

FOI 096/2022 Response

**** Clarification was sought from the Requester to confirm if the below request is in relation to helplines/ services for staff and patients and or if we outsource our customer service.**

I would like to request the following information under FOI.

1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?

****Clarification: Does the patient (customer) contact the Trust to one central number or individual wards on first contact?**

The Trust has obtained an externally commissioned occupational health and wellbeing services known as People Asset Management (PAM) to support staff member's physical and mental health both inside and outside of work.

PAM is delivered via an internal referral system and based on self-referral.

PAM and provides the following,

- Physiotherapy services (whether the pain is caused by work or not)
- Counselling services
- Workstation assessments (the Trust's health and safety team also offer these)
- General confidential advice and wellbeing support via the phone
- An online confidential 'health manager' that allows you to record and monitor your fitness and wellbeing
- Online mental health wellbeing resources
- Legal – signposting on a number of legal issues, including consumer, property, landlord/tenant, family, and motoring law.
- Financial and Debt – expert advice, help and support with financial difficulties.
- Health and Wellbeing – specialist nurses provide advice on lifestyle issues such as diet, exercise, and sleep as well as health and medical matters.
- Child and Eldercare – support and advice if you are caring for an elderly relative or supporting a childhood illness in your family.

PAM contractual details:

Start and end date 01/04/2016 - 21/03/2023, no extension.

Annual value £500,000.00 approx.

In addition to this, there is also a crisis line commissioned by Birmingham and Solihull Clinical Commissioning Groups (BSOL CCG) and managed by MIND.

Please note that via the crisis line the Trust explicitly provides mental health support and advice within the Birmingham and Solihull area who are aged 25 years old and over, as well as children and young people who are aged between 0-19 years old and residing in the borough of Solihull or have a Solihull GP

For further details of the crisis line please see link below.

Link: <https://www.bsmhft.nhs.uk/service-user-and-carer/how-to-get-urgent-mental-health-help/>

For customer relations / complaint queries the Trust has an internal team that facilitates and assists with these issues, this is not outsourced.

2. If yes which services are outsourced and how many staff deliver each of these services?

Please refer to the response in question 1.

3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

Please refer to the response in question 1.

4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?

Please refer to the response in question 1.

5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

Please refer to the response in question 1.

6. What is the annual contract value (if it is a zero-value contract e.g., based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?

Please refer to the response in question 1.

7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

****Clarification: Are you working with Local Authorities / ICB's / Trusts on reaching a greater population base than the community that you would 'normally' see and treat exc patient choice. It may be e.g., running prostate cancer awareness / treatment / diagnosis which, you are running with another Trust.**

We are part of three provider collaboratives for specialist mental health services that cover the West Midlands region which involve organisations coming together to make collective decisions about the design and delivery of health and care services around the needs of a particular group of people (for example, people in a geographical area or people with a shared need):

Adult secure care: Reach Out consists of Birmingham and Solihull Mental Health NHS Foundation Trust (lead provider), Midlands Partnership NHS Foundation Trust, St Andrew's Healthcare and Coventry and Warwickshire Partnership NHS Trust. Our clinical model builds on existing specialist forensic outreach services and joins together secure care and step-down providers, third sector organisations and statutory partners (e.g., criminal justice system and social services) across the whole of the West Midlands to deliver Reach Out objectives.

Adult eating disorders: The partnership consists of Midlands Partnership NHS Foundation Trust (lead provider), our Trust, Coventry and Warwickshire Partnership NHS Trust, Elysium, and Priory Group. The clinical model aims for consistency in criteria and standards across the West Midlands with centralised bed management and single point of access as well as improved alignment and joint working between inpatient and community providers.

CAMHS Tier 4: Birmingham Women's and Children's NHS Foundation Trust is lead provider of this wide-ranging partnership that includes NHS and independent sector CAMHS providers across the West Midlands including our Trust. The clinical model aims to improve fragmented pathways, redesign the bed configuration across the region so it better meets need, and reinvest in community and step-down services. We have seen some huge benefits from working together in this way and have already been able to invest in new services, repatriate people from out of area services and avoid new out of area placements.

Veterans' mental health services: We currently provide the veterans mental health Complex Treatment Service and High Intensity Service for the West Midlands region. This service is currently being procured by NHS England via a tender process to bring together the current strands of veteran's mental health services – Transition, Intervention and Liaison Services, Complex Treatment Services and High Intensity Services.

8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

****Clarification: The Trusts entire budget for 22/03 compared against 21/22 budget.**

£10.872m, 2.7% of operating expenses.

9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

The Trust outsources the following non -urgent patient transport

Secure Care UK

- Contract start date: 01/04/16
- Contract end date: 21-03-23, no extension
- Annual cost: £500,000

Prometheus

- No contract – based on waivers and ad hoc order.

Local Taxi Firm – TC Cars

- No contract – based on waivers and ad hoc order.

10. Is the Authority investing in Digital Solutions in 2022-23, for its patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

BSMHFT is part of the Birmingham and Solihull ICS, which includes all NHS Primary and Secondary care as well as social work colleagues.

- Birmingham City Council
- Birmingham Community Healthcare
- Birmingham and Solihull Mental Health NHS Foundation Trust
- Birmingham Women’s and Children’s NHS Foundation Trust
- Clinical Commissioning Group
- University Hospitals Birmingham NHS Foundation Trust (UHBFT)
- Solihull Metropolitan Borough Council
- Local Medical Committee (Birmingham)
- GP Transformation Board

We work collectively on several digital projects which benefit the patients, all the above organisations form part of our Digital Enablement Group. The aims are listed below



We lead the Shared Care Record (ShCR) across the region which brings together the patient record systems across partner organisations to provision a view to each organisation for direct patient care, working with all the above partner organisations.

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

*****Clarification: What, Digital Technologies is the Trust implementing to improve patient access and quality of service / care both internally and externally?**

Greater integration of the shared care record stated above would be good, and this should include a patient portal.

The patient portal would share the individual patient record with the patient, the aim would be to both inform, and help individuals own their data and generally take more interest in their health data.

We are working on several projects that help improve patient access and quality of service to varying degrees and these can be direct and or indirect, such as improving the service we give clinicians which in turn allows more time to care.

We are looking at improving inpatient service media provision across all inpatient wards, giving greater access to media, in the form of TV Channels, on demand services which will also include access to digital literature and the potential use of online courses available to individuals when they stay with us on the wards.

We are looking to provision FitBits for some patients (with their permission) on the wards, which gives the patient the ability to monitor their daily activity and allow nursing staff to have informed conversations with the patient around activity levels. We can use the heart rate monitor to provision their vital signs data so their heart rate can be monitored for those patients who have complex health needs.

12. What was the total number of patients the Authority treated (in all its meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

***Clarification from requester refers to Trust wide contacts

FY	Patients
FY 20182019	67,753
FY 20192020	67,833
FY 20202021	61,658
FY 20212022	68,377

Please note:

- Activity that constitutes treatment is interpreted differently across Services in the Trust.
- Due to the scope of the request, we cannot provide the data in keeping with each individual Service's interpretation.
- As such, for the purpose of this request treatment is defined as at least one attended contact in community services or a spell with inpatient services.
- Count is of distinct Service Users across the Trust in a Financial Year.

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where known, in subsequent years e.g., part of a 5-year plan?

There is no dedicated budget available for digital transformation, any requests for funding would be made via a business case submission.