



**Right Paths to Support: Evaluating a new model of integrated primary and community mental health care for adults with significant mental health needs.**

**A Co-produced research study focused on young adults (18-25 years).**

Mary John, University of Surrey



**Right Paths  
to Support**

### Public Summary:

Young adults with mental health problems report that services are difficult to access and engage with. It has long been identified as a risky period for disengagement from healthcare. Surrey Heartlands Integrated Care System (ICS) introduced a new model of integrated primary and community mental health care (NMOC) aimed to meet these needs. This project's main aim was to explore how young adults experienced involvement with this provision.

Ten young people were interviewed. The results highlighted that the provision met the needs for some, for others, they were partially met and for some their needs were unmet. These were framed as 'On Track', 'Mind the Gap' and 'Off Track'. Those whose needs were met found it easy to access and were supported to remain engaged. For others with their needs partially met there were problems regarding communication as processes were unclear. How they would be supported

in the service and helped to transition to another service or leave was unclear. For a few, there appeared to have been organisational problems that prevented access.

The young people recognised that the best practitioners were those who were relatable, and transparent about the intervention process and were able to validate their experiences. They all thought that a collaboratively agreed, planned, and tapered ending to their involvement with the service was needed. The findings were shared with a stakeholder group who have made recommendations that have been shared with the services to support future implementation.



### Public and Community Involvement:

A number of young people contributed to the development of the project to support our co-production ethos. These were drawn from the Surrey advocacy networks. These young people were involved from the inception of the project, writing the ethics application and data analysis. They provided helpful insights to support the peer researcher in thinking about the data and how best to synthesise and present it to the stakeholder group.

They attended key monthly project meetings, and the stakeholder event, helped inform the recommendations and were in turn invited to the dissemination event. Owing to their own personal development and life choices the individuals joining the project team changed across the lifetime of the project. The peer researcher and team members provided updates on the project and their role in the project.

The peer researcher, a young person with lived experience was integral to the success of the project. They shaped and influenced every stage of the project delivery.

### Dissemination:

The initial project findings were disseminated at a stakeholder event. The completed project has been presented at a Surrey-wide transformational conference, two videos have been developed, one about the project for the transformation board and a second on how to undertake peer research. A slide deck of the research project was disseminated to support the healthcare system using the findings to support further work. A peer review publication is in progress with the peer researcher leading on this.

### Impact and Implementation:

The findings highlight the successes of the new structure but also provide helpful additional evidence that the service despite the new configuration has some barriers to successful implementation. The project findings have aligned with the work undertaken by other project groups and have resulted in a concerted focus on the need to address the key findings. With the end of the transformation programme, the Integrated Care System (ICS) are looking at ways to support this integration.

### What next?

Currently, there is no future collaboration specifically focused on this new model of care service but exploratory ideas are focused on addressing the impact of implementing place-based service provision within designated localities in Surrey.