Medication Assisted Treatment (MAT) Standards Learning System

Session 4
Collaboration: A Whole System Approach
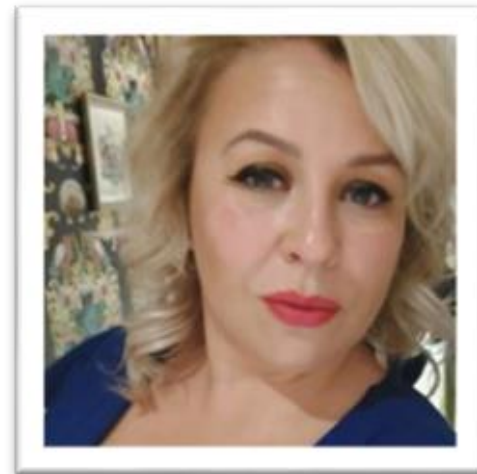
1 September 2023
11:00am - 12.30pm

Supporting better quality health and social care for everyone in Scotland.

Welcome

Ruth Robin

Portfolio Lead

Healthcare
Improvement
Scotland

Agenda

Time	Agenda Item	Speaker(s)
11.05-11.15	Welcome	Ruth Robin, Portfolio Lead, Transformation and Improvement in Drugs, Alcohol and Housing (TIDAH), Healthcare Improvement Scotland
11.15-11.30	Programme Update	Stephanie Stewart, Senior Improvement Advisor, Transformation and Improvement in Drugs, Alcohol and Housing (TIDAH), Healthcare Improvement Scotland
11.30 – 11.50	Telephone Contact Service – Single Point of Entry	John Thayers, Research and Quality Improvement Officer Midlothian & East Lothian Drugs And Alcohol Partnership (MELDAP) Laura Fearn, Business Support Manager; Bob McConnell, Assistant Manager, Mid and East Lothian Drugs (MELD)
11.50 – 12.00	Refreshment break	
12.00 – 12.20	Overnight Welcome Centre: Information Sharing with Multiple Partners	Elyse MacKinnon, Winter Project Manager, Glasgow City Mission
12.20 – 12.30	Thank you, Evaluation poll, Close	Ruth Robin

Programme update

Stephanie Stewart

Senior Improvement Advisor

Meet the team

Stephanie
Senior Improvement Advisor

Stephen
Improvement Advisor

Adrian
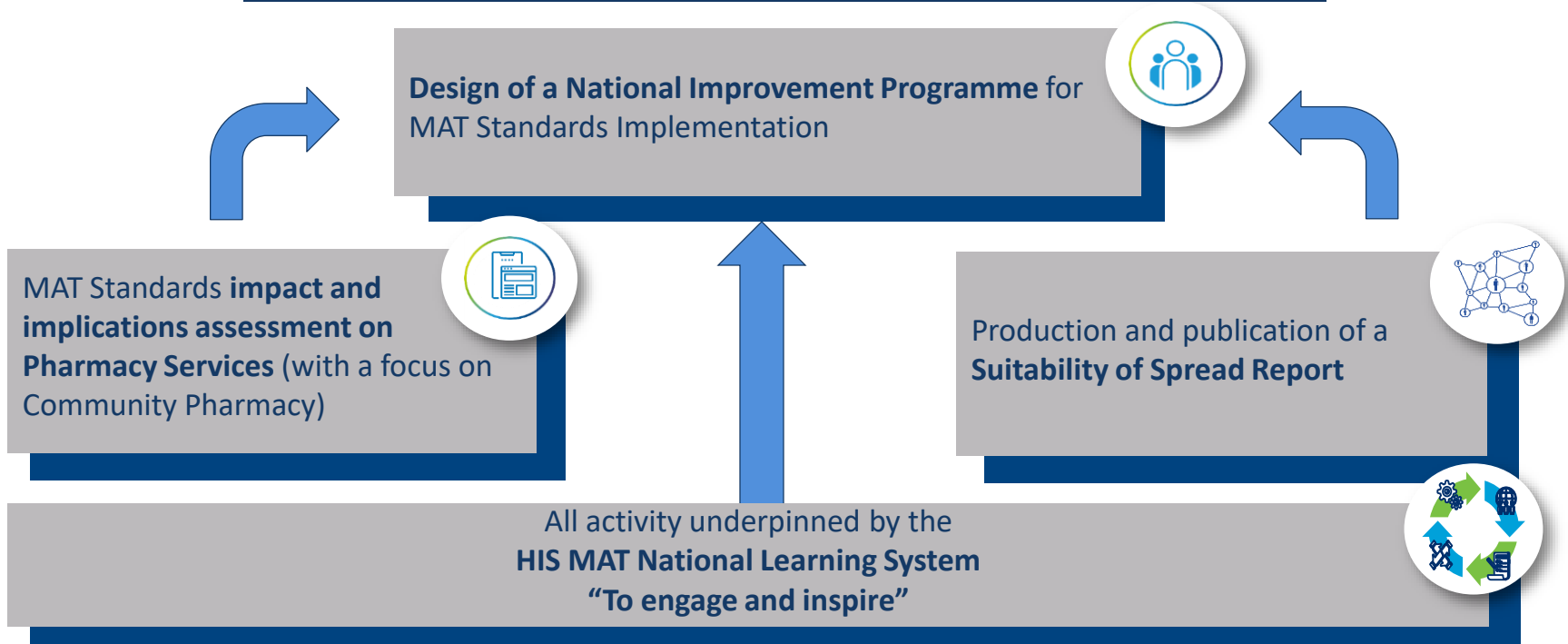Specialist Pharmacist

Kyle
Project Officer

Leanne
Programme Manager

Sophia
Knowledge and Information Skills Specialist

Key Deliverables

Improvement Support for MAT Standards Implementation:
Key Deliverables:

Design of a National Improvement Programme for MAT Standards Implementation

MAT Standards **impact and implications assessment on Pharmacy Services** (with a focus on Community Pharmacy)

Production and publication of a **Suitability of Spread Report**

All activity underpinned by the **HIS MAT National Learning System** "To engage and inspire"
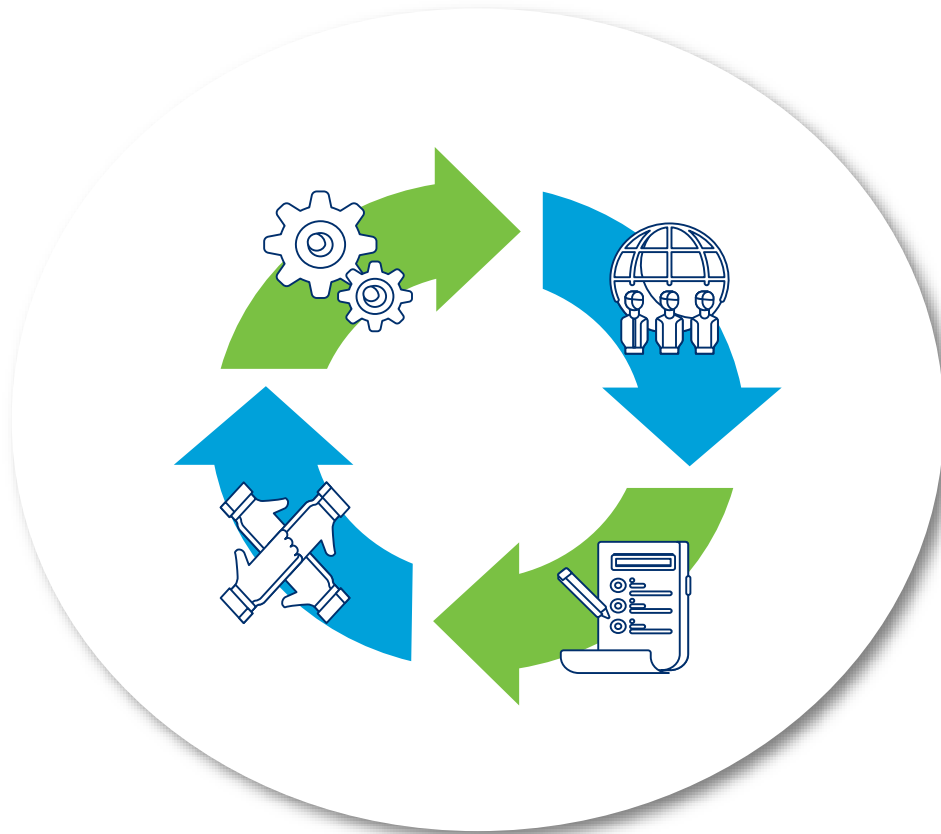
Value of Collaboration

Learning System

Webinars

Blogs

Podcasts

Resource Library

Community Pharmacy Insights

Literature Review

Stakeholder Interviews

Current State

Lived and Living Experience

Ways to Connect

- HIS Community Pharmacy Work

- Local SPISM or Community Pharmacy Lead

- Local Pharmacy Contractors Committee

  - Local board pharmacy contacts

  - Community Pharmacy Scotland

Next Steps – Areas of Good Practice

Image attribute

Lived and Living Experience

Hearing tells you that music is playing, but listening tells you what the song is saying.

There are times that we hear but forget to listen.

We Need You

- Who are you working with?

- What's going well?

Get in touch

- His.mat@nhs.scot

- Stephanie.stewart3@nhs.scot

- stephen.wishart@nhs.scot

- Drop something in the chat

Telephone Contact Service – Single Point of Entry

John Thayers, Research and Quality Improvement Officer

Midlothian & East Lothian Drugs And Alcohol Partnership (MELDAP)

Laura Fearn, Business Support Manager; Bob McConnell, Assistant Manager

Mid and East Lothian Drugs (MELD)

MELD CONTACT SERVICE

MELD CONTACT SERVICE PRESENTATION

HEALTH IMPROVEMENT SCOTLAND

WEBINAR 1ST SEPTEMBER 2023

Gateways to Recovery 1

- Gateways – Face-to-face drop-in at set times and locations
- Monday, Tuesday, Thursday and Friday
- Only entry point for those looking to engage
- One Gateway per week in Dalkeith, Haddington, Musselburgh and Penicuik
- If missed 1 week wait
- Not always available when looking for support
- Limited opening times

Gateway to Recovery 2

- Labour intensive
- Expensive and Inefficient
- Ineffective at Engaging People in Recovery.
- Potential to be Extremely Busy
- Often poorly attended

Gateways to Recovery 3

- Increased Stigma
- Opiate Only Perception
- Did Not Attract People Who Used Stimulants, Cannabis or Alcohol
- Reduced Access Due to restriction of Days and Times Offered
- Often Resulted in Long Wait for Triage Assessment

Then Came COVID

- Onset of COVID
- Restriction in Service Delivery
- GTR Engaged Approximately 300-350 people per year
- Limited time available for engagement
- Services Delivery Changed Overnight
- People Had Limited Access to Engage in Services
- MELD Reacted to Restrictions
- Set Up a Phone Number For People to Engaging in Treatment
- Initial Expectation That This Service Would Operate For 3 months

MELD Contact Service

- MELD Contact Service Started as a 1 Year Pilot
- Developed From the Need to Engage People Differently
- Pilot Funded by CORRA and MELDAP
- Focused on Offering Information Substance Use Enquiries
- And Easy Access to Substance Use Services in Midlothian and East Lothian
- Attracted Individuals Looking to Engage in Treatment
- Provided information to People Regarding Substance Use Services
- Offered a Confidential, Trauma Informed, Person Centred Conversation
- Assessed and Triaged to Appropriate Service(s)

MELD

Contact Service Statistics

Fiscal Year 2022-23

Table 1. Total number of enquiries to the Contact Service for Midlothian in Fiscal Year 2022-2023:

Total = 795
Quarter 1-180
Quarter 2 – 239
Quarter 3 – 180
Quarter 4- 196

Table 1. Total number of enquiries to the Contact Service for East Lothian in Fiscal Year 2022-2023:
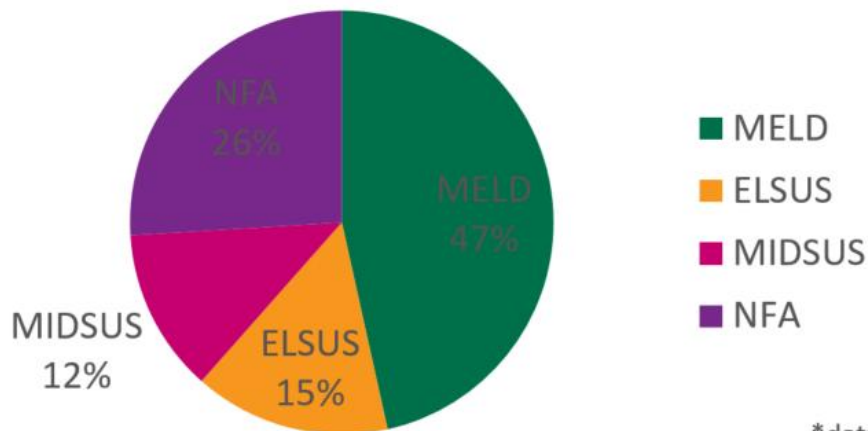
Total = 1053
Quarter 1-208
Quarter 2 – 319
Quarter 3 – 255
Quarter 4- 271

Table 3. Outcome of Enquiry

	Total Enquiries	Appointments Offered	NFA,Info/Advice/ OST
2022-23	1848	720	1128

Table 4. Triage and Referral Outcome

MELD	ELSUS	MIDSUS	NFA/other/ dual *	TOTAL
335	108	90	187	720

*data for dual referrals not available for full period

Table 5. Gender breakdown Midlothian and East Lothian

	Males	Females	Unknown or not disclosed	Total
2022-23	1002	779	67	1848

Table 6. Drugs and/or Alcohol Analysis of Enquiries made to Contact Service Total For Midlothian and East Lothian

	Alcohol	Drugs	Alcohol & Drugs	Unknown or N/A*	Total
2022-23	747	551	140	410	1848

Table 7. Age breakdown

Range	Number
Under 20	24
20-29	206
30-39	340
40-49	284
50-59	229
60-69	98
70-79	45
N/A or Unknown	622
Total	**1848**

Table 8. Area Breakdown

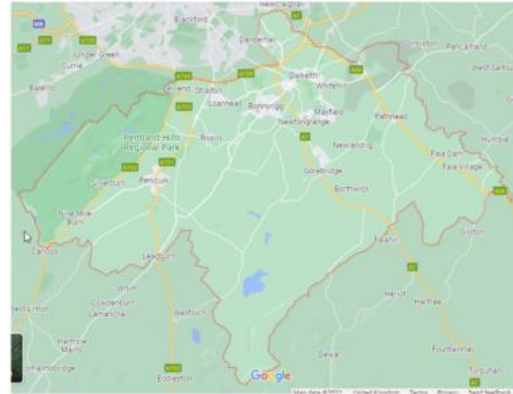| Location	Number
Dalkeith	169
Loanhead	75
Penicuik	127
Gorebridge	54
Bonnyrigg	122
Edinburgh	8
Rosewell	12
Roslin	8
Pathhead	13
Lasswade	2
Bilston	49
Leadburn	1
Danderhall	42
Newtongrange	1
N/A or Unknown	112
Total	795

Table 9. Area Breakdown

Location	Number
Cockenzie and Port Seton	31
Drem	1
Dunbar	88
Gladsmuir	2
Gullane	7
Haddington	92
Longniddry	6
Macmerry	4
Musselburgh	294
North Berwick	38
Ormiston	23
Prestonpans	72
Tranent	103
Wallyford	7
N/A or Unknown	285
Total	1053

Engagement Q1 2023 - 24

The overall engagement in the Contact Service continues to be strong and the most recent overall figures for Q1 of 2023-24 is shown below:

Midlothian: 226 Enquiries

East Lothian: 294 Enquiries

Overall Total: 520 Enquiries

The engagement figure for the second year of the Contact Service is again projected to be over 2000 enquiries. Comparing these with Gateway engagement figures pre-pandemic, it is clear that the Contact Service model provides a needed route to support.

Cocaine Enquiries 2022-23

Cocaine Enquiry Numbers 2022-23
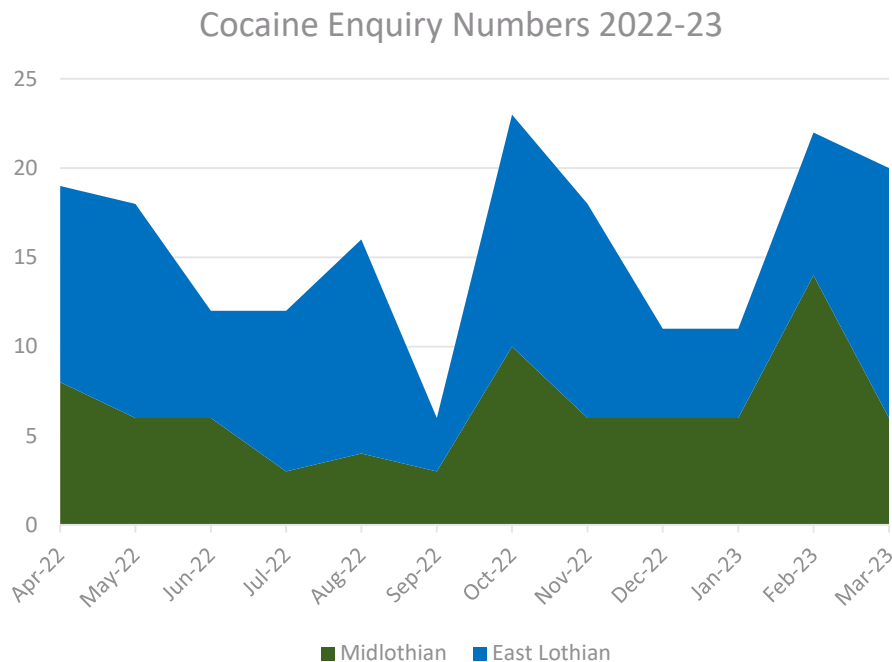
Midlothian East Lothian

Chart refers to numbers of individuals citing cocaine use, cocaine being the leading stimulant substance recorded, at time of enquiry to Contact Service.

Contact Service Extension

In early 2023, MELD was commissioned by MELDAP to extend the hours of the Contact Service to include evenings between 5pm and 10pm, covering Thursday through Sunday. Extended service hours commenced on 25 May 2023, initially as a three month pilot, and currently remain in place, having been extended for a further three months. Figures (right) demonstrate initial uptake of engagements with evening provision.

Total enquiry numbers Q1 2023-34

Midlothian	Total	Evening only	East Lothian	Total	Evening only
April	58	--	April	56	--
May	71	0	May	104	2
June	97	9	June	134	12
TOTAL	226	9	TOTAL	294	14

Total enquiry numbers July 2023

Midlothian	Total	Evening only	East Lothian	Total	Evening only
July	61	10	July	99	16

Benefits to the Public

- Initial Access to Service Day or Night (Ans Mach)
- Immediately Engagement in Support and Recovery Conversation
- Guidance and Expectations re Triage and/or What Next
- Same Day Prescribing Opportunities
- Transport to the Appointment if necessary

Benefits to Agencies and Funders

The following Services benefit from Contact Service access as people can be referred or signposted to their Agency or Service

MELD

Midlothian Substance Use Service

East Lothian Substance Use Service

ELCA

PEER Support Services

Family Support Services

SMART Groups

AA, NA, CA Fellowships

Questions

Refreshment break

Overnight Welcome Centre: Information Sharing with Multiple Partners

Elyse MacKinnon

Winter Project Manager, Glasgow City Mission

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Overview - Overnight Welcome Centre

- Emergency winter service for those at risk of rough sleeping in Glasgow (Dec-Mar)

- 534 unique individuals accessed the service during the 22/23 season

- Service operates between 9pm-7am, with a day team who follow up with guests who have accessed the service the previous night

- Guests came from a range of backgrounds; many with complex issues including addiction, mental health, or no recourse to public funds

- Operates in partnership with over 20 agencies throughout Glasgow

- Online occupancy list in use, created in partnership with ITRS

- Only 7 questions asked to guests when processed into the online system

Why we required a new logging system

- Transparency with Partner Agencies

- Moving towards a positive outcomes focussed service (95% of guests 22/23 season)

- Minimising duplication of work across the sector

- Creating a system where we could follow a guests journey, with input from multiple agencies

- A simplified way of knowing if guest was already being supported by another agency

- A system protecting those who fall through the cracks, ensuring they are picked up by the most appropriate service in the city

- Everyone agreed an upgraded system would benefit the guest

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Overcoming the challenges

- GDPR
  - ➤ Permission granted by guests for partner agencies to access their profile via tick box
  - ➤ Limited access for Partners if guest said no
  - ➤ Group accessing the service fall under 'extremely vulnerable category' e.g individuals at risk, asylum seekers, or those with mental health issues

- Frustration over additional database system for partner agencies
  - ➤ Web access
  - ➤ Simple and easy to use format
  - ➤ Short inputs from agencies
  - ➤ Focus on positive outcomes for guests

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Who used it and what access did they have?

- **Overnight Welcome Centre Staff**
  - ➢ Full access to create and update guest's profiles, including a flagging system
  - ➢ Creating reports
  - ➢ Ability to edit guest basic information
  - ➢ Pin notes to profiles and homepage
- **Overnight Welcome Centre management**
  - ➢ Full access to database
  - ➢ Access to admin privileges including creating new system users, ability to limit access for others, ability to merge profiles
  - ➢ Access to downloadable reports created by the system including full guest lists, statistics on current season, recurring guests
- **Partner agencies**
  - ➢ Various agencies including Police Scotland, Simon Community Scotland, Hunter Street Complex Needs service, Shelter Scotland, British Red Cross
  - ➢ Limited access dependant on guest's agreement to the sharing of their data
  - ➢ Ability to view profile and add notes to guest's profile
  - ➢ Unable to change information on guest's profile
  - ➢ Police Scotland could add Missing People

Following the journey of our guests

- Guest is the priority for all agencies, allowing agencies to work well together

- Short, quick notes on profiles

- Partner agencies taking responsibility for those they are already engaging with

- Clear journey displayed through the notes due to agencies inputting latest engagement

- Key notes pinned to the homepage, unpinned when OWC staff have actioned them

- Outcomes recorded and updated on profiles, allowing quick access (95% positive)

- Ability to see clear data of how many years a guest has accessed the service (88 individuals accessed the service for 3yrs or more between 2015-2021)

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Conclusions

- We must think more creatively about what works for our guests

- Partnership working is a model that genuinely does work

- Don't be afraid to change the way you work

- The guest is the priority!

thank you

- Event summary will be available from ihub.scot/matupdates

- Hold the date for our next webinar: **31 October 2023**

Supporting better quality health and social care for everyone in Scotland.