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

Karon Glynn
Doctorate in Professional Studies Student
Sheffield Hallam University
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

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

**Source:** NHS England [A&E Attendances and Emergency Admissions monthly time series](#)
• 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*
Approach – Method (2)
Results
‘they blamed me for an old man dying of lung cancer and said that was my fault saying that I was clogging up their A and E’

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

“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 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”
Findings (2)
Conclusion

- Improve awareness and partnership working
- Monitor and review services
- Assess all patients using accredited screening tools
- Refer to services and offer support
- Acknowledge loneliness and social isolation
- Identify loneliness and social isolation
- Review
- Act on loneliness and social isolation

Acknowledge loneliness and social isolation
Identify loneliness and social isolation
Act on loneliness and social isolation
Review

Monitor and review services

Sheffield Hallam University
Any questions?