal College of Psychiatrists, NHS Direct and National Electronic Library for Mental Health publications.</p>
<p>When do you anticipate that work will start?</p>	<p>The project will be able to start as soon as approval is granted.</p> <p>The stakeholders are already used to working together in other areas of service delivery and we will use these existing relationships to ensure that the development period is concentrated into approximately eight weeks in order to maximise the time available to implement the prescriptions. Assuming the project commences in February, development will take until early April. Prescription piloting will then take place from April until December.</p>
<p>Signatures</p> <p>Chief Executive</p>	