



# NEW MODELS OF CARE IN PRACTICE

## URGENT AND EMERGENCY CARE VANGUARD

### CAMBRIDGESHIRE AND PETERBOROUGH CLINICAL COMMISSIONING GROUP

A vanguard in Cambridgeshire and Peterborough has focused on helping people who are experiencing mental health crisis and demonstrating how, with the right support, they can get the help they need at home or in the community and avoid a trip to A&E. This is improving patient care as well as providing savings for the local health system.

As part of the vanguard, Cambridgeshire and Peterborough NHS Foundation Trust, the local mental health and community services provider, introduced a new system for people to access urgent mental health support 24 hours a day, seven days a week.

People of any age can contact the First Response Service, by calling 111 and selecting option 2. The phone line is answered by trained mental health professionals who can offer advice over the phone, refer people to crisis services, or refer them to a sanctuary – safe places run by mental health charity, Mind. The sanctuaries offer short-term practical and emotional support between 6pm and 1am, seven days a week. They also offer an outreach facility for rural areas.

By bringing together all of the services that support people in times of crisis and introducing new ones, the vanguard has made a significant difference to people living in Cambridgeshire and Peterborough.

Within the first four months of having all the elements in place, 4,000 calls were triaged through the First Response Service and only three per cent required further emergency service input. This means that 97 per cent were able to get the support they needed without going to hospital.

**Further information:** To learn more about the work of the vanguards and the new care models programme visit [www.england.nhs.uk/vanguards](http://www.england.nhs.uk/vanguards) or join the conversation on Twitter using [#futureNHS](https://twitter.com/futureNHS)

### KEY FACTS IN NUMBERS

Within the first four months of the full model service:

- 4,000 calls were triaged through the service and only three per cent required further emergency service input.
- There was a 34 per cent average weekly reduction in trips to A&E across the four hospitals and a 20 per cent reduction in admissions.
- There has been a reduction in A&E mental health attendances brought in by ambulance by 15 per cent.
- There has been a 16 per cent reduction in the number of overdoses.