



>Welcome and Introductions *Student Doctorate of Professional Studies*

- *Head of Mental Health NHS England Specialised Commissioning – East Midlands*
- Carer
- Commenced study 2013 currently final phase of writing dissertation



Study rationale (2) Personal and Organisational





Approach - Method (1)



- The challenge of engaging people in mental health crisis*
- Not a homogenous group
- Lack of other services*
- Emergency Department preferred option*
- Referred by others*
- Already known to mental health services*



Approach –

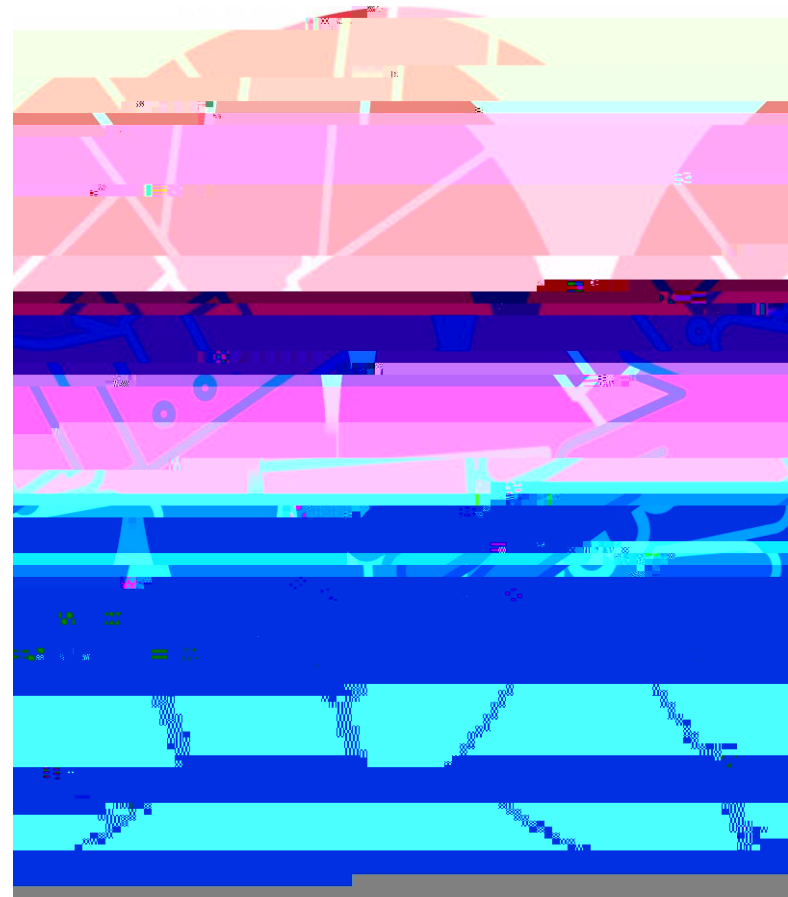
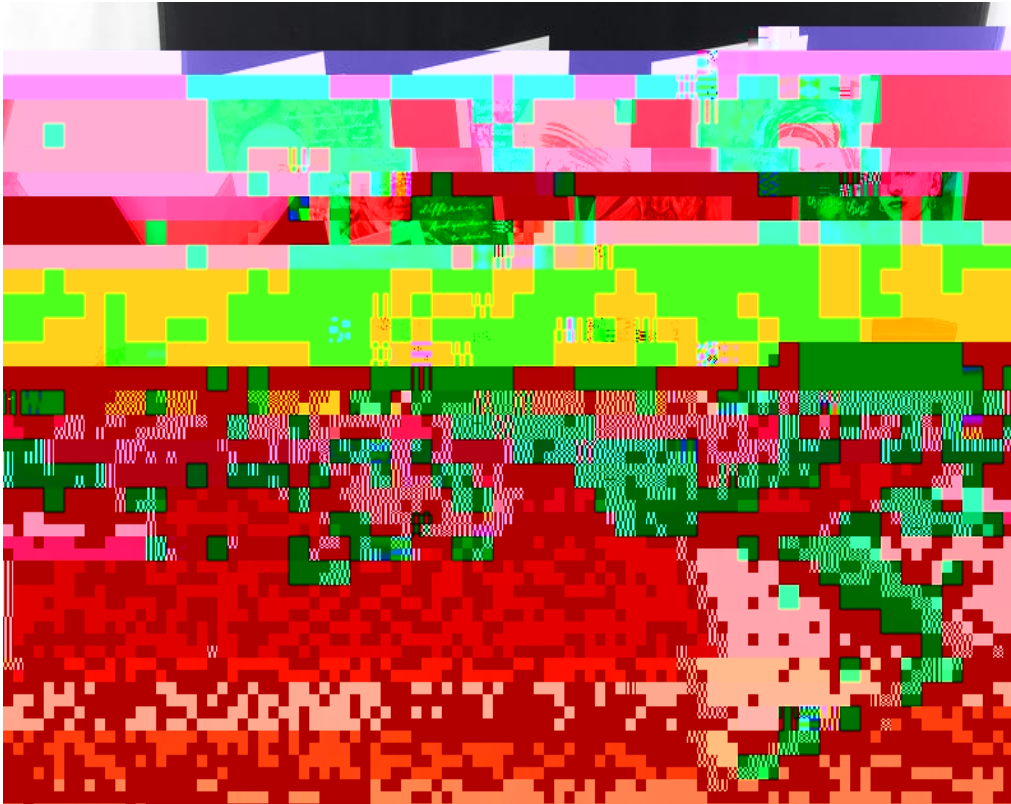


Challenges





Results





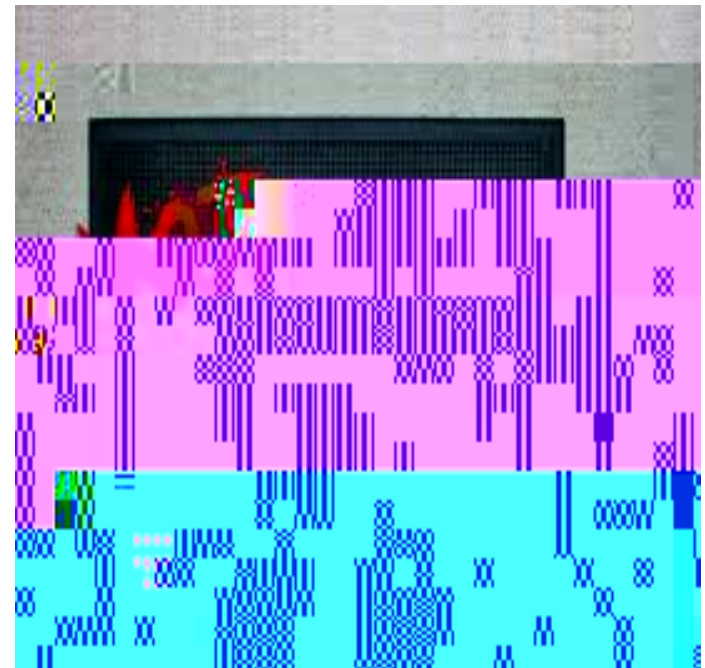
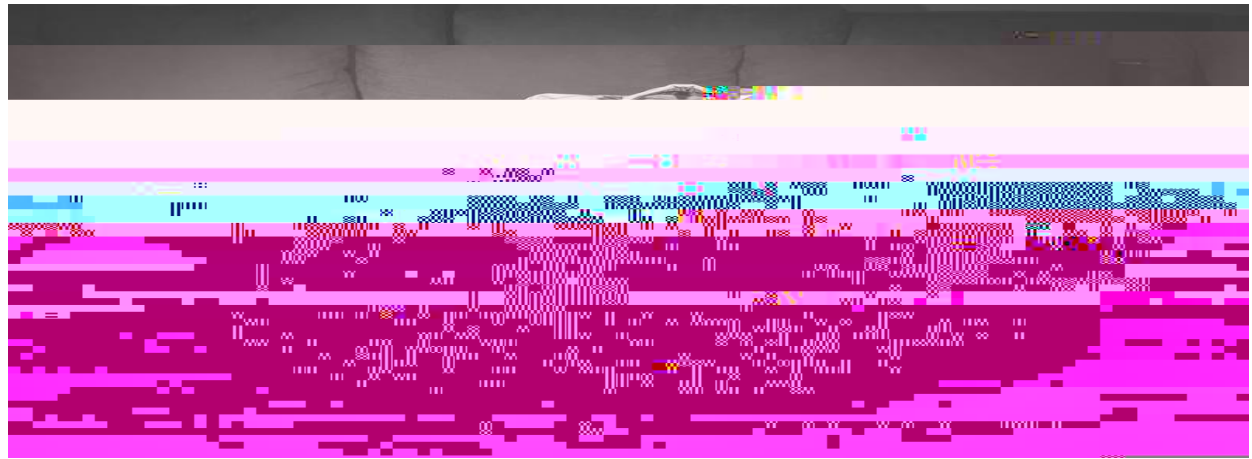
'they blamed me for an old man dying of lung cancer and said that that was my fault saying that I was clogging up their A and E''

" the sister in charge was ringing the police seeing that I wasn't allowed there while she was ringing the police I got a cord out of my bag and pulled it round my neck she said 'finally then I'll book you in'. That's not what a mental health person who is feeling suicidal wants to hear"

'I wasn't happy with that change of the helpline, they closed it down. It was a good service, they

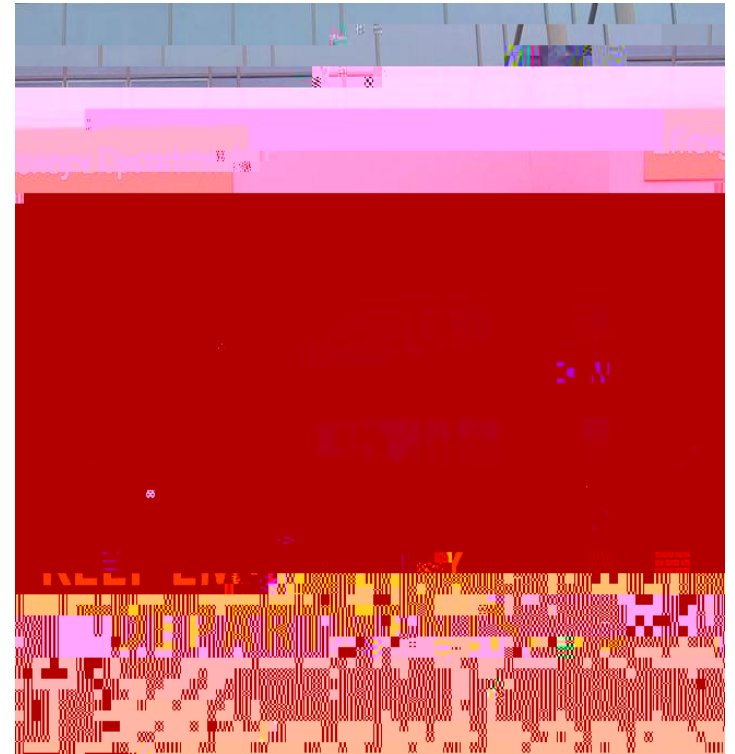
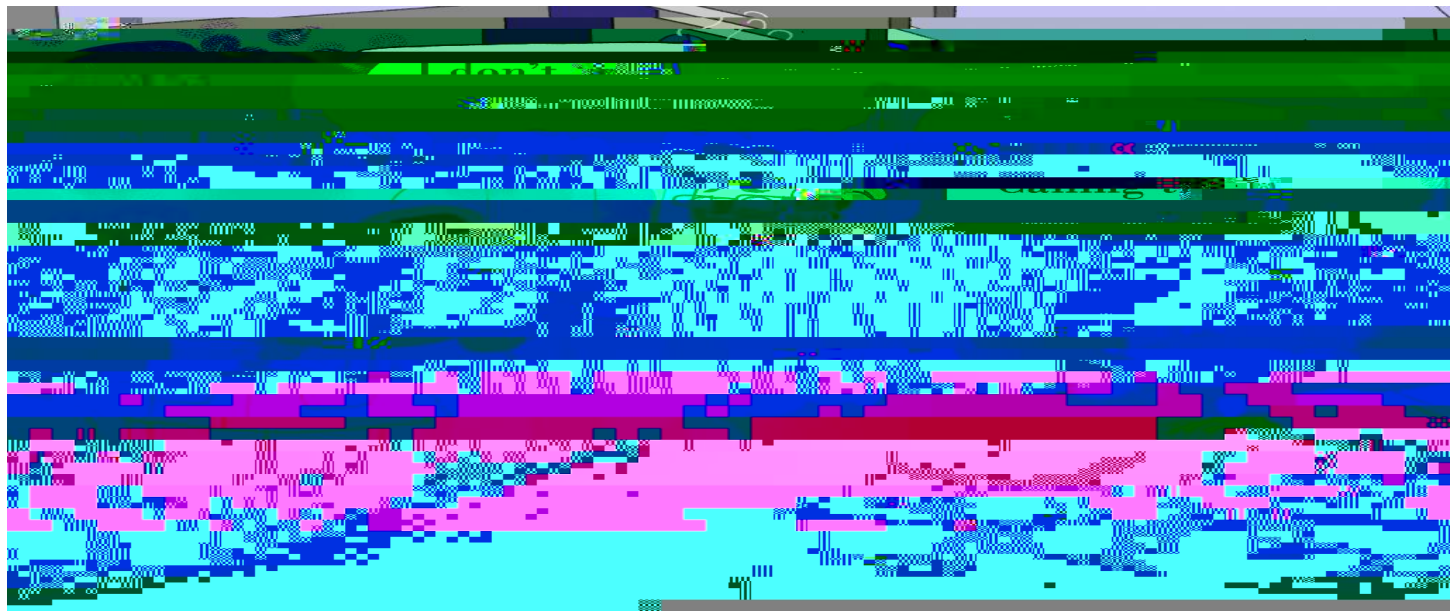


Findings (1)





Findings (2)

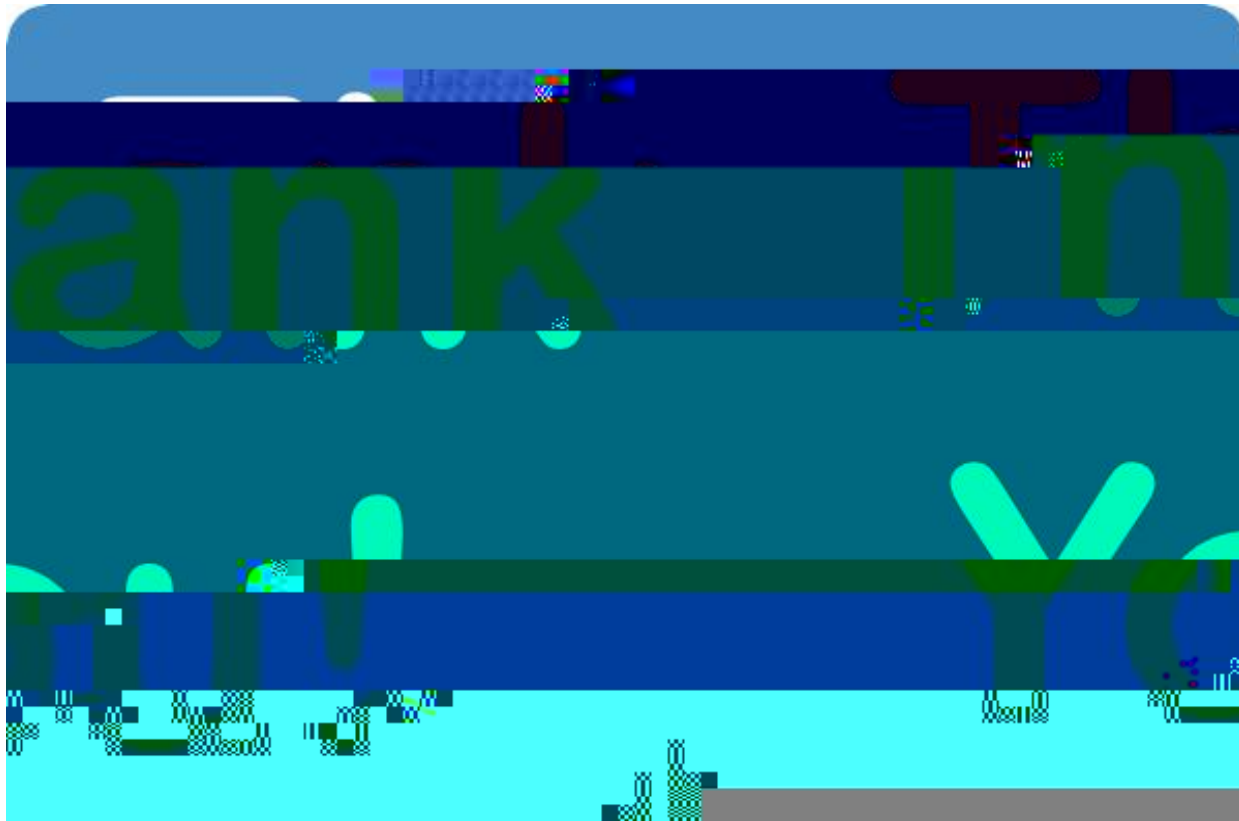




Conclusion

- Monitor and review services

- Refer to services and offer support



| *Contact: kglynn@nhs.net*