



Mental Health

Integrated Access Partnership

Intelligent Mental Health System Response



Introducing the Integrated Access Partnership



The Mental Health Integrated Access Partnership (IAP) is an award-winning and nationally-recognised endeavour, which is transforming urgent and emergency care services for people in mental health crisis.

In an innovative collaboration between BrisDoc Healthcare Services, Avon and Wiltshire Mental Health Partnership Foundation Trust and South Western Ambulance Service NHS Foundation Trust – as well as Avon and Somerset Police, Avon Fire and Rescue, and voluntary sector organisations – the IAP provides a truly integrated front door service for urgent and emergency mental health care for people in crisis, across both 999 and 111.

[Click here to see our promotional video for an overview of the IAP!](#)

What we do

The IAP comprises a multidisciplinary team of registered and non-registered professionals, who work in rotation across our services, providing both remote and face-to-face mental health triage, assessment and care for patients, as well as clinical support and advice to emergency service professionals. We work tirelessly to get each patient the right care at the right time, providing a seamless, coordinated response that addresses both mental and physical health needs.

Working alongside emergency service, urgent care and voluntary sector colleagues, the IAP provides a range of 24/7 services within the South West, from our sites across Bristol and South Gloucestershire.

Mental Health Specialist Desk (MH SD)

Reviewing and triaging mental health 999 calls for the most appropriate response

Based in Ambulance Control Room, Bradley Stoke

Mental Health Response Vehicle (MH RV)

Blue-light response vehicle, attending directly to patients in mental health crisis

Across Bristol, North Somerset & South Gloucestershire and Gloucestershire



Our Services

Mental Health Clinical Assessment Service (MH CAS)

Responding to 111 patients with mental health needs, co-located with physical health colleagues

Based at BrisDoc, Whitchurch

Urgent Assessment Centre (UAC)

Provides rapid face-to-face appointments at an alternative location to ED

Based on Southmead Hospital site

Emergency Services Mental Health Professional Line (PL)

For Police, Fire and Ambulance services to access remote advice and support while at the scene of a mental health related incident.



Impact

The early impact of the IAP has been clear, both in benefits for patients and organisations alike. The full integration of this service means people only need to tell their story once before accessing both mental and physical health services, which is particularly important for people living with multiple health conditions and supports reducing delays to receiving care.

In 2022, the IAP enabled 1,700 ambulances to be stood down from dispatch to individuals in mental health crisis and, by providing alternative and more appropriate support, only two people with mental health needs were directed to A&E through the NHS 111 Mental Health Clinical Assessment Service. This had a direct result of improving the ability of the system to better respond to at a time of significant pressure.

We are proud of our culture of wellbeing and personal and professional success, which enables our people to provide the best care and service for our patients.

Key headlines:

- 24 ambulances stood down daily, with a 60% 'hear and treat' rate for mental health 999 calls
- More than 99.9% reduction in 111 mental health calls being directed to attend ED
- 30% reduction (3,600) in ED attendances across BNSSG each year
- 89% 'see and treat' rate for face-to-face assessments
- 50% reduction in time on-scene compared with ambulance crews
- Less than 11% onward conveyance to ED, compared with 63% from ambulance-only attendance
- For every referral to the UAC, at least two system interventions were avoided or stood down

Service development

The IAP continues to grow and evolve. Later in 2023, we will begin to deploy mental health ambulances throughout the South West. This will help to ensure that patients receiving emergency mental health care at scene, do so with privacy and dignity, and can be safely and efficiently transported if necessary.

2024 will see the implementation of NHS 111's 'Select Mental Health' option, which will see our MH CAS become a 24/7 service, as anybody experiencing mental health crisis will be able to phone 111 to receive mental health support directly, without needing to undergo a physical health pathways assessment.

To support people with unmet needs who access services more than usual, the IAP's High-Intensity User Project is exploring how best to support these patients and provide a collaborative framework of support.

Awards and recognition

The early impact of the IAP, underpinned by its courageous and pioneering approach to respond to mental health emergencies, has been recognised through nomination for a number of national and parliamentary awards, and has been presented as a model of good practice by NHS England.



Best Service 2022



Highly Commended Mental Health Initiative of the Year



2022 Highly Commended for All Age Crisis and Acute Mental Health Care



2022 Highly Commended Integration of Physical & Mental Healthcare



Regional Excellence in Mental Health Care Award



Shortlisted for Best Use of Integrated Care and Partnership Working in Patient Safety Award



Best Abstract at Ambulance Leadership Forum 2023



Shortlisted for Social Enterprise Innovation of the Year (results pending)



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