

BHSCT MENTAL HEALTH SERVICE (AGE 18-64) 'REFERRAL FOR ADVICE' SERVICE PILOT DURING THE COVID-19 PANDEMIC

In response to the current covid-19 pandemic the BHSCT Trust Mental Health Service age 18-64 will introduce the option of CCG 'Referral for Advice' function. This will commence on Monday 20th April – no definitive end date at this point. The Service plans to inform GP Practices one month prior to the end of this pilot. Please be aware that as we respond to the pandemic, the rapidly developing circumstances may mean changes occurring within a shorter timescale.

We will accept referrals for advice regarding patients who meet the following criteria:

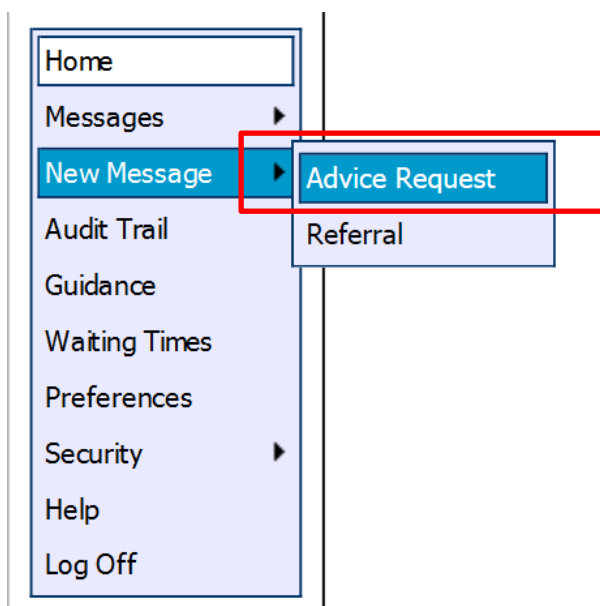
- 1) Aged 18-64 and living in the catchment area of Belfast Mental Health service
- 2) **NOT** currently open to Mental Health Services
- 3) **NOT** currently requiring specialist mental health assessment

PLEASE NOTE: If advice regarding existing patients is required please contact the Community Mental Health service Duty Team on 028 95041327

Examples of possible areas for advice/support might include:

- Prescribing and advice on management of common mental disorders
- Advice regarding management of patients previously known to mental health services

We are aware that many GPs may not be familiar with CCG Referral for Advice so screengrabs are as below. The service is to be found here:



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The options for advice request are selected in CCG:

HSC **New Advice Request**

My Favourites: (Select favourite) ▾

Send to:

Belfast Health and Social Care Trust ▾

Belfast Health and Social Care Trust Non-GP Locations/Providers ▾

Mental Health Resource Centre ▾

MENTAL HEALTH AGE 18 - 64 ▾

Protocol: Advice Request ▾

Add Favourite **Back** **Create**

21 April 2020
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HSC **New Advice Request**

My Favou...

Send to:

Protocol:

Advice Request Protocol (v1.0)

Advice

Advice Requested*

Add Favourite **Back** **Create**

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This service does not replace referrals for urgent or emergency assessment, and that these should continue to be made under the existing pathway.

There may be circumstances where direct discussion with the GP is required and to facilitate this a direct contact number should always be provided with all requests for advice. **Following the request for advice, if further assessment by mental health services is deemed necessary, the GP will be asked to gain the patient's consent and refer for assessment via CCG in the usual way. Please note that no further action will be taken by Mental Health services until this referral for Assessment is received.**

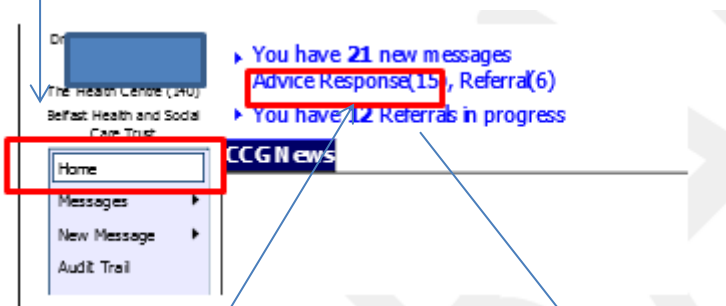
If further information is required please contact Referral Management: 028 95042920

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Please note: It will be important to check CCG Home for the ADVICE RESPONSE which can then be printed and scanned or cut & pasted to the patient's notes in the GP Clinical Info System. **The Advice Response does not get sent in paper or Electronic Document transfer and GPs MUST check CCG Home.** When printed / read the Advice Response can be deleted from CCG Home.

We aim to provide a response to all queries **within 3 working days.** **Please check 48-72 hours after Advice Requests are sent.**

See below:



Clicking Advice Responses brings up a Worklist (example shown Endocrinology/Diabetic):

Advice Response Worklist (filtered items)						
		Date	Patient	From	To	
Joseph	<input type="checkbox"/>	14-Mar-2020 14:09		ENDOCRINOLOGY/DIABETIC	The Health Centre (140) (Advice Response)	
Joseph	<input type="checkbox"/>	10-Mar-2020 10:07		ENDOCRINOLOGY/DIABETIC	The Health Centre (140) (Advice Response)	