

## Mental Health Assessment Units and Consultant Connect

Dear Colleagues,

In June 2021 NHSGGC launched a same day Mental Health urgent assessment service to all GPs across the Health Board. This had previously just been open to GPOOH, Emergency Departments and other Urgent Care stakeholders, but it was recognised that GP access was required to support this area of Urgent care work.

The service is available to patients who are 18 years and older who are felt to require a **same day urgent** mental health assessment. The service is **an addition** to the options of soon & routine referrals that can be made to the relevant CMHT using existing referral pathways. This service does not replace pre-existing relationships between GP Practices and Mental Health teams.

The service is accessed **ONLY** by using Consultant Connect which supports the Prof 2 Prof discussions and allows a single point of access for GPs in an urgent situation, which has been requested for some time. Calls made using Consultant Connect are logged and recorded providing an additional layer of assurance and governance to all clinicians using the service. Similar to Acute Assessment referrals a SCI gateway referral is required following the Prof 2 Prof discussion.

Referrals to the MHAU cannot be accepted if Consultant Connect has not been used. Feedback has been received by staff working in mental health teams with GPs contacting them directly and expressing frustration and at times directing this towards the staff which is not acceptable.

We have previously written out to all GPs and Practices in relation to Consultant Connect, and provided the required direct dial in number for each Practice to enable use of the service. Dial in numbers are also available to sessional GPs.

It is used in different areas to facilitate Prof 2 Prof discussions and has been extremely successful. GP colleagues have welcomed the quick access to Cardiology and Paediatric support and the opportunity to discuss cases.

Consultant Connect allows numerous specialities with a number of specialists, to be contacted using one single point of access. As a Board it is likely that we will look to expand the use of this tool to further support clinical decision making.

Consultant Connect is largely used as a smartphone app and will make calls via the mobile phone signal or internet calling as local signal strength allows. The app ensures direct contact with the required specialty and calls are answered very quickly. It can also be access using a land line with a dial in number, however you will be required to choose from a number of options using this mode. Could I ask that clinicians download the app and store the land line number and get their appropriate direct dial in number (previously provided to all Practices, but also available by contacting Garry Campbell details below.)

Kind regards

Kerri

Dr Kerri Neylon, GP & Deputy Medical Director

Garry Campbell  
UCC Programme Support Manager  
Ground Floor  
JB Russell House  
Gartnavel Royal Campus  
G12 0XH

Mobile- 07971902702

Landline- 0141 211 (3)0320

Email- [garry.campbell@ggc.scot.nhs.uk](mailto:garry.campbell@ggc.scot.nhs.uk)