



BACKGROUND

- The Mental Health Crisis Assessment Service (MHCAS) is an emergency mental health assessment centre formed in response to the COVID-19 pandemic.
- Patients who present to three acute trusts can be transferred to MHCAS for psychiatric assessment following medical clearance (they can also arrive by ambulance, police or can walk in).
- Since MHCAS opened, a small number of patients have been transferred back to A&E despite medical clearance. This is a clinical risk issue and results in a poor patient experience.



TESTS OF IDEAS



1. Review of all patients by a doctor before the decision is made to transfer back to A&E.
2. Direct communication between MHCAS doctor and A&E doctor.
3. Greater provision of medical management at MHCAS:
 - Provision of simple physical health medications in the department such as analgesia or anti-emetics.
 - Use of FP10 prescription pads to prescribe short courses of physical health medications such as antibiotics.

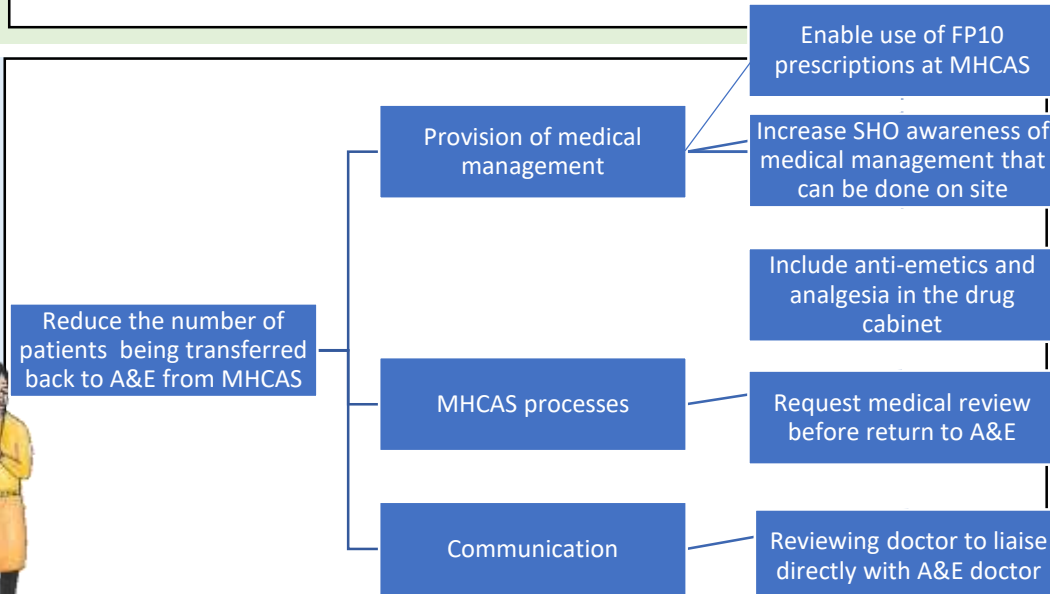


AIM

- To reduce the number of patients being transferred back to A&E departments from an emergency mental health assessment centre.



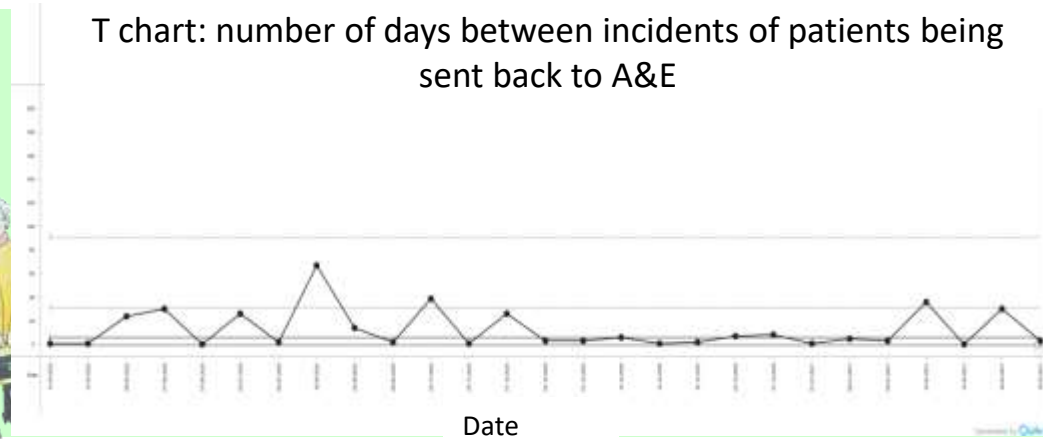
DRIVER DIAGRAM



DATA



T chart: number of days between incidents of patients being sent back to A&E



LEARNING & NEXT STEPS

- Our interventions may have been effective in reducing the number of patients being transferred back to A&E from MHCAS.
- This improves the patient experience. Also, it is empowering for staff. Doctors enjoyed having the ability to initiate more physical health management at MHCAS.
- One of the more challenging points in the project was improving communication between MHCAS and A&E. Future work should include members of the A&E team in its design.

