

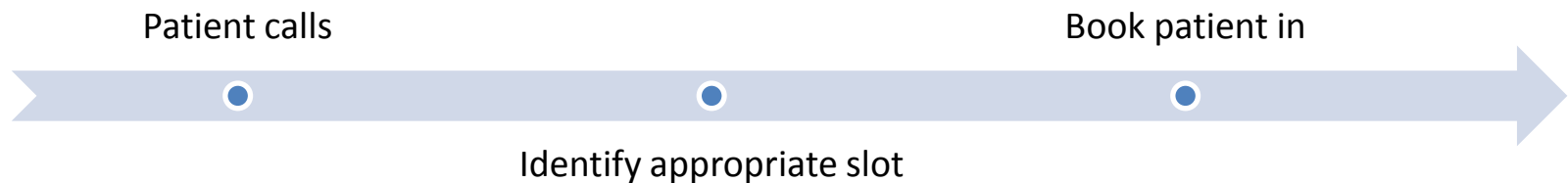
# Mental Health Assessment in Devon

Application of simulation to system redesign

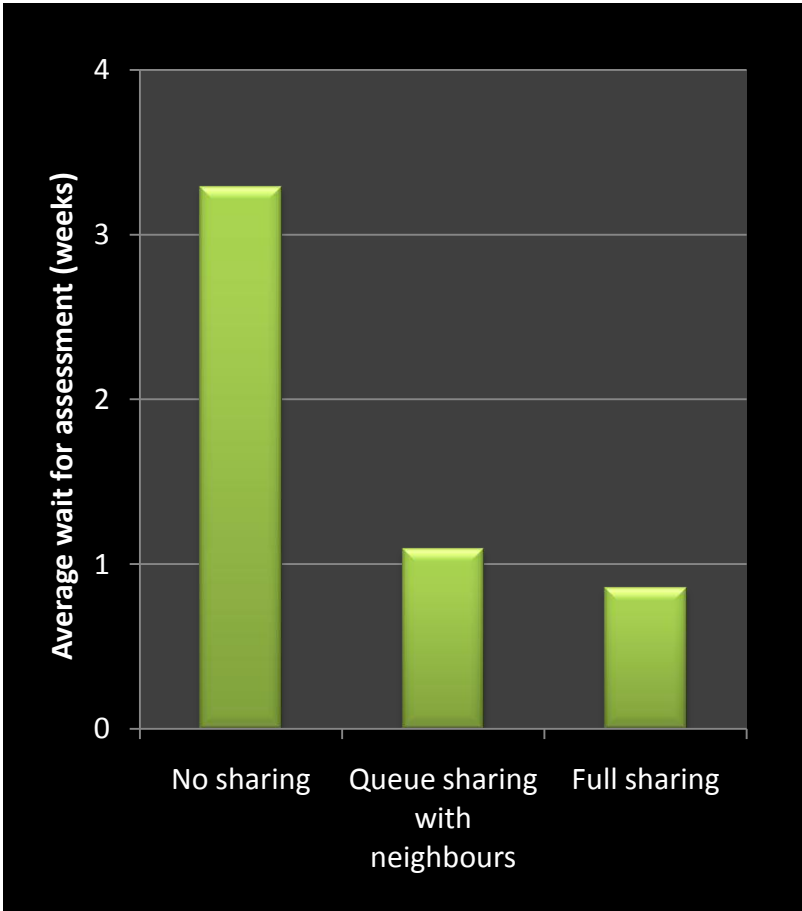
Dr Michael Allen

# Problem setting

- Devon Partnership NHS trust runs mental health services across Devon using multiple local teams.
- The Trust wished to co-ordinate service provision of mental health assessment through a centralised 'choose & book' appointment system.
- PenCHORD was asked to help analyse demand and advise on number of required appointment slots for each local team.
- The redesign was also used as an opportunity to look for ways of improving service or reducing costs.



# Sharing the load...

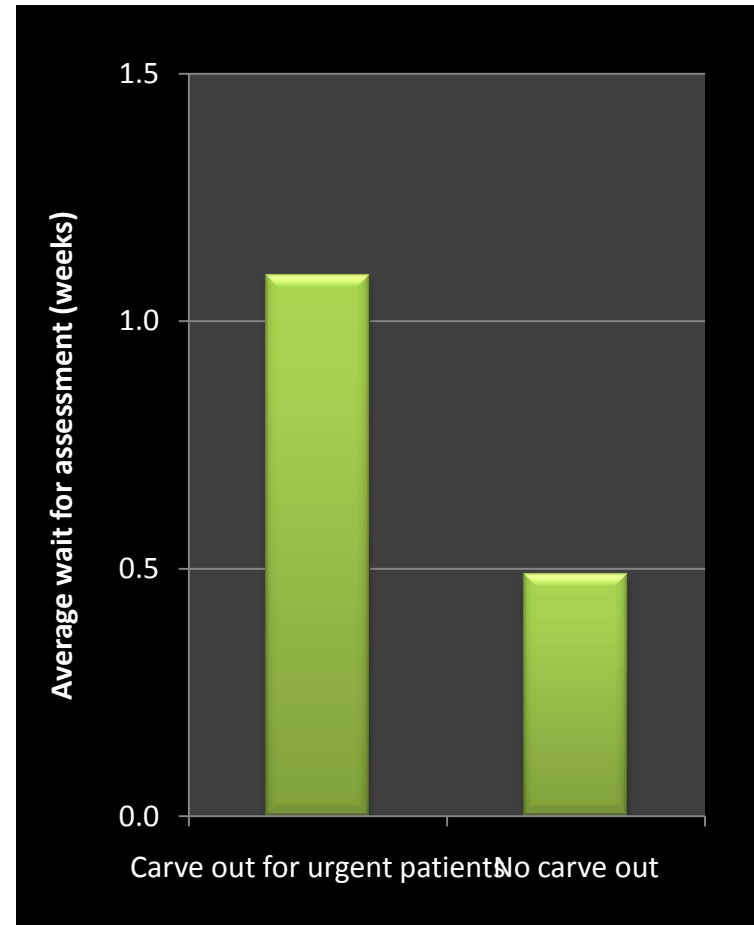
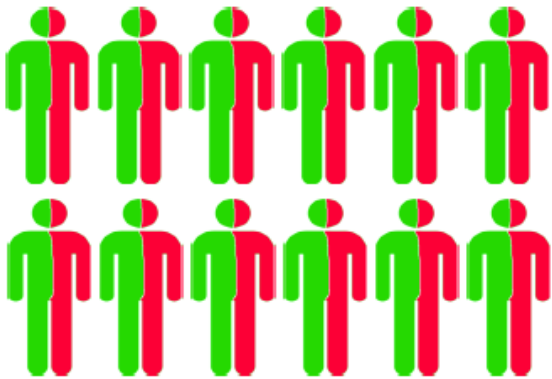


# To 'carve-out' or not?

Some slots reserved for high priority only



All slots open to all



# Where we are...

- Simulation was used to:
  - Advise of required capacity
  - Prompt new ways of thinking
- New system now being piloted in one region (2 teams)
  - Plans to roll-out wider
  - Plans to look at other mental health services in a similar way

