

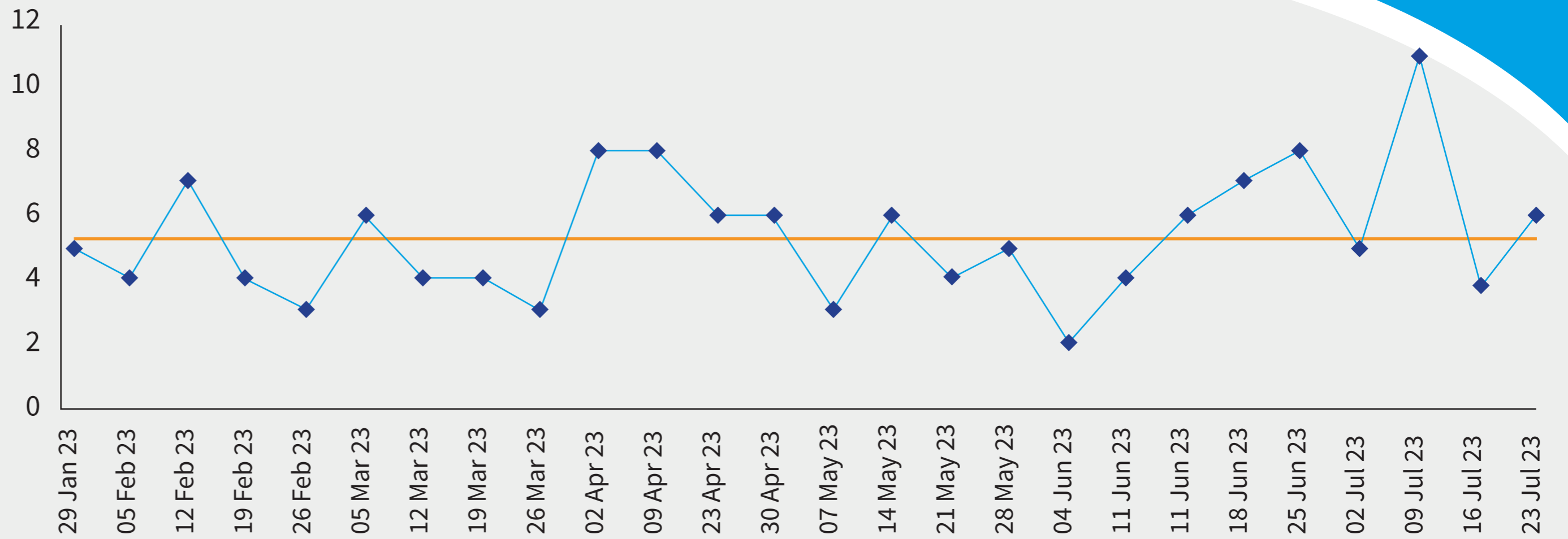
Flow Navigation Centre Mental Health Pathway for Scottish Ambulance Service

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Over
140
REFERRALS



made to the mental health pathway via the Flow Navigation Centre since go live at an average of circa five referrals per week



Background:

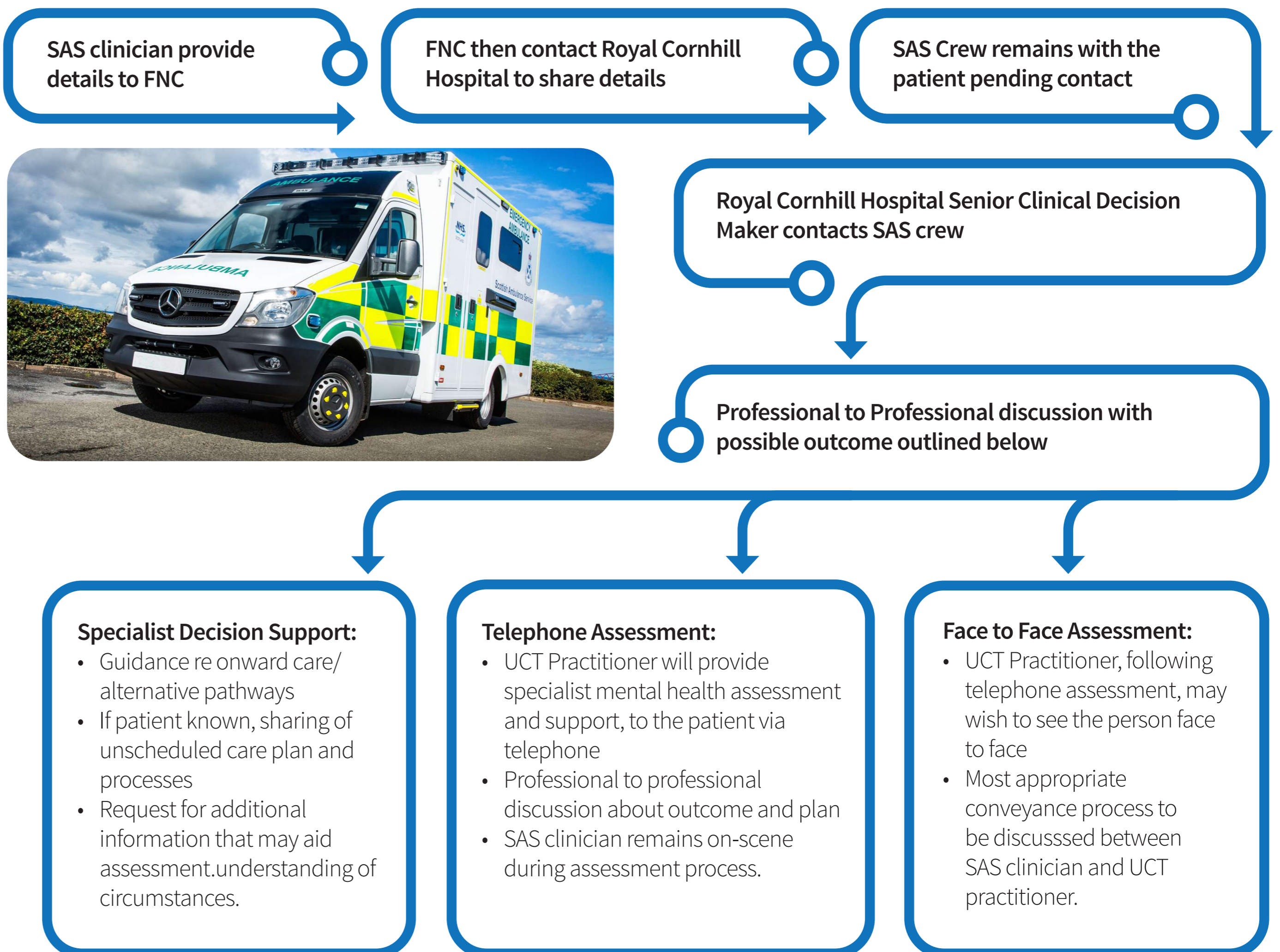
Prior to this Test Of Change Ambulance crews had no direct access to Mental Health Professionals. Without access to expert advice and up to date notes crews would often have no choice but to bring patients to the emergency department. Ambulance stacking outside hospital is a well documented problem; not only is it a poor use of resources but it also leads to poor patient outcomes. This is especially true for people experiencing a mental health crisis who, as well as having to wait many hours, would have to repeat their story to a great many individuals.

Test of Change:

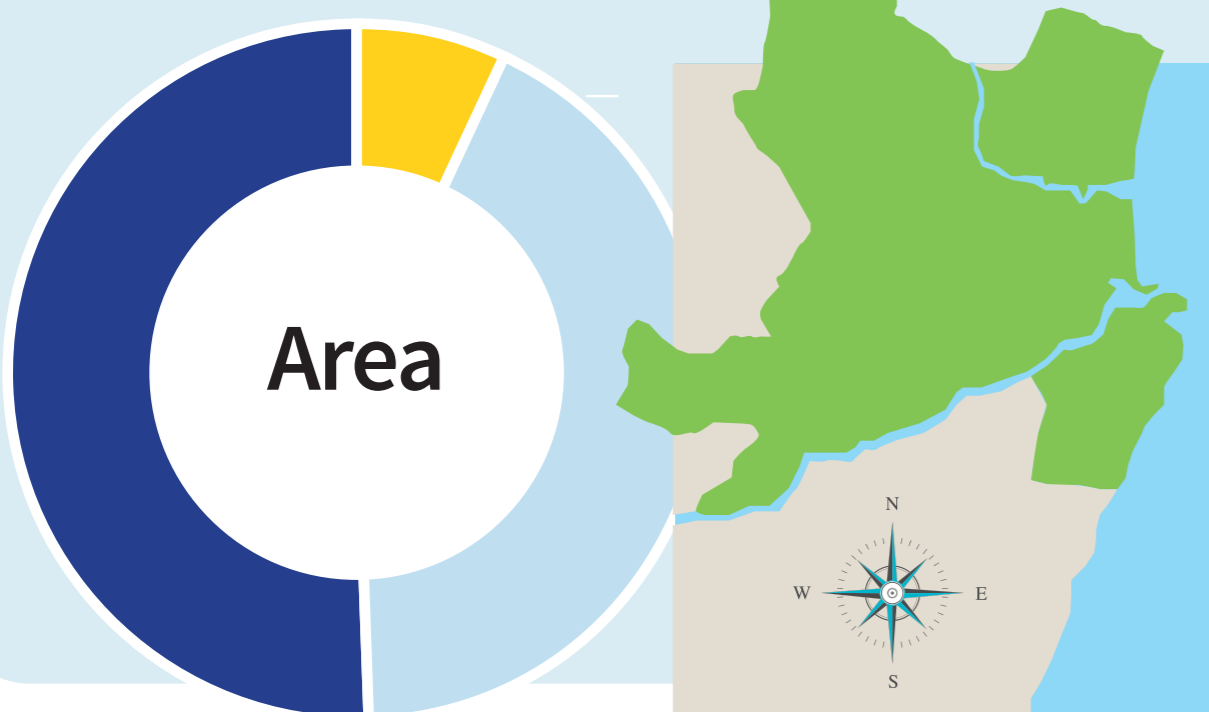
SAS crews can now access the Mental Health Pathway by going through the Flow Navigation Centre (FNC). This allows them access to expert Mental Health advice and possible assessment 24 hours a day. This is an extension of the "Call before you convey" process which was previous used for physical health presentations.

Methodology:

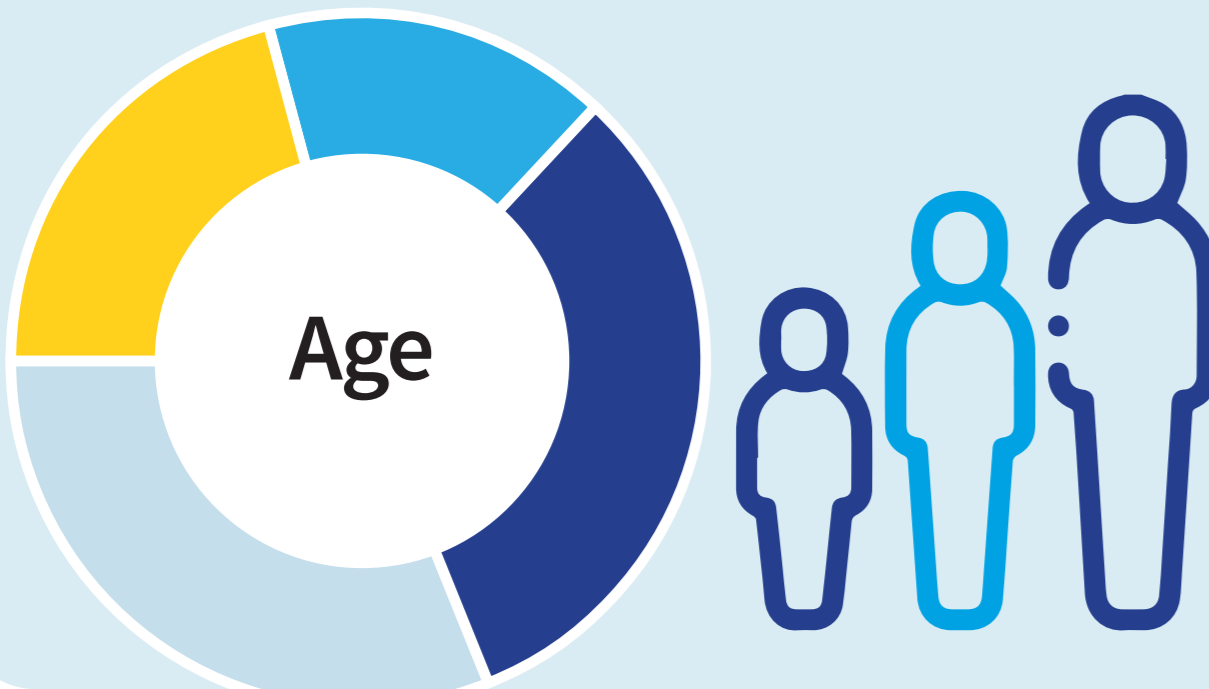
PATHWAY ACCESS



- Aberdeen 50%
- Aberdeenshire 42%
- Moray 7%

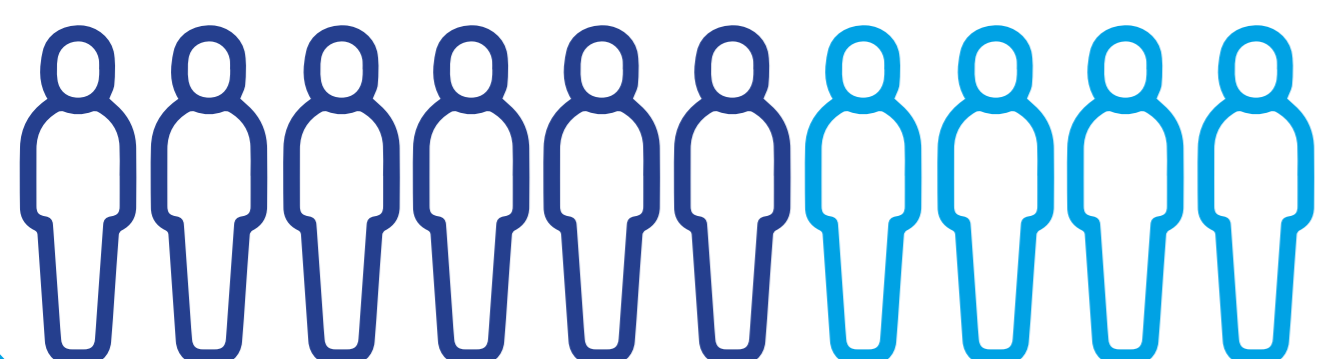


- 55+: 21%
- 19-35: 32%
- 14-18: 16%
- 36-54: 31%



with **6 in 10**

patients not conveyed to hospital following professional decision support from the Unscheduled Care Team at Royal Cornhill Hospital



Conclusion:

Early quantitative data shows clear reduction in conveyance to the emergency department. Anecdotal evidence from SAS crews, patients and Mental Health Professionals are of quicker response, better information sharing and high quality patient outcomes. However more data is needed and

currently there are efforts to collect more in depth quantitative and qualitative information. The pilot was originally launched for Aberdeen City and Shire but has since been expanded to include Moray. Discussions are taking place about the viability of this model for police mental health calls.