

Mental Health and Substance Use Protocol Programme: National Learning Event

Improving Interfaces

Agenda

Time	Topic	Lead
1pm	Welcome and introductions	Benjamin McElwee, Senior Improvement Advisor, Healthcare Improvement Scotland
1.05pm	The National Mental Health and Substance Use Protocol	Benjamin McElwee
1.10pm	Interface meetings between alcohol and drug recovery and mental health services: <ul style="list-style-type: none">- <i>How interface meetings can improve the provision of integrated care and relationships across the system</i>	John Parker, Operational Manager, Alcohol and Drug Recovery Service, Renfrewshire HSCP; Iain McGoldrick, Operational Manager, Adult and Older Adult Community Mental Health Services, Renfrewshire HSCP
1.30pm	Working better together in Tayside: <ul style="list-style-type: none">- <i>Learning from the first year of the Multi-Agency Consultation Hub in Dundee</i>	Gregory Hill-O'Connor, Strategic Planning Advisor, Healthcare Improvement Scotland.
1.50pm	Q & A / Panel discussion	All
2.10pm	Closing remarks	

The importance of interfaces to integrated care



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CENTRE FOR
MENTAL
HEALTH

SUBSTANCE USE AND MENTAL ILL HEALTH FROM FRAGMENTATION TO INTEGRATION?



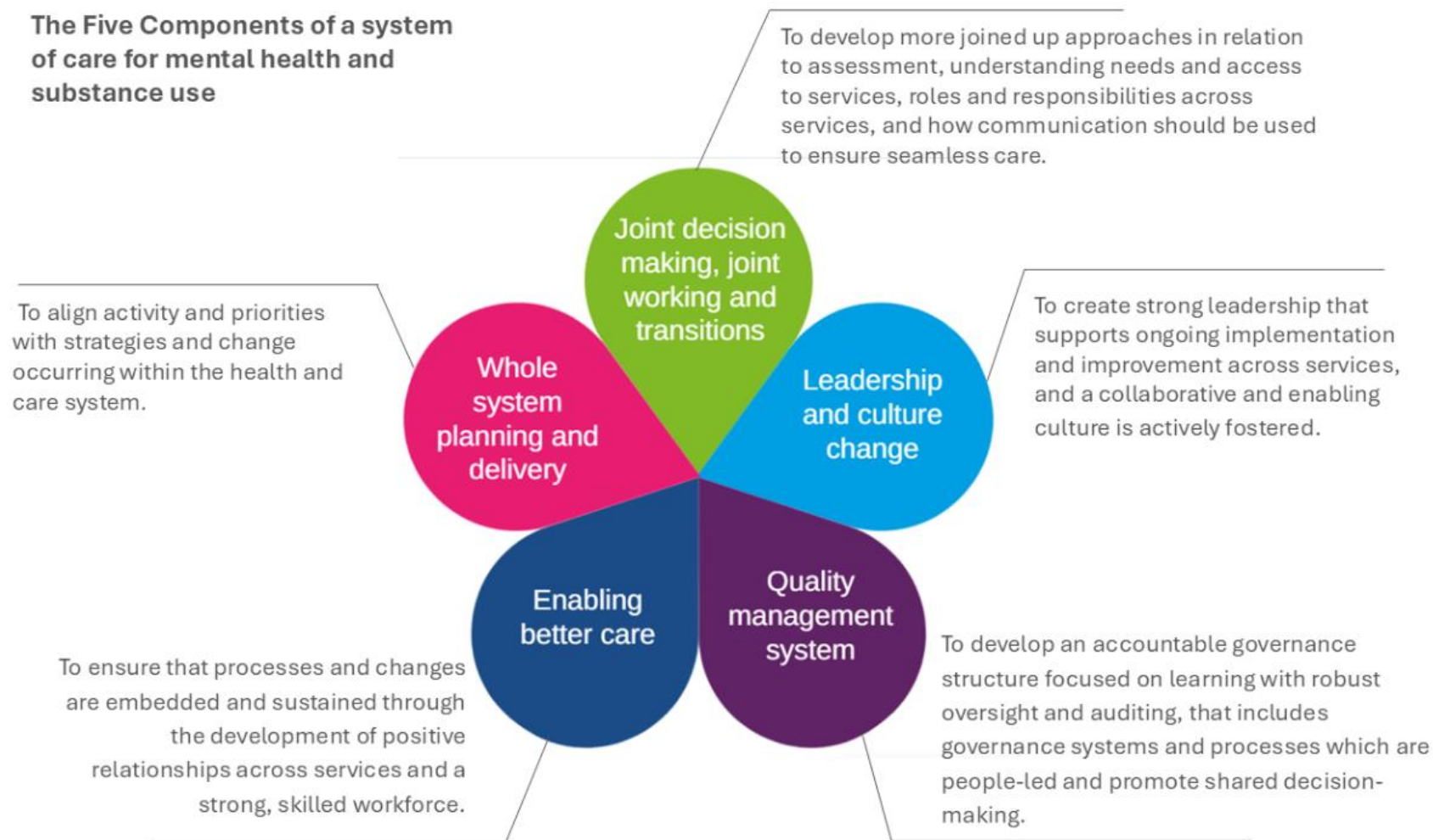
Summary

Co-occurring substance use and mental health disorders (CoSUM)

May 2025

COLLEGE REPORT

The Five Components of a system of care for mental health and substance use



Renfrewshire Mental Health and Alcohol and Drug Recovery Service Interface Working

John Parker - Alcohol and Drug Recovery Service
Iain McGoldrick – Mental Health Services

Initial Reason for Interface

Review of Renfrewshire Interface Document (2014)

Services & staffing changes in Renfrewshire since 2014.

Inappropriate GP “scattergun” referrals to both services causing confusion.

Crisis incidents where the NHS Greater Glasgow and Clyde Mental Health Interface SOP was not followed.

No annual Alcohol and Drug Recovery Service psychiatry reviews or physical health checks in relation to psychotropic prescribing.

Initial Plan

Initial meeting with Ops Managers 19.5.23

2 monthly meeting initially agreed (now monthly)

All Team Leads invited from both Alcohol and Drug Recovery Service and Mental Health Services. Social Work Ops Manager joined

Complete SBAR and Terms Of Reference

SBAR / Terms Of Reference

Co Chair by both Alcohol and Drug Recovery Service & Mental Health Ops Managers

Membership of Team Leads, Psychiatrists, Psychology (LD Services)

Minutes recorded by Alcohol and Drug Recovery Service Business Support

- Complex Case Discussions brought by Team Leads
- Mental Health/Addiction Training/Developments
- Local & Board-wide Policies to be discussed /amended for local use
- Report/updates to both Mental Health and Alcohol and Drug Recovery Service Clinical & Care Governance Meetings

Teams

Renfrewshire Mental Health

Charleston Centre

Community Mental Health Team

Mile End Mill

Primary Care Mental Health Team

**Intensive Home Treatment Team
(IHTT)**

Renfrewshire Alcohol and Drug Recovery Service

Back Sneddon St

Access Team

Core Team

Torley Unit, Dykebar Hospital

Shared Care Services

**CIRCLE Alcohol and Drug Recovery
Service & Mental Health Recovery
Hub**

Initial discussions / joint learning

Stepped Care Models for Mental Health Referrals

Overview of Alcohol and Drug Partnership / Mental Health Teams

MAT Standard 9 for Alcohol and Drug Recovery Services & Mental Health Services

Local Psychiatric Emergencies Flowchart Review (IHTT NTL)

Initial discussions / joint learning NHS GGC policies

Local Interface SOP (2014)

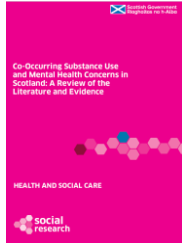
NHS Greater Glasgow and Clyde Adult Mental Health & Alcohol and Drug Recovery Services shared guidance for interface working SOP 2021
(under review)

NHS Greater Glasgow and Clyde Psychiatric Emergency Plan 2023 -2024

NHS Greater Glasgow and Clyde Mental Health Assessment Units SOP

Initial discussions / joint learning national policies

Scottish Government - The Way Ahead (2022)



Scottish Government – Co- occurring Substance use & Mental Health Concerns (2022)

Recommendations:

- Local Interface protocol
- Four Quadrants Model
- Training in Mental Health, Substance Use & Trauma

Lessons learned for future developments

Case discussions to be recorded on EMIS (Joint EMIS Diary set up for audit)

BBV Testing/Treatment & Naloxone by Mental Health Services

Mandatory Joint Training Plan /Induction to be developed for Alcohol and Drug Recovery Services & Mental Health Services

Joint Assessments /Care Planning/Shadowing Opportunities

Face to face Interface Meeting



Thank You

Dundee Multi Agency Consultation Hub (MACH)

**Improving care for Individuals with Co-existing Mental
Health & Substance Use Difficulties in Dundee.**

What were we trying to achieve?

Improve access to a range of services – understanding the complexity of people's needs

Work collaboratively to deliver improved experiences for individuals who use and need our services

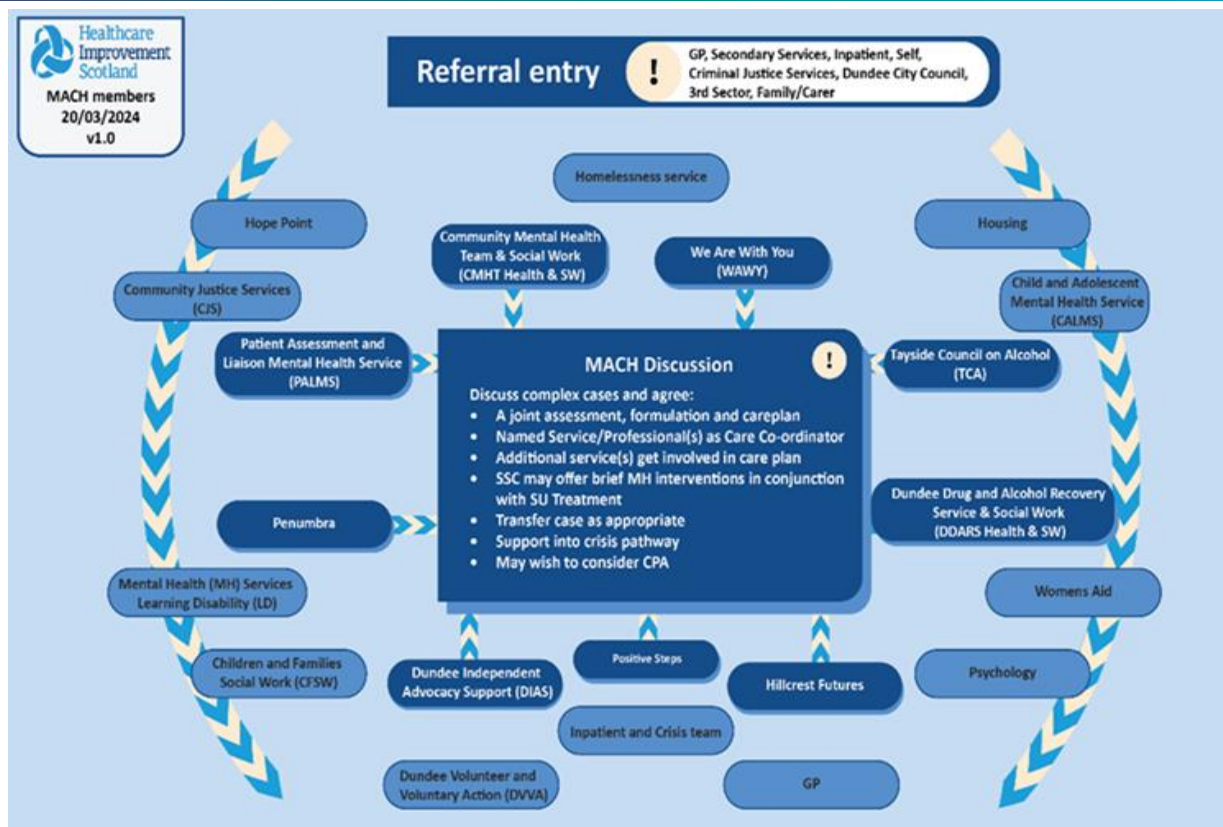
To support the identification of substance use or mental health difficulties

Ensure there is clear responsibility and coordination of care for individuals, including open channels of communication

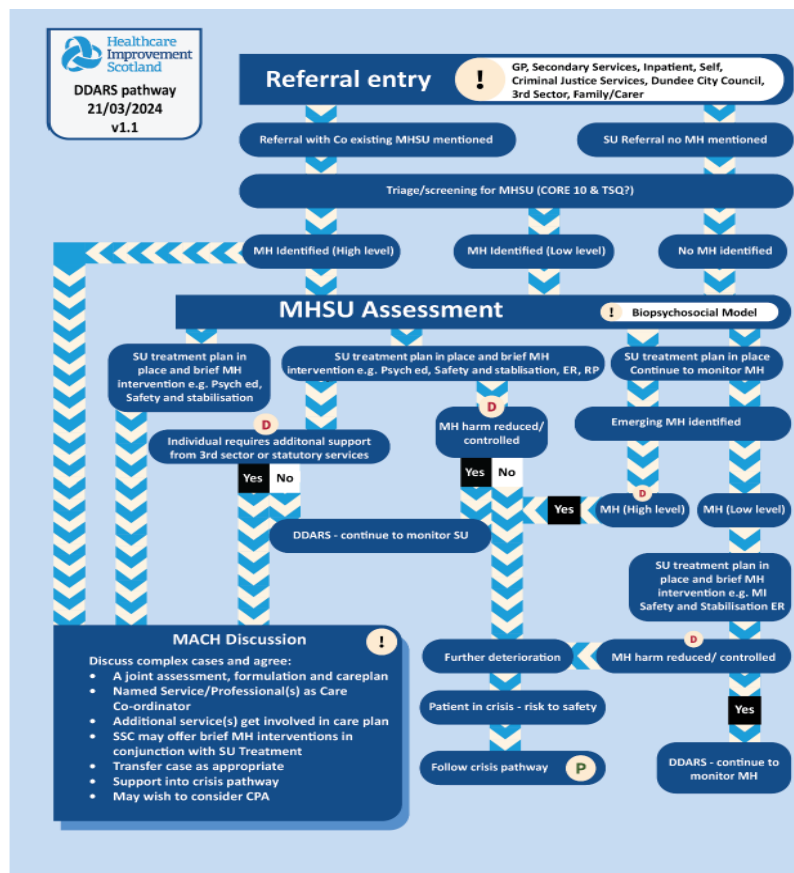
Proposal: Multi Agency Consultation Hub (MACH)

- Multi-Disciplinary team – Community Mental Health team, Drug and Alcohol Recovery Service, & Mental Health and Substance Use 3rd Sector
- Discuss Mental Health and Substance Use complex cases at referral or transfer point
- Collaborate and agree joint assessment, formulation and care plan
- Agree Named Service/Professional(s)
- Share up to date Mental Health and Substance Use local treatment pathways and referral criteria
- Transfer cases between services

Membership



Assessment, screening and MACH discussion



Key figures

61

Individuals
discussed at
the MACH

46%

Referrals
from third
sector

94

Complex
case
discussions

89%

People getting support
from more than one
service

“I am more aware of what is going on to help me. Before, I felt like I was being kept in the dark at times.”

“I just feel that people are understanding my difficulties better.”

Learning

- Getting into a room to talk is useful
- Crisis situations a key motivation for MACH referrals
- The informal is just as important as the formal
- Openness is empowering
- Continuous improvement is part of the interfaces too
- 'Clinically credible leaders' driving the work

Learning for improvement

- How can we develop a standardised risk assessment and safety planning tool?
- How do we develop protocols that can help reduce crisis episodes?
- Can we develop a package of training modules and delivery methods that align with MH and SU teams' training needs and schedules?
- What should a joint training and workshop schedule for MH and SU teams to understand roles and boundaries look like?
- How do we develop an information-sharing framework that addresses the shared information needs of all services, including those in the third sector.
- How do we develop a shared resources directory for quick reference and signposting
- How do we create a referral feedback loop system that enables services to receive timely feedback on referral outcomes?

Open discussion and Q&A



Feedback

**Use the link in the chat
box or scan the QR code**

Mental Health and Substance
Use: Improving Interfaces



Peer Network workshop

Join the Mental Health and Substance Use Peer Network....

- To build knowledge and accelerate improved outcomes,
- Connect with people to share learning, successes and challenges,
- Develop an understanding of co-occurring mental health and substance use needs within the health and social care system.

Our first workshop is taking place on **3 June 2025 at 14:00** to continue the discussions held today, join the network to take part:

<https://tinyurl.com/mpt3hnh6>

Next steps



Mental Health and Substance Use Distribution list

Mental Health and Substance Use
- Distribution list consent form



Use the link in the chat box to sign up to our distribution list to ensure you receive all communication around future mental health and substance use events, including how to register

Keep in touch

Twitter: @online_his

Email: his.transformationalchangementmentalhealth@nhs.scot

Web: healthcareimprovementscotland.scot

Find out more: <https://ihub.scot/improvement-programmes/mental-health-portfolio/mental-health-and-substance-use-programme/>