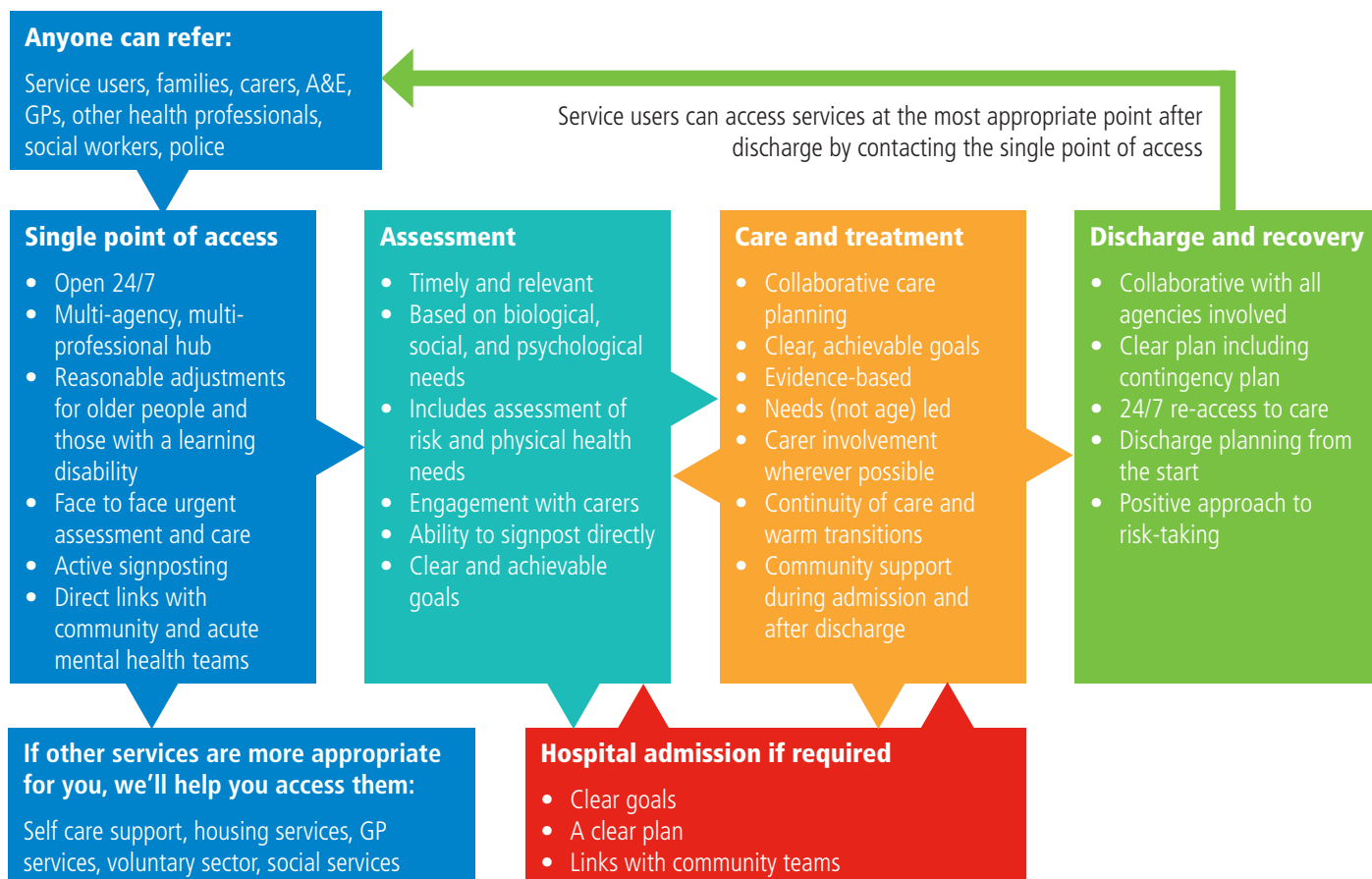


Service pathway



Service design principles

- To provide high quality, safe, person-centred and holistic services which improve the health, wellbeing and independence of the people we serve
- To deliver needs-led services, which are timely, proactive and easy to access, 24/7
- Having the right people doing the right job, taking ownership and pride in good communication
- A recovery-focused approach, with a positive attitude to strengths, resilience and risk taking, and which is adaptable to change
- Continuity across boundaries and transitions, removing the barriers

Service priorities

- We will actively involve, engage and include service users, families and carers in service delivery and design
- We will improve access to services via a single point of access for all requests accompanied by a culture of supporting requests for help and providing needs-led pathways
- We will transform the urgent care pathway to deliver responsive, reliable, high quality care 24/7 including developing alternatives to admission
- We will improve outcomes for those who use our services the delivery of needs-led, evidence based pathways reduce variation whilst linking into local delivery systems of care
- We will deliver consistent, purposeful, needs-led inpatient care across the trust when it is needed
- We will develop our tertiary (specialist mental health) services to provide care across a complete pathway with pathways that are consistent across the trust
- We will increase access to italk and work with the system to explore primary care based mental health services to keep people well

Learn more:

www.southernhealth.nhs.uk/futureservices