

# Promoting the safe management of people with Severe Mental Illness by training practice nurses in primary care

Dr Sheila Hardy & Dr Fiona Nolan

# Contributors

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# Aim of Programme

To promote the safe management of people with severe mental illness in primary care by increasing the knowledge of practice nurses and providing them with a support network.

# Background

Payment by Results (PbR) is the rules-based payment system, introduced to health care in England in 2012, under which commissioners pay healthcare providers for each patient seen or treated, taking into account the complexity of the patient's healthcare needs (Department of Health 2012).

# Cluster 11

Eligible for discharge from secondary to primary care.

Clinical care they require will therefore need to be delivered by GPs or practice nurses.

BUT

GPs and practice nurses feel that care of such people is beyond their remit (Lester 2005).

# Current provision in primary care

GPs in primary care in the UK receive government funding through a payment contract (Quality and Outcomes Framework or QOF) to:

- Provide annual cardiovascular screening and a plan of care for people with SMI plus monitor those taking lithium.
- For patients with depression - carry out a biopsychosocial assessment.

(BMA and NHS Employers 2013)

# Developing expertise

WHO definition: Primary care workers are skilled and able to provide mental health services with support (Funk and Ivbijaro 2008).

The Joint Commissioning Panel for Mental Health (2012) advise that there should be continuous professional development and training curriculums for primary care staff that reflect current NICE guidance to ensure that relevant skills are gained and maintained.

# NHS London project

The medical directors of NHS London were aware that:

- Clinical Commissioning Groups in London recognise that the safe management of some patients with SMI when discharged from secondary to primary care is a clinical and financial priority.
- There is a need for training primary care staff.
- Funding provided from NHS London

# Objectives

1. Increase the ability of GP practices to deliver the QOF annual physical health check for people with SMI.
2. Enhance the capacity of primary care to manage the safe discharge of Cluster 11 patients.
3. Support the transfer of activity from secondary to primary care.

# Method

Project led by Dr Fiona Nolan, Camden and Islington NHS Foundation Trust.

Collaboration of eight of the other nine mental health trusts in London to deliver the training.

‘Train the Trainers’ model.

Reference panel of expert stakeholders - professor of primary care nursing, an expert mental health advisor, a mental health service user, a mental health carer and a community mental health nurse.

# Developing the training

The training materials were developed by Dr Sheila Hardy and reviewed by the reference panel.

Designed to be three hours in duration.

Package included a power point presentation, practice nurse manual, trainers' manual, best practice guide for physical health checks, and navigating this website

<http://physicalsmi.webeden.co.uk/>

# Programme

- Depression and anxiety (including screening, assessment, suicide risk and medication).
- Severe mental illness (including medication and administering depot medication).
- Assessment of physical health care in accordance with the Quality and Outcomes Framework (QOF) standards for people with severe mental illness.
- Recovery focussed local supports and care plans.
- Liaising with the local mental health teams.

# Preparing the training

- Liaison with Directors of Nursing in each London MH trust
- 3 months negotiation period, with identification of lead nurse in each organisation
- Mental health nurses were identified by each lead to attend the train the trainer sessions
- The trainers were provided with electronic copies of all materials.
- 45 attended 3 sessions delivered by Dr Sheila Hardy.

# Organising and advertising the training

- Dates and venues established in each trust by the link lead in collaboration with FN
- Advertising strategy
  - a) Email distribution list to 1350 GP practice nurses and practice managers in London (modified from Pro-list)
  - b) Royal College of Nursing and their publications- Nursing standard
  - c) A practice nursing website
- All bookings taken centrally by FN

# Training practice nurses

Hard copies of the training manuals (for practice nurses and trainers) were posted to the trainers in advance of the sessions.

Training delivered in three phases- final one to be completed end September 2013

# Evaluation

Practice nurses completed:

1. A pre and post training questionnaire asking about their confidence and knowledge in relation to dealing with specific mental health problems
2. A questionnaire rating the training content and delivery and include their suggestions for improvement.

Questionnaires developed by S Hardy for the purposes of the programme

# Results

Number of sessions= 22 + 30 + 19= **71** (63 delivered to date)

Period: 3<sup>rd</sup> July 2012 -23<sup>rd</sup> September 2013

Trainers involved in delivering the sessions= **42**

Attendees to date= **531**

Total number booked= **661** (ongoing)

Total number of evaluations completed = **385 (72% RR)**

# Perceptions of attendees (1)

N= 385		Mean score (1-5)	P=
Understand schizophrenia and bipolar disorder	Pre	3.0	0.0001
	Post	4.2	
Aware of medication prescribed	Pre	2.8	0.0001
	Post	4.0	
Can recognize depression and anxiety	Pre	3.5	0.0001
	Post	4.2	
Can assess the severity of anxiety and depression	Pre	2.7	0.0001
	Post	3.8	
Can respond to depression or anxiety	Pre	3.0	0.0001
	Post	4.1	

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Can assess the severity of anxiety and depression	Pre	2.7	0.0001
	Post	3.8	
Can respond to depression or anxiety	Pre	3.0	0.0001
	Post	4.1	

# Perceptions of attendees (2)

N= 385		Mean Score (1-5)	P=
Confident in assessing risk of suicide	Pre	2.4	0.0001
	Post	3.8	
Confident in assessing side effects	Pre	2.2	0.0001
	Post	3.7	
Aware of best practice in health checks for people with SMI	Pre	2.3	0.0001
	Post	4.1	
Confident in care planning	Pre	2.2	0.0001
	Post	3.6	
Understand role of community MH teams	Pre	2.6	0.0001
	Post	4.1	

# Conclusion

Brief training in mental health delivered by mental health professionals to practice nurses has a positive impact on their self-reported confidence and knowledge.

This form of training is cost effective and builds on the existing expertise of the trainers who are exposed to one session on use of the training materials.

## Next steps

Dr Sheila Hardy has been appointed as Education Fellow at University College London Partners to further develop this model nationally

Funding is being sought from Health Education England and CCGs by FN to continue the existing programme in London

Further development will involve provision of sessions dealing with specific presentations

Important to pursue an evaluation of the impact of the training on attendees' practice and patient outcomes

# References

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