



**Evaluation of Keep Well in South West Glasgow
CHCP – An exploration of the added value that the
Maintaining Mental Wellbeing Sessions has offered
all stakeholders**

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Executive Summary

Background

South West Glasgow Community Health & Care Partnership (SWCHCP) is one of the pilot sites implementing Keep Well, an anticipatory care programme focusing on tackling the main risk factors associated with the early onset of cardiovascular disease within areas of multiple deprivation.

Patients are invited to their local GP practice to receive a health check during which a Practice Nurse discusses a range of health and lifestyle issues which may be impacting on the individual's health.

To support the implementation of Keep Well locally, SWCHCP introduced a new initiative to help people whose health check suggested they might benefit from support with their mental health and wellbeing. These clients are offered the opportunity to attend a Maintaining Mental Wellbeing Screening Session which is staffed by the Pathways Team (Primary Care Mental Health Team) and the South West Glasgow Stress Centre. The Screening Session is delivered in non-health care premises in Govan and Pollok.

Research objectives

SWCHCP wished to determine the impact of the Maintaining Mental Wellbeing Session on the Keep Well initiative in the area, identifying in particular:

- Benefits experienced by patients, practice staff and mental health service providers
- The added value it may have brought to the Keep Well programme
- Its effectiveness in encouraging hard to engage clients to attend mental health services
- Its impact on service provider knowledge and skills, especially with regard to awareness of the range of support services available
- Any lessons learned from its implementation including perceived disadvantages from participation in the initiative and reasons for any lack of engagement.

The evaluation took place between November 2009 and March 2010 and evidence for the evaluation of the Maintaining Mental Wellbeing Session was gathered from:

- Data mining of existing project monitoring data captured within the Keep Well Tracking Tool and supplemented with information collated by SWCHCP and the Stress Centre
- Semi structured, in-depth face-to-face interviews with representatives from the Health Improvement Team at SWCHCP and the service providers - Pathways and the Stress Centre (8 in total)
- Semi structured, in-depth telephone interviews with a sample of Practice Nurses (key partners) who refer clients to the Sessions (5 in total)

- Telephone interviews with 35 Keep Well clients who had attended a Maintaining Mental Wellbeing Session (participants)
- Telephone interviews with 26 Keep Well clients who were offered the opportunity to attend a Session but who declined (non-participants)
- Semi-structured face to face interviews with a sample of participants to explore areas of satisfaction and dissatisfaction with the service in more detail (10 in total).

The planned service pathway

Patients are invited by participating practices to a Keep Well health check at which the Practice Nurse asks them a series of questions about their general health and lifestyle. As part of this health check, the patient completes a Hospital Anxiety and Depression Score (HADS) questionnaire, designed to detect the presence and severity of mild degrees of mood disorder, anxiety and depression. Based on the questionnaire score and any issues which are raised during the Keep Well health check, the Practice Nurse can offer the patient the opportunity to attend the Maintaining Mental Wellbeing Screening Session.

The Maintaining Mental Wellbeing Screening Session is staffed by Pathways and the Stress Centre. Patients attend a half hour appointment at the Screening Session to meet with a staff member from either the Stress Centre or Pathways who assesses their mental health and wellbeing and then meet to discuss each patient to decide what support, if any, would be beneficial.

Clients who would benefit from further support are then given the opportunity to attend further appointments with Pathways or the Stress Centre.

Overall findings

Overall, the feedback from both the service providers and the clients who participated in the Maintaining Mental Wellbeing Sessions was very positive. The Practice Nurses who are referring clients to the Sessions and the majority of the staff involved in providing the service believe that it is a valuable initiative, offering local residents the opportunity to discuss with someone any concerns they may have about their mental health and wellbeing. This view was shared by the majority of people who had attended their Keep Well health check and been offered the opportunity to attend the Screening Session.

The introduction of the Sessions offered the opportunity of enhancing a partnership approach between the two service providers, Pathways and the Stress Centre and improving awareness of the range of service provision to benefit clients with mild to moderate mental health issues. Feedback from both Pathways and Stress Centre staff who deliver the Maintaining Mental Wellbeing Sessions and their managers suggests that, for the most part, this has been achieved. Interviewees from both Pathways and the Stress Centre believed that their understanding of each organisation's service offering had improved significantly allowing them to refer clients more appropriately, both within the Maintaining Mental Wellbeing service and also in their wider practice.

The Maintaining Mental Wellbeing Sessions also resulted in the introduction of shared working practices in the form of Joint Screening, where Staff from both organisations conducted a similar approach to the assessment of clients, and a case conference, where information surrounding each client's situation was discussed before decisions on the outcome of the Screening Session were reached. For the most part, both Pathways and Stress Centre staff and their managers believed that these shared practices were effective in determining the best solution for each client, although there was a suggestion that the discussion at the case conference required to be in a little more detail in some cases.

The majority of the individuals who had attended their Keep Well health check and offered a referral to the Screening Session took up this opportunity and were happy with the outcome, with some still practicing the lessons and techniques learned from their follow on sessions with Pathways and/or the Stress Centre. Many of the respondents interviewed had, at the time of their health check, concerns over both their general and mental health and were pleased to have the opportunity to talk to a professional about their issues.

Areas for potential improvement

Whilst the evaluation highlights general satisfaction with the Maintaining Mental Wellbeing Sessions, it also highlighted some issues which, if addressed, might further improve the initiative. These related to:

- Points of engagement
- Service communication and marketing
- Service infrastructure and delivery process
- Workforce development.

Points of engagement

Whilst service providers were generally clear about the service pathway BOTH Pathways and Stress Centre staff did express some concerns about the apparent widening of the entry points into the initiative, in particular the role of Community Pharmacies, and the issues this could present for inappropriate referrals. Several of the Pathways and Stress Centre staff were worried that individuals might be referred to the Screening Session without having undergone the health check and HADS questionnaire and may not, in fact, have issues for which they could benefit from attending the Maintaining Mental Wellbeing service.

Service communication and marketing

Several people interviewed in this evaluation appeared uncertain as to the purpose of the Screening Session and what support they might expect to receive. Very few respondents, either those who had attended the Screening Session or those who had declined the offer, could recall receiving any information on it. Discussions with the Practice Nurses suggested that people do receive a substantial amount of information during the course of their health check and it may be that this is too much for people to take in at one time.

In addition to this, many of the respondents who attended the Screening Session were unaware that its purpose was to further assess their need for support. Several respondents thought that they were being referred to a counsellor and therefore would receive counselling at this session. As a result of this misconception, they were disappointed with the outcome of the Screening Session and felt that they had not benefited from their referral to the service.

From more in-depth discussion with a sample of these individuals, it would appear that the terminology used to describe the referral by some Practice Nurses may be confusing people and leading them to believe that they will be receiving counselling at the Screening Session.

In addition, given that many of the individuals had agreed to be referred because they had concerns about their health, they were confused as to the reasons why further support was not considered appropriate following the Screening Session and were not clear as to how this decision had been reached.

Service infrastructure and delivery process

The Pathways Staff had expressed concern at the inconsistency in follow-up communication with the referring GP practice following the client's attendance at the Screening Session. Pathways protocols require them to write to practices advising them of the outcome of the client's visit to the service. This is not required for clients who are seen by Stress Centre staff. Pathways Staff expressed concern that this could result in GPs receiving information for some of their patients referred to the Sessions and not receiving information for others.

Discussions with the Practice Nurses confirmed some dissatisfaction with the follow-up procedure adopted within the service. Whilst they were aware that the Keep Well Tracking Tool is updated after a client's visit to the Screening Session, time pressures mean that they have little opportunity to access this information. As a result, the Practice Nurse is often unaware of the outcome of their patient's referral until they meet the patient again when they attend the practice for another reason. For some patients, the time lag between their visit to the Screening Session and the practice can be considerable.

There appears to be little difference between how participants and non-participants find out about the Keep Well health check and/or the Maintaining Mental Wellbeing Sessions. However, their feedback did highlight one key difference in how their Keep Well health checks were conducted. Individuals who chose to attend the Screening Session appeared more likely to have had a discussion with the Practice Nurse about their HAD score than those who declined to attend. Whilst they could remember completing the HADS questionnaire, over half of the non-participant respondents could not recall discussing their score with Practice Nurse in the health check. Whilst the non-participants interviewed did not give this as a reason for declining a referral to the service, it may be that, if the results were not explained the patient may not have understood why they might benefit from the referral.

Workforce development

Feedback from both the Pathways and Stress Centre staff interviewed indicated a very clear understanding of the background to the Maintaining Mental Wellbeing Sessions, their fit within the Keep Well programme and their objective of reaching hard to engage patients with mild to moderate mental health issues.

However, this clarity of understanding was less apparent amongst staff who were new to the initiative. These interviewees were less aware of the service ethos, more likely to express concern at the inappropriateness of some of the clients being referred from the Practice Nurses and less likely to believe in the value of the Sessions.

Feedback from both the Pathways and Stress Centre staff and the service managers suggests that there is no specific induction on the Maintaining Mental Wellbeing Sessions available for staff new to the Sessions who rely on information being passed on informally by line managers and colleagues. Whilst this information covers the operational aspects of the Sessions, it is not clear if it also includes an overview of Keep Well and its anticipatory care ethos and an outline of the delivery pathway including entry points and the role of delivery partners such as Community Renewal.

Recommendations

Awareness sessions for service providers and key partners

It would be of benefit to consider providing awareness sessions to improve staff understanding and alleviate their concerns regarding:

- The range of referral partners who can refer clients into the service and their role in the initiative (e.g. Community Pharmacies, Community Renewal etc)
- The processes used by these partners prior to referral to ensure the appropriateness of the referral
- The anticipatory care ethos of the service model and the impact this early intervention approach has on the severity of the mental health and wellbeing issues clients are likely to present with
- The role of the HADS questionnaire and the importance of the discussion regarding the score with each patient
- The terminology to use to describe the referral to avoid creating the impression that the client will automatically receive counselling or follow-on support

Information provision

It would be beneficial to consider developing additional printed information for potential clients on the Sessions. This could be given to the individual by the Practice Nurse at the Keep Well health check. The information could outline:

- The purpose of the initiative

- The role of the Screening Session
- The role of the HADS questionnaire in the health check

Clarification of the follow up process

It would be beneficial to clarify how Practice Nurses should obtain details of the outcome of their client's visit to the Screening Session and the role that Pathways and Stress Centre staff should play in this (if any). This will ensure that Practice Nurses receive a timely update on the client's progress.

Ensuring discussion of the HAD score with all patients

Whilst it is not certain that lack of recall of any discussion regarding their HAD score influenced some patients to choose not to be referred to the Screening Session, it is the only significant difference in feedback between participants and non-participants and therefore cannot be ignored as a potential influence. Given HADS' current role in the referral decision, it would be beneficial to ensure that a discussion takes place between the Practice Nurse and the patient to ensure the patient understands the score and can make an informed decision as to their referral to the Screening Session.

We believe that in implementing these recommendations, SWCHCP will be enhancing any future delivery of the initiative.

Section 1: Introduction

1.1 Background

Keep Well is an anticipatory care programme that focuses on tackling the main risk factors associated with the early onset of cardiovascular disease within areas of multiple deprivation. Keep Well offers free health checks for people aged 45-64, particularly those that have been traditionally hard to engage, in a range of local services.

South West Glasgow Community Health & Care Partnership (SWCHCP) is one of the pilot sites implementing Keep Well in Glasgow and was provided with extra resources to identify; contact and offer free health checks and risk assessments to those most at risk, particularly hard to reach groups.

Patients are invited to their local GP practice to receive a health check, lasting around 40 minutes, during which time a Practice Nurse discusses a range of health and lifestyle issues which may be impacting on the individual's health. Based on this health check, the Practice Nurse can then suggest a range of local services which may support the individual such as smoking cessation, weight management, money advice, benefit advice and literacy services.

1.2 Maintaining Mental Wellbeing Screening Session

To support the implementation of Keep Well locally, SWCHCP introduced a new initiative to help people whose Keep Well assessment suggested they might benefit from support with their mental health and wellbeing. These clients are offered the opportunity to attend a Maintaining Mental Wellbeing Screening Session (Session) which is staffed by the Pathways Team (Primary Care Mental Health Team) and the South West Glasgow Stress Centre. The Screening Session is delivered in non-health care premises in Govan and Pollok.

In addition to providing clients with an opportunity to access a range of support, it was hoped that the new initiative would also provide an opportunity to improve the referral process and encourage a joint approach to stress education between Pathways and the Stress Centre.

1.3 Research objectives

SWCHCP wished to determine the impact of the Maintaining Mental Wellbeing Session on the Keep Well initiative in the area, identifying in particular:

- Benefits experienced by patients, practice staff and mental health service providers
- The added value it may have brought to the Keep Well programme
- Its effectiveness in encouraging hard to engage clients to attend mental health services
- Its impact on service provider knowledge and skills, especially with regard to awareness of the range of support services available
- Any lessons learned from its implementation including perceived disadvantages from participation in the initiative and reasons for any lack of engagement.

Section 2: Methodology

Evidence for the evaluation of the Maintaining Mental Wellbeing Session was gathered from:

- Data mining of existing project monitoring data captured within the Keep Well Tracking Tool and supplemented with information collated by SWCHCP and the Stress Centre
- Semi structured, in-depth face-to-face interviews with representatives from the Health Improvement Team at SWCHCP and the service providers - Pathways and the Stress Centre (8 in total)
- Semi structured, in-depth telephone interviews with a sample of Practice Nurses (key partners) who refer clients to the Sessions (5 in total)
- Telephone interviews with 35 Keep Well clients who had attended a Maintaining Mental Wellbeing Session (participants)
- Telephone interviews with 26 Keep Well clients who were offered the opportunity to attend a Session but who declined (non-participants)
- Semi-structured face to face interviews with a sample of participants to explore areas of satisfaction and dissatisfaction with the service in more detail (10 in total).

The data mining exercise provided a profile of participating and non-participating clients. The interviews with service providers, Practice Nurses and Keep Well clients provided a rich insight into the effectiveness of the Sessions in meeting user, provider and partner expectations and in addressing mental health issues. It also highlighted the key motivators required to encourage engagement and future service uptake.

The evaluation took place between November 2009 and March 2010 and the research participants were sourced as follows:

- Service providers – staff and management from Pathways and the Stress Centre who were involved in delivering the service, the Health Improvement Senior who co-ordinates the initiative and Practice Nurses from practices who refer clients to the service (either regularly or infrequently)
- Participants – clients who had attended the Keep Well health check at their practice, had been offered the opportunity to attend the Screening Session and had kept their appointment
- Non participants - clients who had attended the Keep Well health check at their practice, had been offered the opportunity to attend the Screening Session but had not taken up the offer of the referral.

A complete sample breakdown can be found in Appendix 1.

The findings and recommendations from this evaluation are detailed in Sections 3 – 6 of this report. Copies of the discussion guides and questionnaires used in the interviews can be found in Appendices 2 and 3 respectively.

Section 3: Maintaining Mental Wellbeing Service Pathway

3.1 The planned pathway

Patients are invited by participating practices to a Keep Well health check at which the Practice Nurse asks them a series of questions about their general health and lifestyle. As part of this health check, the patient completes a Hospital Anxiety and Depression Score (HADS) questionnaire which is a self completion questionnaire designed to detect the presence and severity of mild degrees of mood disorder, anxiety and depression. Based on the questionnaire score and any issues which are raised during the Keep Well health check, the Practice Nurse can offer the patient the opportunity to attend a Maintaining Mental Wellbeing Screening Session. The Sessions are held in local, non health venues, such as the Pollok Civic Realm.

If the patient agrees to attend the Session, the Practice Nurse should provide them with an information printout outlining the service as well as faxing the referral to the service's Administration Co-ordinator. If the patient requires support from several agencies, the Practice Nurse refers them to the Health Case Manager who will liaise with them to determine the priority of the support and will maintain contact with the patient to help them travel through their service journey.

The Maintaining Mental Wellbeing Screening Session is staffed by Pathways and the Stress Centre. Administration support is provided by the Stress Centre. On receipt of the referral, the Administration Co-ordinator sends a letter to the patient with the time and date of the Screening Session with a copy to Community Renewal and Pathways. Community Renewal then contacts the patient to outline the Screening Session in more detail and confirm their attendance. The Administration Co-ordinator then prepares the Session attendance list which is circulated to Pathways and Stress Centre staff.

Pathways review the Patient Information Management System (PIMS) to establish if the client has attended mental health services in the past. If they have, the client will meet with a Pathways Counsellor at the Screening Session.

Clients attend a half hour appointment at the Screening Session to meet with one of the Pathways or Stress Centre staff and complete a further questionnaire, Clinical Outcomes in Routine Evaluation (CORE), which assesses their mental health and wellbeing. The client then discusses their situation with a staff member from either Pathways or the Stress Centre who completes a Joint Screening Form which records the client's issues, financial situation, risk factors medication and expectations.

The staff from Pathways and the Stress Centre then meet to discuss each client to decide what support, if any, would be beneficial. The Joint Screening Form and CORE questionnaire are used to determine whether the client would benefit from further support through the Stress Centre, the local Pathways Team or from other services.

Clients who would benefit from further support are then given the opportunity to attend further appointments with Pathways or the Stress Centre. The Administration Co-ordinator updates the Keep Well Tracking Tool with the outcome

of the Screening Session and issues a letter to the client outlining the support recommended. The Pathways staff, in accordance with their service protocols, write to GPs of the clients they have assessed in the Screening Session advising them of the outcome. No correspondence is issued from Stress Centre.

3.2 Service provider experience of the pathway

Much of the interviews with the service providers focused on reviewing their perception of the service pathway and its similarity with the planned pathway.

Feedback from the Staff in Pathways and the Stress Centre suggests that the joint approach to delivering the Screening Session has been embraced by both organisations. Whilst the screening process was new to the Stress Centre, the staff from both organisations indicated that they found the Joint Screening Form and Case Conference beneficial. They believed that the process of working together had allowed staff in each organisation to improve their understanding of each other's service offerings. They felt that, as a result, they were able to offer their clients a wider range of services. The Stress Centre also indicated that they were examining the possibility of introducing a screening process into their wider service delivery.

The service pathway from the practice to the Screening Session was considered to be very well defined, with staff involved demonstrating a clear understanding of the services offered within each organisation which they believe allows them to refer patients for appropriate support (e.g. body therapies from the Stress Centre and talking therapies from Pathways).

Staff who have been involved in the Sessions from the outset appear to have a good understanding of what the service is trying to achieve and believe that it is a good fit with their organisational strategy in offering services to people with mild to moderate mental health issues who may not otherwise engage with services.

Whilst the overall perception of the service was positive, there were some issues raised in the interviews which staff felt may impact upon how the service was delivered, namely:

- **Induction:** Whilst staff who had been involved in the initiative at the outset were very familiar with its aims and objectives and its link to Keep Well, newer staff were less familiar. There has been staff changes in both Pathways and the Stress Centre resulting in additional team members providing support at the Screening Session. At present, there is no induction relating to the initiative, new staff rely on informal discussions with service management
- **Processes:** Some of the processes, particularly those relating to the identification and management of risk appear to assume a low level of risk and, as a result, conflict with the protocols which guide Pathways service ethos
- **Communication:** Pathways service protocols also require them to provide the GP with an update of their patients visit to the Screening Session. However this is not required by Keep Well and, as a result, the Stress Centre does not provide the practice with any follow up information. There

is some concern amongst Pathways staff that this is creating inconsistency in the level of information provided to GPs and also means that Pathways staff have an increased amount of administration which impacts negatively on their clinic time

- Points of entry to the service: Whilst both the Pathways and Stress Centre staff felt that the referral process from GP practices was well defined, there was some concern that some people appeared to be attending the Sessions from other agencies, such as Pharmacies, where it was not clear if they had received the Keep Well health check and HADS review. They were concerned that this enhanced the opportunity for inappropriate referrals and for dissatisfied patients
- Information sharing: Whilst both the Pathways and Stress Centre staff indicated that the case conference had improved their understanding of each other's role and service offerings, some felt that it would also be of benefit if there was an opportunity for more structured communication and information sharing where issues such as risk management could be discussed and jointly resolved.

3.3 Key partner experience of the pathway

The discussions with the Practice Nurses focused on establishing their role in the Maintaining Mental Wellbeing service pathway, their understanding of the Screening Session and to what extent this influenced the service pathway and patients' journey through it.

The Practice Nurses confirmed that they discussed an individual's mental health and wellbeing during the Keep Well health check. They tended to raise the issue with patients early in the health check, explaining that many factors affect people's health and that mental health was a key part of the general health check. They felt that the patients were generally comfortable in discussing their mental health issues, with only one or two expressing some discomfort (generally males).

All the Practice Nurses interviewed were familiar with the HADS questionnaire, using it in other areas of their practice. Whilst they expressed some dissatisfaction with the wording of some of the questions in HADS they confirmed that they used the HAD score, in combination with feedback from the patients in other areas of the health check, to identify those that they feel might benefit from attending the Maintaining Mental Wellbeing Screening Session.

All the Practice Nurses interviewed indicated that they used the information on the Session available from the Keep Well template to discuss its purpose with the patient and establish if they want to be referred.

If the patient agreed to attend the Session the Practice Nurse then faxed the referral to the Administration Co-ordinator and provided the patient with a copy of the information from the template. If the patient had a number of referrals, the Practice Nurses confirmed that they referred the individual to the Health Case Manager.

If the patient did not want to attend the Session, the Practice Nurses also give them the information and advised them that they could be referred at a later date if they changed their mind.

All the Practice Nurses interviewed felt that the Sessions offered patients the opportunity to talk to someone about their mental health issues and felt that they were encouraging people to attend who would not normally engage with mental health services. They felt that, even for patients who did not agree to attending the Screening Session, raising the issue in the health check provided them with an opportunity to talk about mental health issues concerning them if they wanted to and let them realise that support could be available at a later date. The Practice Nurses considered this to be an important benefit which would be lost if the Screening Sessions were withdrawn.

Whilst they were extremely positive about the Sessions there were also some issues which they raised which may impact upon the service, namely:

- The amount of information the patient receives during the course of the entire Keep Well health check. The health check covers a wide range of health issues and the patient often receives information on more than one subject during the 40 minute appointment. The Practice Nurses felt that, in many cases, patients were not fully absorbing all the information provided
- Patients' understanding of the HADS questions. The Nurses felt that some of the questions were ambiguous and confusing for people
- The Practice Nurses' understanding of the role of the Screening Session. It was not clear if all interviewees were aware that they were referring patients to a screening session where they would have their mental wellbeing reassessed before deciding what support was required rather than to a counsellor where they would automatically receive support
- The lack of follow up information on the patient's situation once they have referred them to the Screening Session. At present, only if the patient is seen by a Pathways Counsellor does the practice receive notification of the outcome of the screening, in addition to the Tracking Tool. Whilst the Practice Nurses were aware that progress is recorded in the Tracking Tool, they do not work with the Tracking Tool and find it too time consuming to access it for update data.

Section 4: Service user profile

4.1 Overall profile

Information on patient numbers and status was provided by SWCHCP from the Keep Well Tracking Tool and this was supplemented with information provided by the Stress Centre.

Between June 2008 and November 2009 167 people who attended their GP practice for a Keep Well health check were offered the opportunity of attending a Maintaining Mental Wellbeing Screening Session of which just over half (57%) were female and 43% were male. Of these clients:

- 106 clients (64%) attended
- 29 clients (17%) declined the offer to attend
- 18 (11%) did not attend their confirmed appointment
- 14 (8%) were employed and were waiting to be offered evening appointments.

The data confirms that the majority of individuals who were offered the opportunity to attend the Screening Session took up that offer. Less than one fifth (17%) of individuals declined the offer of the Screening Session.

4.2 Clients who attended the Screening Session

Of the 106 people who attended the Screening Session (participants) almost two thirds (61%) were female and 39% were male. The majority of clients (60%) were referred from 2 out of the 6 participating practices in the area.

4.2.1 Anticipated client journey

The HAD score highlights an individual who is potentially suffering from mild anxiety or depression. Answers to the HAD questionnaire are scored as follows:

- 0 – 7 is considered normal
- 8 – 10 is considered as having a possible mood disorder
- 11+ is considered as having a probable mood disorder.

Following the health check, an individual's HAD score was recorded in the Tracking Tool, together with their expected referral route. From a review of the HAD scores which the clients completed at the Keep Well health check, just over half (55%) would have been expected to be referred to Pathways following the Screening Session with 21% expected to be referred to the Stress Centre. There were no HAD scores available for the remaining clients (25%).

4.2.2 Actual client journey

Just under half of the clients (49%) were referred to the Stress Centre following the Screening Session. This is just over twice the number of clients who were expected to be referred to the Stress Centre. The remaining clients were:

- Referred to Pathways (27%) – this is half of the number of anticipated referrals
- Referred to both Pathways and the Stress Centre (4%)

- Referred to the Stress Centre and a workshop (2%)
- Referred to the Community Mental Health Team (1%)
- Referred to a voluntary organisation offering short term supported living support.

In addition to clients receiving referrals, 5% were given information only.

The data suggest that 11% of those attending the Screening Session did not receive any further support. Of these:

- 50% did not want to take up the support offered
- 25% were considered as not requiring further support
- 8% were given advice only.

There was no information on the remaining 8%.

Just over half (55%) of the individuals attending the Screening Session were seen by a Pathways staff member, with 43% seen by a Stress Centre staff member and 2% were seen jointly.

The data suggests a slightly different referral pattern, depending on WHO screened the client. The referral data suggests:

- Clients seen by Pathways were more likely to be assessed as not requiring further support (19% of clients seen by Pathways staff as opposed to 2% seen by Stress Centre)
- Stress Centre staff were more likely to refer clients to their own services (74% of clients seen by Stress Centre staff were referred to Stress Centre services)
- Pathways Staff were less likely to refer clients to their own service (only 43% of clients seen by Pathways staff were referred to the Pathways service).

4.2 Client who declined to attend the Screening Session

Of the 29 clients who declined the offer of attending the Screening Session (non participants), just over three quarters (79%) were female. Given the recognised reluctance amongst males to engage with health services, and the fact that just under half of people who were offered the Sessions were males, it is perhaps surprising that substantially more females than males declined to participate in the Screening Session.

Given that two practices refer the overwhelming majority of clients to the Screening Session, it is perhaps not surprising that two-thirds of the individuals declining the service (62%) were from these practices.

As in the case of participants, just over half of the non-participants (57%) were expected, from their HAD score, to be referred to Pathways and just over a fifth (21%) were expected to be referred to the Stress Centre.

The data suggests that there is little difference in profile between those who attended the Screening Sessions and those who declined the offer.

Section 5: Client feedback

5.1 Introduction

Interviews were conducted with a sample of individuals who attended a Keep Well health check and who were offered the opportunity to attend the Maintaining Mental Wellbeing Screening Session to determine the impact of the initiative on patients and on the patient journey.

Telephone interviews were conducted with a sample of:

- Patients who had attended a Maintaining Mental Wellbeing Screening Session (participants) – 35 interviews were completed
- Patients who were offered the opportunity to attend a Maintaining Mental Wellbeing Screening Session but declined (non-participants) – 26 interviews were completed.

A questionnaire was developed which explored the following areas with participants and non-participants as follows:

Participants

- How they became aware of the Keep Well Programme
- What information they were given on Keep Well
- How the issue of their mental wellbeing was raised within the Keep Well health check
- What information were they given on the Maintaining Mental Wellbeing initiative and the extent to which it was useful
- Their reason(s) for attending the Screening Session
- Their satisfaction with the outcome of this and any follow up support which was recommended to them
- Benefits gained from the support received (at the time and subsequently)
- The extent to which the process enhanced their patient journey and overcame any concerns regarding stigma
- Any areas of dissatisfaction or learning points for the future.

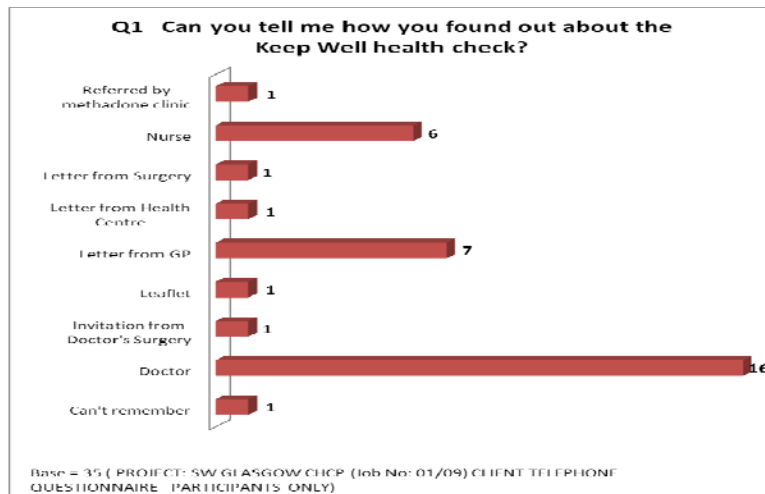
Non-participants

- How they became aware of the Keep Well Programme
- What information they were given on Keep Well
- How the issue of their mental wellbeing raised within the Keep Well health check
- What information were they given on the Maintaining Mental Wellbeing initiative and the extent to which it was useful
- For those who refused the referral to the screening session, the reasons for their refusal
- For those who made a screening appointment:
 - Their reasons for accepting the referral to the screening session
 - Their reasons for not attending the appointment
 - What might encourage them to participate in the initiative.

The feedback from participants and non-participants is discussed in more detail below.

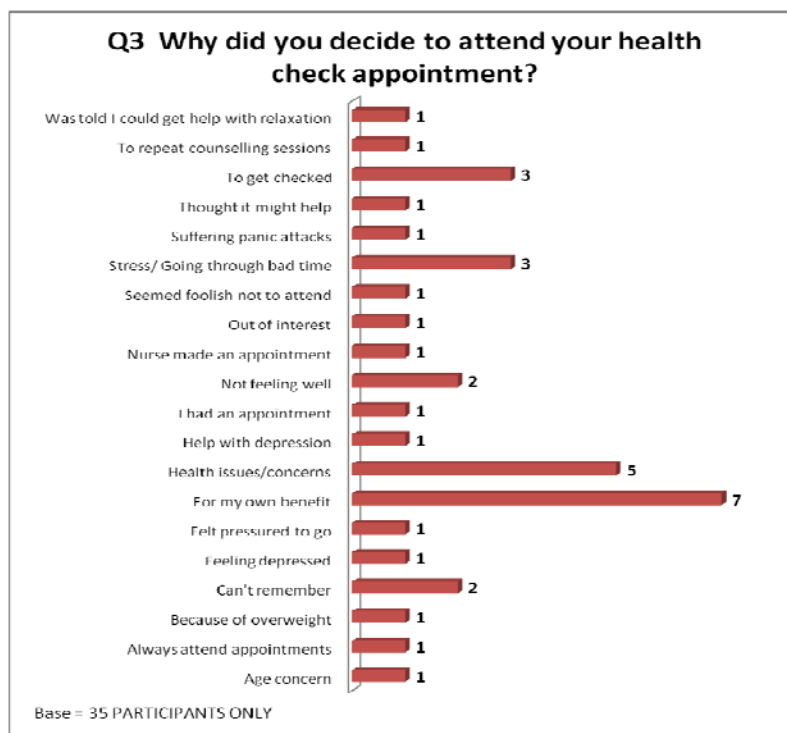
5.2 Participant feedback

5.2.1 Awareness of Keep Well



The most common source of information on Keep Well was the participant's GP practice with 26 of the 35 respondents (71%) finding out about the health check from either their Doctor or the Practice Nurse.

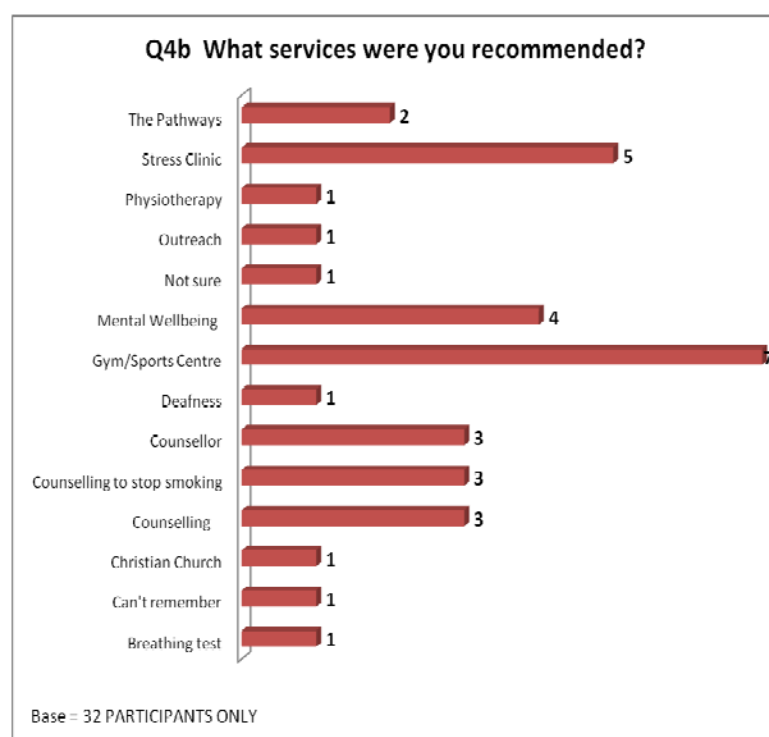
However, although the majority of respondents were made aware of the health check by their practice, only 11 of them stated that they were given any information on the health check. Over half of these respondents (6) received a leaflet. Of the respondents who could recall receiving the information, most of the information was provided prior to the respondent's attendance at the health check (in 6 cases out of 9).



Respondents had a number of different reasons for deciding to attend their Keep Well health check, with the most common reasons being concerned about their health generally or having concerns about particular mental health and wellbeing symptoms, such as panic attacks/stress/depression.

Almost all of the respondents (91%) had some other service recommended to them during their Keep Well health check. After the Maintaining Mental Wellbeing Screening Session which was recommended to just over a third of the respondents (34%), the next most common referral was to a gym or sports centre (22%).

5.2.2 Mental wellbeing



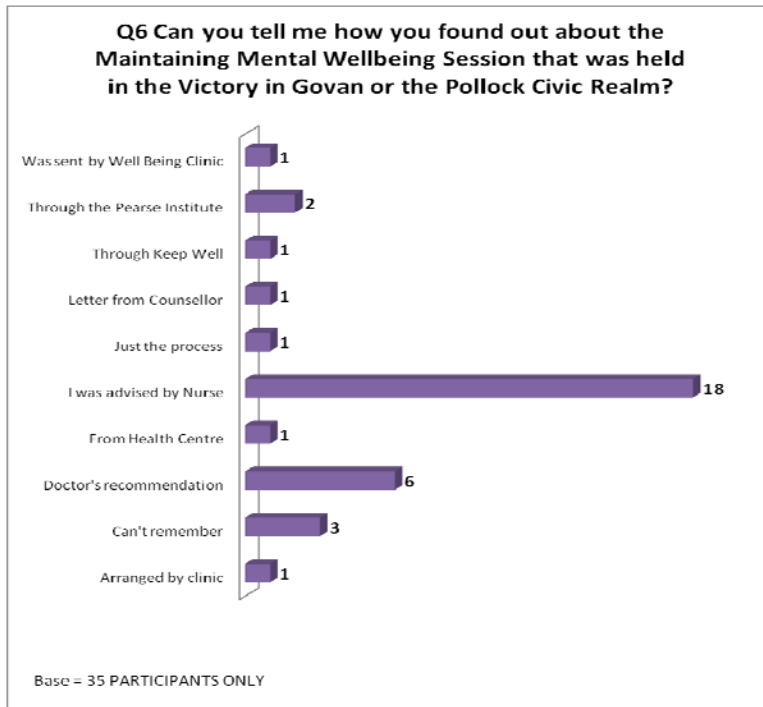
The majority of respondents (54%) indicated that the Practice Nurse had discussed their mental wellbeing and anxiety/depression score with them, most commonly by the Practice Nurse going through the questions with them. All of these respondents were comfortable with the way in which this was discussed with them, with over half of them stating that this was due to the Practice Nurse's pleasant manner.

However, although completing a HADS questionnaire is a key part of the Keep Well health check, a large minority, 16 out of 35 of respondents (45%) suggested that their HAD score was not discussed with them.

5.2.3 Maintaining Mental Wellbeing Session

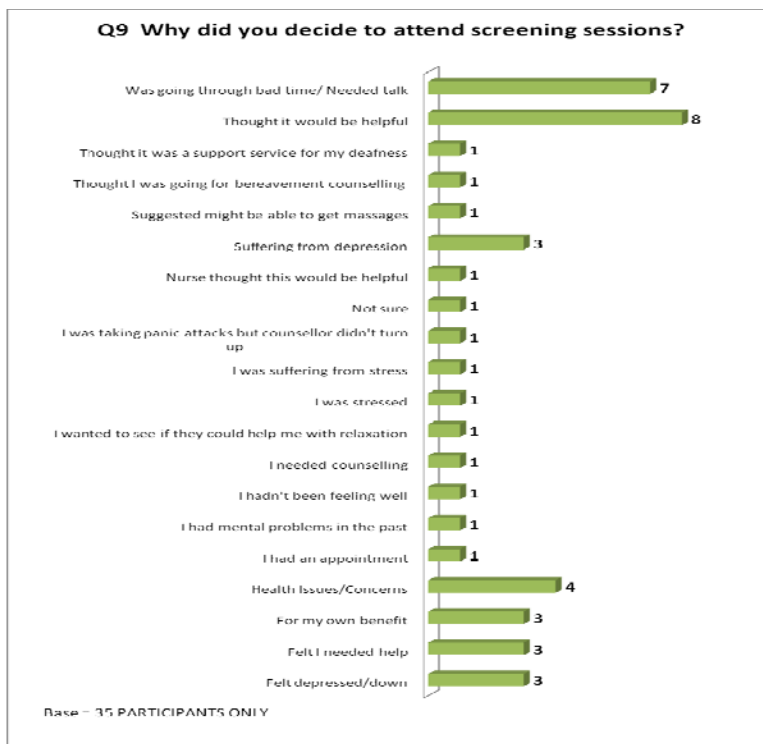
The majority of respondents (74%) found out about the Maintaining Mental Wellbeing Session from their Nurse or Doctor. However only 10 out of 35 respondents received any information on the Session and only 4 of these respondents suggested that this was printed information such as a leaflet. Four other respondents confirmed that they had received a verbal explanation of the

service from the Practice Nurse. All of the respondents who recalled receiving information felt it was useful.



The majority of respondents (71%) suggested that they had not received any information on the Maintaining Mental Wellbeing Session. It was suggested that some specific information on the services available or some information on what would happen at the Session would have been useful.

5.2.4 The screening session

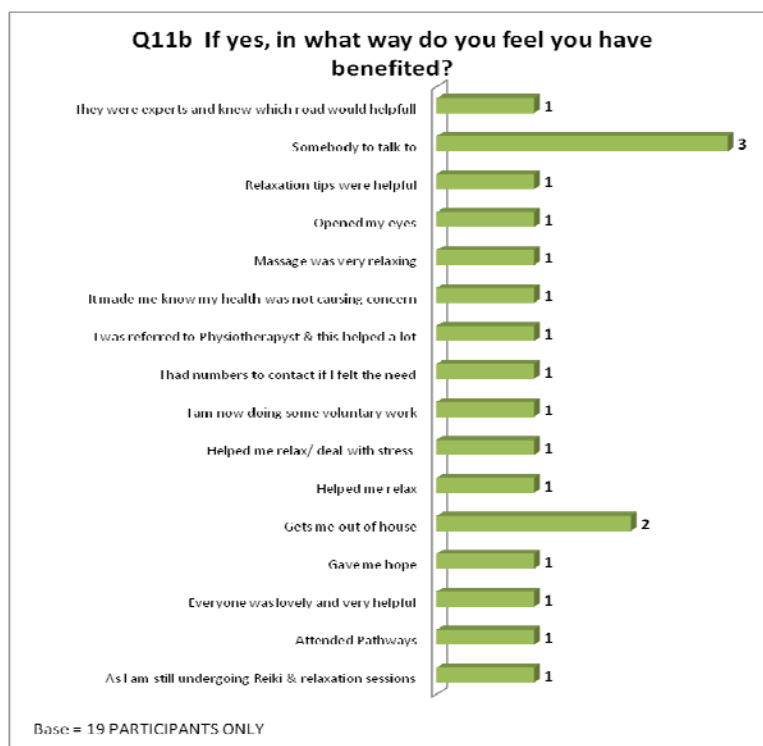


The majority of respondents (63%) decided to attend the Screening Session because they were concerned about their health. Several mentioned concerns about stress and depression and felt in need of relaxation.

Respondents were almost equally divided in their views as to whether the Screening Session was what they expected with 49% suggesting it was and 46% suggesting that it did not meet their expectations. Two respondents were unsure.

Whilst 7 out of 16 respondents admitted that they were not sure what to expect, others felt that the Session did not meet their expectations because they thought that there would be more to it.

However, despite some uncertainty about meeting expectations, just over half of the respondents (54.3%) felt that they had benefited from the Screening Session. Many of the reasons given relate to having the opportunity to talk to someone, relieving respondents' concerns about their health or helping them to relax.



The main reasons respondents gave for dissatisfaction with the Screening Sessions were either because the Session had not addressed their problems (7 out of 13 respondents) or they felt that the service offered was not what they needed at the time (5 out of 13 respondents).

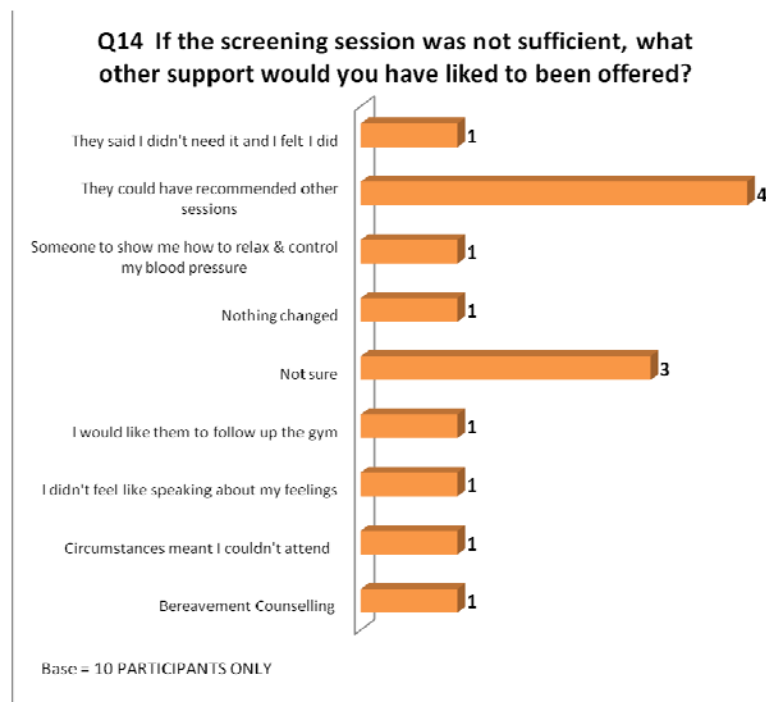
Just over half of the respondents (54%) had any other sessions recommended to them at the Screening Session. The most common referrals were for massage (6 respondents) and counselling (4 respondents) and all but 5 of the respondents attended the sessions which were recommended to them (74%).

5.2.5 Respondents who attended the Screening Session only

Twenty respondents attended the Screening Session only and they were equally divided in their views as to whether this had been sufficient for them. Of the 10

respondents who felt that it was sufficient, 6 also felt that they were still benefiting from it mostly because they felt better or the Session had solved their problem.

The main reasons given by majority of the respondents who did not feel that the Screening Session was sufficient related to the clients' disagreement with the decision that they did not require any additional support. Six out of the 10 respondents felt that they would have benefited from other sessions or services but these were not offered to them.



5.2.6 Respondents who attended other sessions after the Screening Session

All but one of the respondents who received additional sessions felt that they had benefited from them (13 out of 14). The most common benefits were that the sessions had helped people relax (6 out of 13 respondents) or that they had given the person the opportunity to talk to someone (3 out of 13).

The majority of these respondents (8 out of 13) also felt that they were still benefiting from the sessions for a variety of reasons which included continuing to apply the techniques learned (2) and getting out to meet new people (2).

5.2.7 Suggested improvements

The majority of respondents were not able to suggest any improvements to the service (60%). Of those who did, the main concerns surrounded improving information on the services and on potential follow up after the sessions were finished.

5.3 Exploring the reasons for dissatisfaction with the Screening Session

The telephone interviews with individuals who had attended a Screening Session suggested that half of the respondents were dissatisfied with it and, for almost half of the respondents; it did not meet their expectations. As a result, additional in-depth interviews were conducted with 10 respondents to explore:

- What information they were given when the Practice Nurse suggested attending the Screening Session?
- Their expectations prior to their visit to the Screening Session
- Their experience at the Screening Session
- The outcome of their visit to the Screening Session.

5.3.1 Information given prior to attending the Screening Session

All the interviewees remembered the Practice Nurse talking to them at their health check about the Maintaining Mental Wellbeing Sessions. However none could clearly recall what was said, only that it had been recommended for them by the practice. One interviewee stated:

“The Practice Nurse thought it would help me and I was feeling very down at the time so I thought it was a good idea to go” (Female interviewee).

Only two interviewees recalled receiving any printed information from their Practice Nurse about the Session. In both cases they described the information as a card which gave them the address and telephone number for the service. One interviewee stated:

“The Nurse at my Doctor’s practice gave me a card to phone for help. It was OK but there were no directions on how to get there and I wasn’t sure where I was going” (Female interviewee).

All of the interviewees recalled receiving a letter detailing their appointment time and also being visited by someone before they attended the Session. None of the interviewees appeared to know who had visited them or could clearly recall the reason for their visit. It is assumed that this visit was from an Outreach Worker from Community Renewal.

5.3.2 Expectations prior to visit

None of the interviewees could recall being given any information at their Keep Well health check on what was going to happen at their visit, either verbal or printed information. All of them assumed that they were:

“..... going for counselling”.

Each interviewee believed that they were going to receive counselling at their visit. When this was explored further it appeared that the interviewees thought that they had been told by their Practice Nurse that they were going to see a Counsellor. As a result of this, together with the lack of information on the service, they assumed

that they were going to receive at least one, if not more, counselling sessions and were expecting to have several sessions to attend.

5.3.3 Experience at the Screening Session

Each interviewee thought that the person they had met with at the Session had a pleasant manner, put them at ease and had spent some time listening to what they had to say. However, none of the interviewees were sure who they saw when they attended the Screening Session and had assumed it was a Counsellor.

The interviewees were asked to describe what had taken place at their Screening Session. They confirmed that:

- They had spoken at length to someone (who they assumed was the Counsellor)
- The Counsellor had asked them if they knew why they had been asked to come to the Session
- In each case they had told the Counsellor that the Practice Nurse had sent them because they were worried about their health
- The Counsellor explained that they were going to ask them some questions which they wanted them to reply to as openly and honestly as possible
- The Counsellor had asked them a lot of questions (which they thought were the same as they had been asked at the Practice)

At the time, none of the interviewees were aware that they were being referred to a screening session where their mental health and wellbeing would be further assessed before a decision was made on what support, if any, they needed. They expressed surprise at being asked further questions:

“I felt as if I was going over old ground – I had already told the Nurse all this and she thought I needed help so I don’t know why they were asking me again” (Male interviewee).

5.3.4 Outcome of the Screening Session

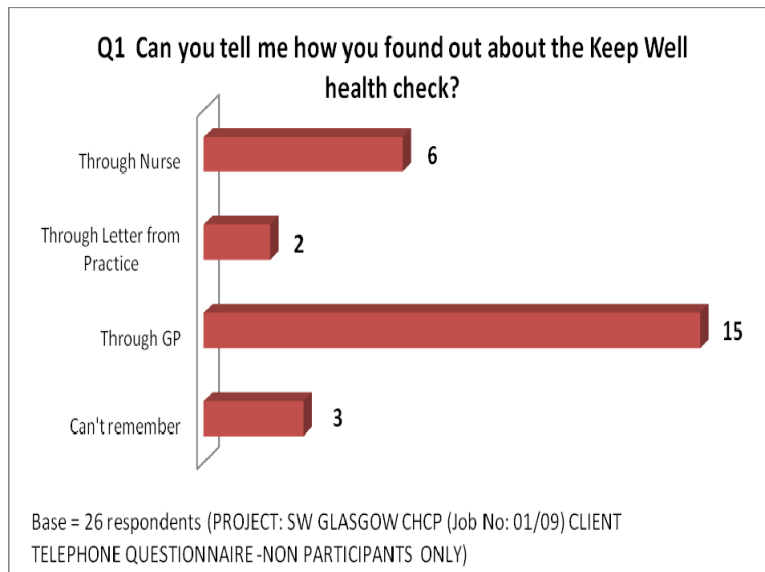
In each case, the interviewee stated that the Counsellor had advised them that they did not think that they would benefit from counselling support. In two cases, the interviewee had been given some information leaflets but, for the most part, they left without any additional follow up support being discussed.

The views of one interviewee sums up the opinions of all those interviewed:

“Although everyone was very nice, I don’t really feel I got anything out of it. I still have the same problems I had when I went there and I don’t understand why it was suggested to me if I didn’t need it” (Female interviewee)

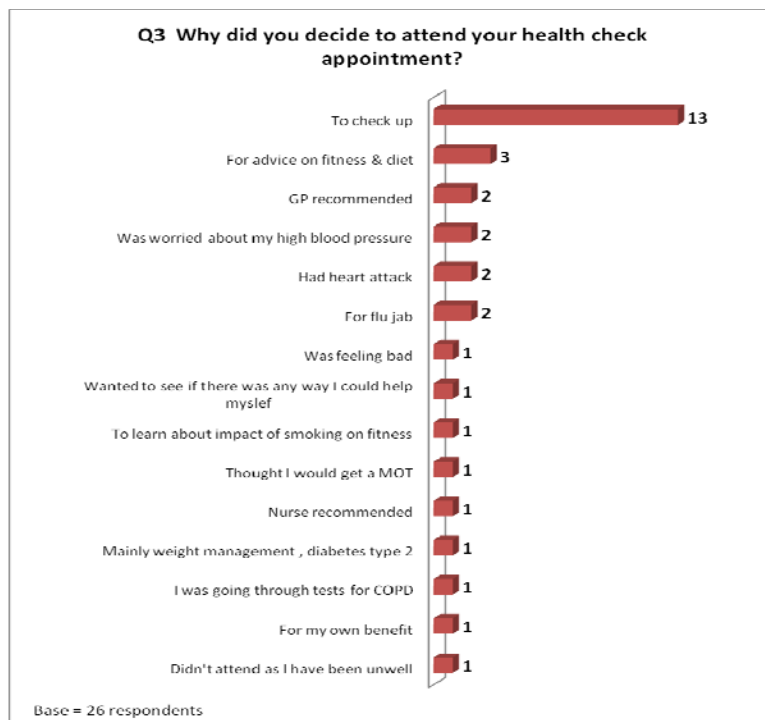
5.4 Non participant feedback

5.4.1 Awareness of Keep Well



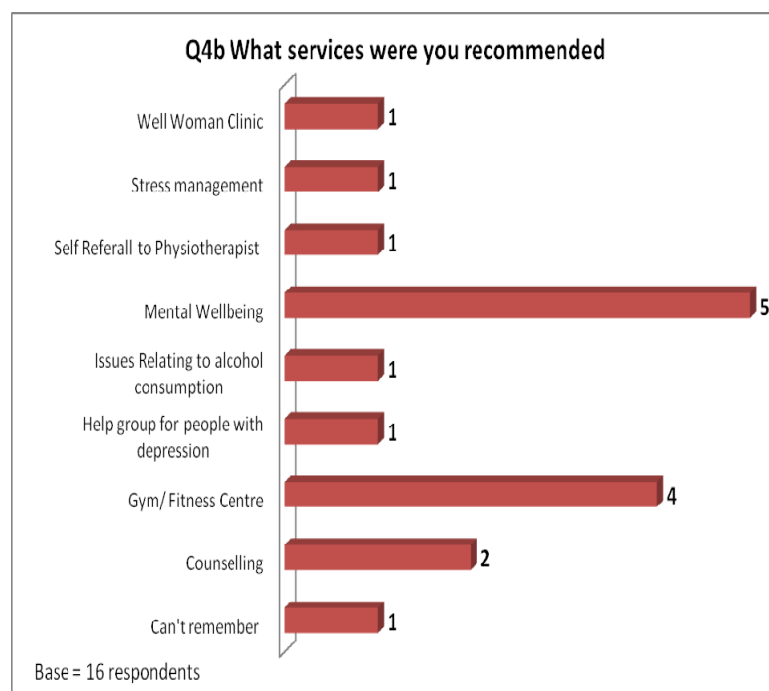
The majority of respondents (15 out of 26) found out about the Keep Well health check through their GP and almost a quarter (6) through a Practice Nurse. However, almost all did not receive any information on the health check (85%).

Only 4 out of 26 interviewees claimed to have received some information. Two out of the 4 respondents got leaflets of which one was about cholesterol and alcohol intake. The two other respondents were both given instructions, one of which was to fast for a blood test and the other one was about the “details of what was going to happen”. Only 2 out of the 4 respondents recall receiving the information before their appointments.



The majority of respondents decided to attend their health check appointment for two main reasons, to receive a check up (13) or for concerns regarding their health (12).

The majority of the respondents were recommended other services during the health check (16 out of 26), most commonly Mental Wellbeing (5 out of 16) and a Gym/Fitness Centre (4).



5.4.2 Mental Wellbeing

More than half of the respondents did not discuss their mental wellbeing and anxiety/depression score with the Practice Nurse (54%).

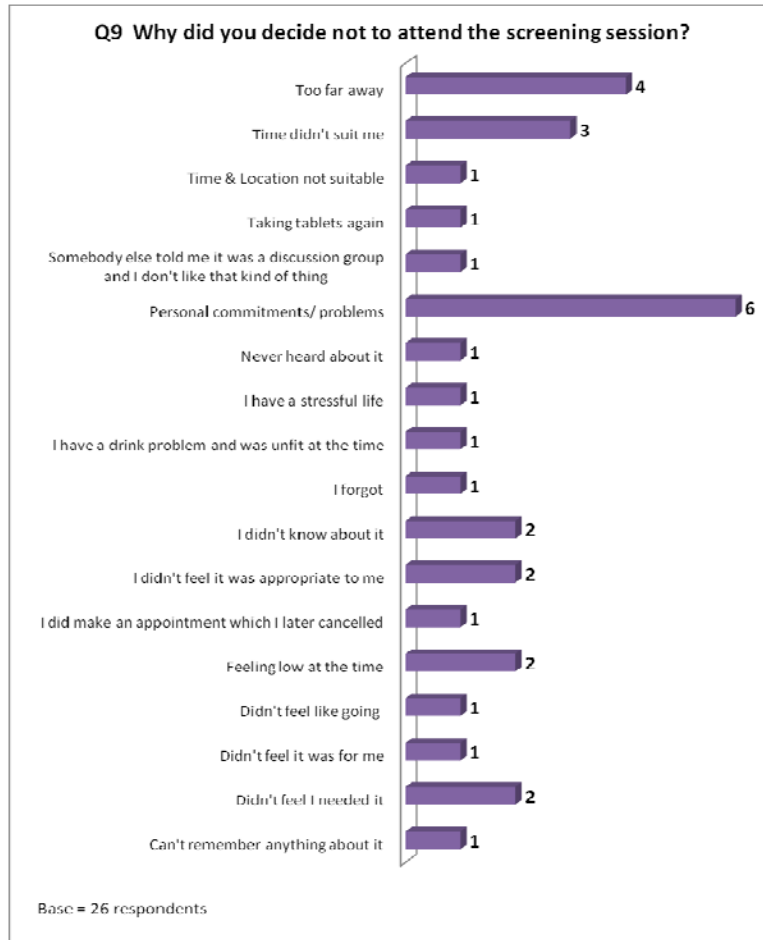
Out of 11 respondents where a score was discussed, at least 7 recalled completing a questionnaire, one other respondent also remembered that a questionnaire was filled out by a Practice Nurse and another one recalled completing a "questionnaire on lifestyle, like smoking and drinking". All were satisfied with the way in which the matter was raised with them, generally due to the Practice Nurse's manner (8 out of 11 respondents).

5.4.3 Maintaining Mental Wellbeing Sessions

The respondents most commonly found out about the Sessions from the Nurse (10 out of 26) or their GP (6 out of 26). The remainder could not remember. However, as in the case of participants, the majority of non-participant respondents (77%) stated that they did not receive any information on the Maintaining Mental Wellbeing Session.

Of the 4 respondents who remembered being given information, 2 were provided with leaflets and 1 received instructions on how to get to the location for their Session. The information came from the Practice Nurse, Doctor or from the session and all but one found it useful.

Of the 20 respondents that didn't receive any information on the Maintaining Mental Wellbeing Session, most (16 out of 20) were unable to suggest what information would have been useful to have received. Others (3 out of 4) suggested that they would have found it useful to have received leaflets and information on the purpose of the Session and what was likely to happen



Nearly a quarter (6 out of 26 respondents) decided not to attend the Screening Session because of personal commitments or problems. For another 5 respondents the Sessions were held too far away, 4 suggested that health issues kept them from attending and another 4 stated that the time was not suitable. Only 3 respondents did not attend because they felt that they did not need the Session.

Despite over half of the respondents (15 out of 26) deciding not to attend the Session due to unsuitable appointment times, times clashing with personal commitments or the location of the Session, only 9 respondents suggested that something could have been done to encourage them to attend. Over half of these respondents (5 out of 9) suggested that they would have been encouraged to attend if the Session was closer home and a further 2 respondents indicated that they would attend if the Session times and locations were more suitable.

Section 6: Conclusions and recommendations

6.1 Overall findings

Overall, the feedback from both the service providers and the clients who participated in the Maintaining Mental Wellbeing Sessions was very positive. The Practice Nurses who are referring clients to the Sessions and the majority of the Pathways and Stress Centre staff providing the service believe that it is a valuable initiative, offering local residents the opportunity to discuss with someone any concerns they may have about their mental health and wellbeing. This view was shared by the majority of people who had attended their Keep Well health check and been offered the opportunity to attend the Screening Session.

The introduction of the Sessions offered the opportunity of enhancing a partnership approach between the two service providers, Pathways and the Stress Centre and improving awareness of the range of service provision to benefit clients with mild to moderate mental health issues. Feedback from the Pathways and Stress Centre staff who deliver the Maintaining Mental Wellbeing Sessions and their managers suggests that, for the most part, this has been achieved. Interviewees from both Pathways and the Stress Centre believed that their understanding of each organisation's service offering had improved significantly allowing them to refer clients more appropriately, both within the Maintaining Mental Wellbeing service and also in their wider practice.

The Maintaining Mental Wellbeing Sessions also resulted in the introduction of shared working practices in the form of Joint Screening, where staff from both organisations conducted a similar approach to the assessment of clients, and a case conference, where information surrounding each client's situation was discussed before decisions on the outcome of the Screening Session were reached. For the most part, the Pathways and Stress Centre staff and their managers believed that these shared practices were effective in determining the best solution for each client, although there was a suggestion that the discussion at the case conference required to be in a little more detail in some cases.

The majority of the individuals who had attended their Keep Well health check and offered a referral to the Screening Session took up this opportunity and were happy with the outcome, with some still practicing the lessons and techniques learned from their follow on sessions with Pathways and/or the Stress Centre. Many of the respondents interviewed had, at the time of their health check, concerns over both their general and mental health and were pleased to have the opportunity to talk to a professional about their issues.

6.2 Areas for potential improvement

Whilst the evaluation highlighted general satisfaction with the Maintaining Mental Wellbeing Sessions, it also highlighted some issues which, if addressed, might further improve the initiative. These related to:

- Points of engagement
- Service communication and marketing
- Service infrastructure and delivery process
- Workforce development.

These issues are explored in more detail below.

6.2.1 Points of engagement

Whilst service providers were generally clear about the service pathway the Pathways and Stress Centre staff did express some concerns about the apparent widening of the entry points into the initiative, in particular the role of Community Pharmacies, and the issues this could present for inappropriate referrals. Several of the Pathways and Stress Centre staff were worried that individuals might be referred to the Screening Session without having undergone the health check and HADS questionnaire and may not, in fact, have issues for which they could benefit from attending the Maintaining Mental Wellbeing service.

6.2.2 Service communication and marketing

Several people interviewed in this evaluation appeared uncertain as to the purpose of the Screening Session and what support they might expect to receive. Very few respondents, either those who had attended the Screening Session or those who had declined the offer, could recall receiving any information on it. Discussions with the Practice Nurses suggested that people do receive a substantial amount of information during the course of their health check and it may be that this is too much for people to take in at one time.

In addition to this, many of the respondents who attended the Screening Session were unaware that its purpose was to further assess their need for support. Several respondents thought that they were being referred to a counsellor and therefore would receive counselling at this session. As a result of this misconception, they were disappointed with the outcome of the Screening Session and felt that they had not benefited from their referral to the service.

From more in-depth discussion with a sample of these individuals, it would appear that the terminology used to describe the referral by some Practice Nurses may be confusing people and leading them to believe that they will be receiving counselling at the Screening Session.

In addition, given that many of the individuals had agreed to be referred because they had concerns about their health, they were confused as to the reasons why further support was not considered appropriate following the Screening Session and were not clear as to how this decision had been reached.

6.2.3 Service infrastructure and delivery process

The Pathways staff had expressed concern at the inconsistency in follow-up communication with the referring GP practice following the client's attendance at the Screening Session. Pathways protocols require them to write to practices advising them of the outcome of the client's visit to the service. This is not required for clients who are seen by Stress Centre staff. Pathways Staff expressed concern that this could result in GPs receiving information for some of their patients referred to the Sessions and not receiving information for others.

Discussions with the Practice Nurses confirmed some dissatisfaction with the follow-up procedure adopted within the service. Whilst they were aware that the

Keep Well Tracking Tool is updated after a client's visit to the Screening Session, time pressures mean that they have little opportunity to access this information. As a result, the Practice Nurse is often unaware of the outcome of their patient's referral until they meet the patient again when they attend the practice for another reason. For some patients, the time lag between their visit to the Screening Session and the practice can be considerable.

There appears to be little difference between how participants and non-participants find out about the Keep Well health check and/or the Maintaining Mental Wellbeing Sessions. However, their feedback did highlight one key difference in how their Keep Well health checks were conducted. Individuals who chose to attend the Screening Session appeared more likely to have had a discussion with the Practice Nurse about their HAD score than those who declined to attend. Whilst they could remember completing the HADS questionnaire, over half of the non participant respondents could not recall discussing their score with Practice Nurse in the health check. Whilst the non participants interviewed did not give this as a reason for declining a referral to the service, it may be that, if the results were not explained the patient may not have understood why they might benefit from the referral.

6.2.4 Workforce development

Feedback from the Pathways and Stress Centre staff interviewed indicated a very clear understanding of the background to the Maintaining Mental Wellbeing Sessions, their fit within the Keep Well programme and their objective of reaching hard to engage patients with mild to moderate mental health issues.

However, this clarity of understanding was less apparent amongst Pathways and Stress Centre staff who were new to the initiative. These interviewees were less aware of the service ethos, more likely to express concern at the inappropriateness of some of the clients being referred from the Practice Nurses and less likely to believe in the value of the Sessions.

Feedback from the Pathways and Stress Centre staff and the service managers suggests that there is no specific induction on the Maintaining Mental Wellbeing Sessions available for staff new to the Sessions who rely on information being passed on informally by line managers and colleagues. Whilst this information covers the operational aspects of the Sessions, it is not clear if it also includes an overview of Keep Well and its anticipatory care ethos, an outline of the delivery pathway including entry points and the role of delivery partners such as Community Renewal.

6.3 Recommendations

In general, the service partners, providers and users interviewed as part of this evaluation found the Maintaining Mental Wellbeing Sessions to be worthwhile and of benefit. The conclusions outlined above suggest that they could be improved through the following recommendations.

6.3.1 Awareness sessions for service providers and key partners

It would be of benefit to consider providing awareness sessions to improve staff understanding and alleviate their concerns regarding:

- The range of referral partners who can refer clients into the service and their role in the initiative (e.g. Community Pharmacies, Community Renewal etc)
- The processes used by these partners prior to referral to ensure the appropriateness of the referral
- The anticipatory care ethos of the service model and the impact this early intervention approach has on the severity of the mental health and wellbeing issues clients are likely to present with
- The role of the HADS questionnaire and the importance of the discussion regarding the score with each patient
- The terminology to use to describe the referral to avoid creating the impression that the client will automatically receive counselling or follow-on support

6.3.2 Information provision

It would be beneficial to consider developing additional printed information for potential clients on the Sessions. This could be given to the individual by the Practice Nurse at the Keep Well health check. The information could outline:

- The purpose of the initiative
- The role of the Screening Session
- The role of the HADS questionnaire in the health check.

6.3.3 Clarification of the follow up process

It would be beneficial to clarify how Practice Nurses should obtain details of the outcome of their client's visit to the Screening Session and the role that the Pathways and Stress Centre staff should play in this (if any). This will ensure that Practice Nurses receive a timely update on the client's progress.

6.3.4 Ensuring discussion of the HAD score with all patients

Whilst it is not certain that lack of recall of any discussion regarding their HAD score influenced some patients to choose not to be referred to the Screening Session, it is the only significant difference in feedback between participants and non-participants and therefore cannot be ignored as a potential influence. Given HADS' current role in the referral decision, it would be beneficial to ensure that a discussion takes place between the Practice Nurse and the patient to ensure the patient understands the score and can make an informed decision as to their referral to the Screening Session.

We believe that in implementing these recommendations, SWCHCP will be enhancing any future delivery of the initiative.

Appendices

Appendix 1

Breakdown of sample

Key Partner In-depth Interviews

<i>Role</i>	<i>Number of interviews</i>
Health Improvement Senior	1
Pathways Team Leader	1
Pathways Staff	2
Stress Centre, New Services Development Manager	1
Stress Centre staff	2
Administrator	1
Practice Nurses	5

Service User Telephone In-depth Interviews

<i>Role</i>	<i>Number of interviews</i>	<i>Profile of sample</i>	<i>Profile of service attenders</i>
Participants	35	71% female 29% male	61% female 39% male
Non participants	26	62% female 38% male	79% female 21% male

Appendix 2

Discussion Guides



Job No	11/09/01
Client	South West Glasgow CHCP
Project	Added Value of Maintaining Mental Wellbeing Sessions

Service Provider Depth Interview Discussion Guide

1. Introduction (5 minutes)

- Interviewer Introduction
- Purpose of Interview
- Explain background to evaluation
- All comments made are strictly confidential and will not be attributed to participating individuals
- Interview will last up to 1 hour

2. Discussion topics (50 minutes)

Interviewee Role

- Discuss for each interviewee:
 - Role and objectives of the organisation they represent
 - Own role and responsibilities

Background

Discuss with interviewee:

- Their understanding of the initiative's aims and objectives;
- The reasons for their agency's involvement in the initiative;
- The extent to which the initiative fits with other services provided by the Stress Centre or Pathways team;
- What the initiative is expected to achieve (for patients and agencies involved);
- Their role and responsibilities in the initiative.
- Support provided for staff to support the initiative's implementation;

Initiative systems and processes

Discuss with the interviewee:

- The processes used to support the initiative;
 - Probe particularly for the case conference and single screening processes;
- The extent to which the processes are specific to the initiative and how they fit with other activities undertaken by the Stress Centre or Pathways team;
- The reasons why the processes were developed;
- Their impact on working practices etc;
- The extent to which the processes are meeting objectives;
- Any issues created by implementation of the processes;
- Any changes/improvements required and reasons

Patient journey

Discuss with the interviewee:

- The initiative's expected impact on the patient journey;
- How they engage the patient in the initiative;
- The critical contact points throughout the journey;
- Means of maintaining patient contact through the journey;
- Effectiveness of the referral process;

- Potential blockages and means of addressing;
- Relationships with partners (Stress Centre, PCMHT, other referral agencies) including the role of the case conference;
- The involvement of the Health Case Manager and Community Health Outreach Worker;

Benefits gained

Discuss with the interviewee:

- Perceived benefits (intended and unintended) of the initiative to the interviewee, their agency and the patient;
 - Probe for what has changed due to the introduction of the maintaining mental wellbeing sessions (for patients and for service providers)
 - Perceived disadvantages of the initiative (to the interviewee, their agency and the patient);
 - The extent to which the initiative has achieved/is achieving its expected outcomes including its impact on the patient journey, single screening, improved referral and joint approaches to service delivery (i.e. stress education etc)
 - Key successes to date;
 - What they have learned as a result of their involvement in the initiative (i.e. what they now do differently);
 - The extent to which they have transferred learning (or changes in their working practices) into other aspects of their role outwith Keep Well;
 - Learning points for the future;
 - The impact of any withdrawal of the sessions
 - Probe for how the services would need to change
 - Probe for impact on service providers (including partnership working)
 - Probe for impact on patients
-

Winding up (5 minutes)

Summarise key views expressed during interview

Thank interviewee for their views and close

Job No	08/09/01
Client	South West Glasgow CHCP
Project	An exploration of the added value that the Maintaining Mental Wellbeing Session has offered all stakeholders

Primary Care Staff Focus Group Discussion Guide

1. Introduction (5 minutes)

- Facilitator introduction
- Purpose of discussion
- Explain background to evaluation
- Explain Axiom's role in evaluation and outline research programme
- All comments made are strictly confidential and will not be attributed to participating individuals
- Group will last up to 90 minutes

2. Discussion topics (80 minutes)

Interviewee Role

- Discuss for each interviewee:
 - Role and responsibilities within Keep Well programme

Background to the introduction of the Maintaining Mental Wellbeing health check

- Explore understanding of the aims of the Maintaining Mental Wellbeing Session
 - What do they think it is trying to achieve
 - Who do they think it is targeted at
- Explore how it was introduced into the practice e.g.
 - What information did they receive
 - What did they expect their role to be
 - What support did they receive to help them introduce it into their practice

Current experience

- Explore how they identify someone who may benefit from the Session, probe for
 - What processes do they use to identify these individuals
 - How does it fit in to the overall Keep Well health check
 - How confident are they in raising the matter with clients
 - What approach do they adopt in raising the issue
- Explore their experiences of using the HADS questionnaire, including:
 - Usability i.e. ease of use, confidence in use
 - How do they introduce the HADS questionnaire to the client
- Explore what happens after the HADS questionnaire is completed
 - What types of things do they discuss with the client when completing the questionnaire
 - How do clients react to the questionnaire
- For clients with relevant HADS scores, how do they raise the issues of attending the Screening Session

- How comfortable do they feel in suggesting to clients to attend the Screening Session
- How do clients react to them suggesting this
- What information do they give them
- When do they give them the information
- Do they think it is sufficient - what information are clients looking for

Referral process

- Explore how they refer clients to the Screening Session
 - What information do they provide and to whom
- Explore the types of issues clients have which result in them referring people to the Screening Session
 - Probe for what happens if a client requires support from more agencies than just the Maintaining Mental Wellbeing Screening service (e.g. benefits, housing, literacy etc)

Perceived outcomes

- Explore to what extent the initiative has met practice nurse expectations
 - Probe for reasons for positive/negative feedback
- Explore to what extent the initiative has benefited:
 - The clients
 - The practice
- Explore perceptions of key successes and reasons
- Explore perceptions of key weaknesses and reasons

Learning and practice

- Explore to what extent involvement in the initiative has developed their skills and knowledge
 - Probe for the effect this has had on their working practice (i.e. how they now engage with people with mental health and wellbeing issues)
 - Probe for the extent to which this has been applied beyond Keep Well

Recommendations

- Explore any recommendations they have for amending/improving the initiative
-

Winding up (5 minutes)

Summarise key views expressed during group discussion

Thank participants for their views and close



Job No	11/09/01
Client	South West Glasgow CHCP
Project	Added Value of Maintaining Mental Wellbeing Sessions

Service User Depth Interview Discussion Guide

1. Introduction (5 minutes)

- Interviewer Introduction
- Purpose of Interview
- Explain background to evaluation
- All comments made are strictly confidential and will not be attributed to participating individuals

2. Discussion topics

1. Explore when the practice nurse suggested attending the Maintaining Mental Wellbeing Session what was discussed?
2. Probe to see if the practice nurse described what was going to happen at the first visit (did they mention seeing a counsellor?)
3. Explore what they thought was going to happen at their first visit
- Probe to see if they knew it was a screening session
3. Explore what actually happened at their first visit i.e.

Who did they see
What did they do
What information were they given (did anyone explain the purpose of the screening session, what would happen, what would happen next etc)
4. Explore the outcome of the session

If other sessions were recommended, probe to find out if they were beneficial or not and why

If other sessions were not recommend probe to find out if they were given any reason for this, any advice to follow etc
5. Explore how the session ended

Winding up (5 minutes)

Summarise key views expressed during interview

Thank interviewee for their views and close

Appendix 3

Questionnaire

**PROJECT: SW GLASGOW CHCP (Job No: 01/09)
CLIENT TELEPHONE QUESTIONNAIRE – PARTICIPANTS ONLY**

Opening Statement

“Good morning/ afternoon/evening, I am an interviewer with Axiom Consultancy, an independent social research consultancy. We have been asked by South West Glasgow Community Health & Care Partnership to find out what people think of the Maintaining Mental Wellbeing Sessions which were available through Keep Well and held in the Victory in Govan or Pollok Civic Realm. I understand that you have attended a session and I wondered if you could spare a few minutes to answer some questions about how useful it was to you – your answers will be treated in the strictest confidence?”

AWARENESS OF KEEP WELL

“You may remember attending a Keep Well health check at your GPs where the practice nurse would have spent about 45 minutes with you doing some simple health checks (weight, blood pressure, cholesterol that kind of thing) and asking questions about your lifestyle (diet, physical activity and other things which may affect your health)”

Q1 Can you tell me how you found out about the Keep Well health check?

NOW GO TO Q2a

Q2a Were you given any information on the health check? **(PLEASE TICK RELEVANT BOX)**

Yes No

**IF YES, GO TO Q2b
IF NO GO TO Q3**

Q2b What information were you given?

NOW GO TO Q2c

Q2c When did you receive this information?

NOW GO TO Q3

Q3 Why did you decide to attend your health check appointment?

NOW GO TO Q4a

Q4a Was any other service recommended to you during your health check? **(PLEASE TICK RELEVANT BOX)**

Yes

No

**IF YES, GO TO Q4b
IF NO GO TO Q5a**

Q4b What services were recommended?

NOW GO TO Q5a

MENTAL WELLBEING

Q5a Did the Practice Nurse discuss your mental wellbeing and anxiety/depression score with you?

Yes

No

**IF YES, GO TO Q5b
IF NO GO TO Q6**

Q5b How did they do this?

NOW GO TO Q5c

Q5c Were you comfortable with the way in which the matter was raised with you

Yes

No

**IF YES, GO TO Q5d
IF NO GO TO Q5e**

Q5d If yes, what was it that made you feel comfortable about the way the matter was raised with you?

NOW GO TO Q6

Q5e If not, why not?

NOW GO TO Q6

MAINTAINING MENTAL WELLBEING SESSIONS

“This session was an individual 30 minute screening session with a Counsellor to find out which of the available services is best for you. This involved completing a short questionnaire and a chat with the Counsellor”

Q6 Can you tell me how you found out about the Maintaining Mental Wellbeing Session that was held in the Victory in Govan or the Pollok Civic Realm?

NOW GO TO Q7a

Q7a Were you given any information on the session? **(PLEASE TICK RELEVANT BOX)**

Yes No

**IF YES, GO TO Q7b
IF NO GO TO Q8**

Q7b What information were you given?

NOW GO TO Q7c

Q7c Who did you receive information from?

NOW GO TO Q7d

Q7d How useful was the information to you?

NOW GO TO Q9

Q8 As you did not get any information, what information do you think would have been useful to have received?

NOW GO TO Q9

SCREENING SESSION

Q9 Why did you decide to attend the screening session? (Probe for issues surrounding reducing stigma)

NOW GO TO Q10a

Q10a Was it what you expected?

Yes No

**IF YES, GO TO Q11a
IF NO GO TO Q10b**

Q10b If not, why not?

NOW GO TO Q11a

Q11a Do you feel that you have benefited from the screening session?

Yes No

**IF YES, GO TO Q11b
IF NO GO TO Q11c**

Q11b If yes, in what way do you feel you have benefited?

NOW GO TO Q12a

Q11c If not, why do feel you have not benefited?

NOW GO TO Q12a

Q12a Were any other sessions recommended to you after the screening session?

Yes No

**IF YES, GO TO Q12b
IF NO GO TO Q13a**

Q12b What was recommended?

NOW GO TO Q12c

Q12c Did you attend any of these recommended sessions?

Yes No

**IF YES, GO TO Q15a
IF NO GO TO Q12d**

Q12d If not, why not?

NOW GO TO Q13a

FOR CLIENTS WHO ATTENDED THE SCREENING SESSION ONLY

Q13a Was the screening session sufficient for your needs?

Yes No

**IF YES, GO TO Q13b
IF NO GO TO Q14**

Q13b Do you feel that you are still benefiting from the screening session?

Yes No

**IF YES, GO TO Q13c
IF NO GO TO Q11c**

Q13c If yes, in what way do you feel you are still benefiting?

NOW GO TO Q16

Q13d If not, why do feel you are not still benefiting?

NOW GO TO Q16

Q14 If the screening session was not sufficient, what other support would you have liked to have been offered?

NOW GO TO Q16

FOR CLIENTS WHO ATTENDED OTHER SESSIONS FROM SCREENING SESSION

Q15a Do you feel that you have benefited from these sessions?

Yes No

**IF YES, GO TO Q15b
IF NO GO TO Q15c**

Q15b If yes, in what way do you feel you have benefited?

NOW GO TO Q15d

Q15c If not, why do feel you have not benefited?

NOW GO TO Q16

Q15d Do you feel that you are still benefiting from the screening session?

Yes No

**IF YES, GO TO Q15e
IF NO GO TO Q15f**

Q15e If yes, in what way do you feel you are still benefiting?

NOW GO TO Q16

Q15f If not, why do feel you are not still benefiting?

NOW GO TO Q16

FOR ALL CLIENTS

Q16 What could be done to improve or enhance the sessions in the future?

CLOSE INTERVIEW BY READING OUT STATEMENT

Thank you very much for your help. Can I remind you that this was a bona fide research interview conducted within the Market Research Society code of practice by Axiom Consultancy. If you would like to check that we are a bona fide research agency then you can contact the Market Research Society on Freephone 0500 396999.

Declaration: I declare that this interview was carried out according to instructions, within the Market Research Society's code of conduct with the respondent named above who was not previously known to me.

Interviewer Signature _____

Date _____

Interviewer Name (PLEASE PRINT)

**PROJECT: SW GLASGOW CHCP (Job No: 01/09)
CLIENT TELEPHONE QUESTIONNAIRE – NON PARTICIPANTS ONLY**

Opening Statement

“Good morning/ afternoon/evening, I am an interviewer with Axiom Consultancy, an independent social research consultancy. We have been asked by South West Glasgow Community Health & Care Partnership to find out what people think of the Maintaining Mental Wellbeing Sessions which were available through Keep Well and held in the Victory in Govan or Pollok Civic Realm.

I understand that you were offered the opportunity to attend a session and I wondered if you could spare a few minutes to answer some questions about why you decided not to attend – your answers will be treated in the strictest confidence?”

AWARENESS OF KEEP WELL

“You may remember attending a Keep Well health check at your GPs where the practice nurse would have spent about 45 minutes with you doing some simple health checks (weight, blood pressure, cholesterol that kind of thing) and asking questions about your lifestyle (diet, physical activity and other things which may affect your health)”

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Q5b How did they do this?

NOW GO TO Q5c

Q5c Were you comfortable with the way in which the matter was raised with you

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**IF YES, GO TO Q5d
IF NO GO TO Q5e**

Q5d If yes, what was it that made you feel comfortable about the way the matter was raised with you?

NOW GO TO Q6

Q5e If not, why not?

NOW GO TO Q6

MAINTAINING MENTAL WELLBEING SESSIONS

Q6 Can you tell me how you found out about the Maintaining Mental Wellbeing Session that was held in the Victory in Govan or in the Pollok Civic Realm?

NOW GO TO Q7a

Q7a Were you given any information on it? **(PLEASE TICK RELEVANT BOX)**

Yes No

**IF YES, GO TO Q7b
IF NO GO TO Q8**

Q7b What information were you given?

NOW GO TO Q7c

Q7c Who did you receive information from?

NOW GO TO Q7d

Q7d How useful was the information to you?

NOW GO TO Q9a

Q8 As you did not get any information, what information do you think would have been useful to have received?

NOW GO TO Q9

Q9 Why did you decide not to attend the screening session? (Probe for issues surrounding reducing stigma)

NOW GO TO Q10a

Q10a Was there anything that could have been done differently which would have encouraged you to attend the screening session?

Yes No

**IF YES, GO TO Q10b
IF NO GO TO Q10c**

Q10b If yes, what could have been done differently?

NOW GO TO CLOSE

Q10c If not, why not?

NOW GO TO CLOSE

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Interviewer Signature _____

Date _____

Interviewer Name (PLEASE PRINT) _____

Interviewee Name	Telephone Number

Job No			
Interviewer No			
Questionnaire No			
Edited by			
Coded by			