Healthy Minds - Notes for Staff

What is Healthy Minds?

The Healthy Minds Service is an extension to your Practice or Surgery. We support patients who struggle with low level mental health and emotional wellbeing difficulties, such as;

* Anxiety
* Stress
* Low mood
* Panic
* Bereavement

We provide telephone appointments which are 20 minutes in duration for patients who are 18 years old and above.

How Healthy Minds can support the Patient.

Healthy Minds can offer the following intervention and services to patients:

* Psychological education.
* Help develop low level coping mechanisms and strategies.
* Provide helpful materials (electronically).
* Advocate healthy lifestyles for mental health and wellbeing.
* Provide an empathic conversation.
* Signpost to other services.
* Discuss MED3.

Is Healthy Minds the appropriate service for all patients with mental health difficulties?

No. Healthy Minds is a brief telephone wellbeing service. This means that we are not able to appropriately support patients with complex needs. It is important to remember the scope of the Healthy Minds Service.

Which patients should you refer to Healthy Minds?

* Patients who report feeling anxious, stressed or panicky
* Patients who report feeling low, tearful or upset
* Patients who have been bereaved
* Patients who want to discuss MED3 for mental health related difficulties
* Patients who require a depression review (Patients who are booked in with Healthy Minds for a Depression Review should meet our criteria.)

Which patients should you NOT refer to Healthy Minds?

* Patients who state that they are having thoughts about harming themselves
* Patients who have complex mental health needs, such as long-standing depression
* Patients who are currently engaged with Secondary Care mental health services, such as CMHT
* Patients who have been referred to, or are on the waiting list for, Secondary Care mental health services, such as CMHT
* Patients who have a diagnosed personality disorder
* Patients who are unable to communicate effectively over the phone
* Patients who are under 18 years old

How to book patients in with Healthy Minds and what you should tell the patient.

* Patients can be booked directly into the Healthy Minds sessions on System One (Leeds GP Confederation).
* Patients can be navigated directly to Healthy Minds by the reception team within your practice. The patient does not need to see their GP before they are booked in with Healthy Minds.
* Patient can also be booked into the Healthy Minds sessions by GPs, Nurses and all other professionals at the practice, so long as they are aware of the referral criteria as explained above.
* Please book patients into the ‘New Patient’ slots. All of those slots are 20 minutes in duration.
* Please inform patients that their Healthy Minds appointment is with a Mental Health professional but make it clear that Healthy Minds it is not a counselling or therapy service. Please also make patients aware that we will try to call them as close to their appointment time as possible but they could be contacted any time during the clinic.
* Please also take care to ensure the phone number for the patient is correct.

What happens after the patient is booked in with Healthy Minds.

* The Healthy Minds practitioner will contact the patient as close to the appointment as possible. Healthy Minds has access to the patients record and will make all consultation notes on their record (System one or Emis).
* If a follow up appointment is required, the practitioner will arrange this with the patient.
* The patient is not able to make direct contact with the practitioner outside of appointments. If the patient needs to change or cancel an appointment with Healthy Minds, the patient will contact the GP Practice. Practice staff are able to cancel and rebook sessions for the patient.
* Following a patient’s discharge from the service, the patient is able to return to Healthy Minds. Returning patients should be booked into ‘New Patient’ appointment slots.

How Healthy Minds communicates with staff at practices and surgeries.

Healthy Minds practitioners will only contact the practice if action or on-going monitoring is required by a member of practice staff.

The practitioner will only contact the practice through ‘tasks’. Healthy Minds practitioners do not task individuals at the practice. All tasks are sent to a designated group, ‘To be Distributed’. If the practice has not created a ‘To be Distributed’ group for tasks, Healthy Minds will send the task to the most appropriate group available. The Healthy Minds practitioner is not able to check that tasks have been dealt with. This is the responsibility of the practice staff.

It is very important that tasks are NOT sent to Healthy Minds Practitioners. This is because practitioners do not work on regular clinics and may not log onto the practice’s system one for some weeks or even months.

Who should you contact with questions or concerns?

Healthy Minds Team Lead – Teresa Dcaccia - [teresa.dcaccia@nhs.net](mailto:teresa.dcaccia@nhs.net)

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