

A Narrative Study – Understanding why people in mental distress frequently attend a local emergency department; from a patient perspective.

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| Welcome and Introductions
Student Doctorate of Professional Studies

- *Head of Mental Health NHS England Specialised Commissioning – East Midlands*
- Carer
- Commenced study 2013 currently final phase of writing dissertation



A&Es: waiting time targets missed

Whether target for 95% of patients to be seen within four hours at A&E was met on average across England - all departments

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	Blue											
2012	Blue	Red	Blue	Red								
2013	Blue	Red	Red	Red	Blue							
2014	Blue	Red	Blue	Blue	Red	Blue	Blue	Blue	Red	Red	Red	Red
2015	Red	Red	Red	Red	Red	Red	Blue	Red	Red	Red	Red	Red
2016	Red											
2017	Red											
2018	Red											

target met

target not met

*Data prior to June 2015 has been estimated from published weekly data

Source: NHS England A&E Attendances and Emergency Admissions monthly time series



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Study rationale (2)
Personal and Organisational





- The challenge of engaging people in mental health crisis*
- Not a homogenous group
- Lack of other services*
- Emergency Department preferred option*
- Referred by others*
- Already known to mental health services*





Results



'they blamed me for an old man dying of lung cancer and said that that was my fault saying that I was clogging up their A and E''

" the sister in charge was ringing the police seeing that I wasn't allowed there while she was ringing the police I got a cord out of my bag and pulled it round my neck she said 'finally then I'll book you in'. That's not what a mental health person who is feeling suicidal wants to hear"

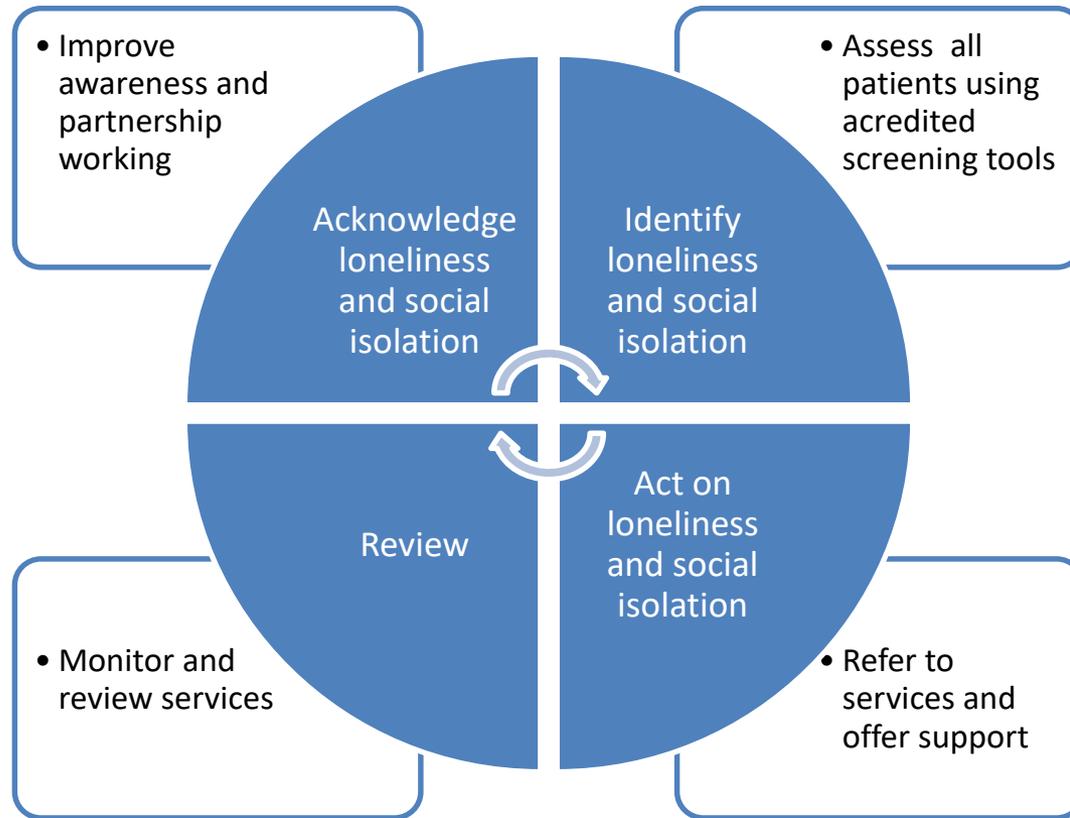
'I had to do it for my own piece of mind and my own sanity cos I am lonely'

"I wasn't happy with that change of the helpline, they closed it down. It was a good service, they should have left it how it was"





Conclusion



Any
questions



**Thank
You!**

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