



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request **Ein Cyf / Our Ref: 22-K-001**

You asked:

We note that people living in the Swansea and Neath Port Talbot area with urgent mental health needs can now access professional support 24/7 by calling 111 and selecting option 2.

Can you please provide answers to the following questions:

1. Were stakeholders asked for their views to inform the development of this service?

Yes – a project board was in place that included a range of stakeholders. This began as monthly meetings from August 2021.

2. What were the names of those stakeholders? (if people with mental health issues were engaged, their names are not required for obvious reasons)

CAMHS, Local Authority, WAST, South Wales Police, Community Mental Health Team managers and Unscheduled Care team managers.

The project board also feed back to the Regional Partnership Board (where there are service user, carer and 3rd sector representatives), All Wales 111 Press 2 Project Board, Mental Health Delivery Unit, Primary Care and the National Collaborative Commissioning Unit.

3. What questions were stakeholders asked and who was involved in drafting them?

During Project Board there were opportunities for stakeholders to discuss any concerns or issues relating to the development of the service. Separate meetings were held to discuss specific pathways into 111 Press 2 service. Discussions held included discussing the operational policy, role and function of the service.

No specific set of questions/questionnaire was presented to stakeholders.

4. When were stakeholders asked for their views and how long were they given to respond?

Opportunities to share concerns and views were discussed during the meetings and stakeholders were also able to contact a project manager via email or Microsoft Teams.



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

No specific set of questions/questionnaire was presented to stakeholders.

5. How many stakeholders replied and what were the names of those organisations? Did people with mental health issues respond and if so how many?

Not applicable - no specific set of questions/questionnaire was presented to stakeholders.

6. What were the views of those stakeholders replying?

Feedback regarding the service and the impact on Mental Health services was positive.

7. What criteria are being used to evaluate the success of the new service?

Evaluation of the success in the new service will be based on;

- A reduction in Mental Health contacts for the Emergency Department, Welsh Ambulance Service Trust and emergency services.
 - A reduction in inappropriate referrals to Community Mental Health Teams.
 - There is a National Reporting Matrix for Health Boards to complete and feedback into.
 - Patient reported outcomes will be collected.
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