

# The public's experience of mental health services across North Yorkshire

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# Background and aims

- Our **project aimed** to understand adults' experiences of accessing mental health services across North Yorkshire.
- We focused on **NHS mental health services** and **VCSE mental health support services**.
- This was a **collaborative project** with the North Yorkshire & York Mental Health Leadership Alliance (which includes NHS and VCSE stakeholders).
- Engaged with **360 people** through a survey, 20 focus groups with seldom heard communities and 33 one-to-one interviews with adults with a severe mental illness.



# What change was needed?



- **Key challenges identified:** long waiting times, lack of personalised care, poor service coordination, and people feeling 'lost in the system.'
- Produced a **full report, public facing report** and hosted a **webinar** to share our findings.
- The Mental Health Leadership Alliance also put together a **3-year commitment plan**.
- **Key outcome:** recruitment of **First Contact Mental Health Practitioners (FCMHPs)** in GP practices who serve as initial points of contact for adults experiencing mental health issues.

# Impact of this work



- 45 First Contact Mental Health Practitioners (FCMHPs) have been recruited in GP practices across North Yorkshire & York, with plans to reach 54 by the end of 2025.
- On average, 3,000 patients seen per month, with only 3% requiring referral to secondary services.
- FCMPs provide holistic support by working closely with community organisations to address people's wider social needs, for example via support with housing, physical activity, employment.
- Allows people to receive timely and appropriate support that meets their needs.