Guidance for forwarding Referrals to the Correct Level 2 Provider and Out of Area Exceptions

Introduction

This guidance is split into 2 sections. Section 1 provides a simple approved process to follow in relation to passing on DBI referrals to the correct team when the national pathway NHS 24 or SAS referrals have been sent to a level 2 provider who does not cover the service user's area of residence. Section 2 provides guidance for the local pathway referrals when an out of area referral has been received by a level 2 team.

Section 1 - Guidance for forwarding National Pathway referrals to the correct Level 2 Provider [*when the NHS 24 or Scottish Ambulance Service (SAS) referrals have been sent to the wrong team based on area of residence*]

1.1) Once it has been positively established who the correct team (Level 2 Provider) should be for the national pathway referral, it is fine to forward on directly **via the secure email only**, i.e. as long as it is just from @nhs.scot to @nhs.scot (i.e. Lifelink.DBILanarkshire@nhs.scot; NHS24-Penumbra.DBI@nhs.scot; NHS24-SIMS.DBI@nhs.scot; NHS24-SAMH.DBI@nhs.scot). **Please note that it is important that no other email address or colleague is copied in as the use of non NHS email addresses will be an insecure email transfer.**

The diagram on page 2 provides a map and list of DBI Level 2 providers who cover each individual national pathway area.

1.2) Once the sending team are certain that the referral has been successfully received by the correct team, it is best to delete the referral from their email system entirely as the referral was not for their team.

1.3) For their reference, NHS 24 or SAS should be informed (by secure email transfer, i.e. from the NHS level 2 shared mailbox, or phone using the details below) about the correct team for the referral that they have sent. This will be less relevant for cases where the person has given the wrong address or temporary address while visiting a different area of Scotland briefly rather than their home address, but will be useful for the national pathway referring agency to know if they have sent to the wrong level 2 provider based on home post code (e.g. where a person lives near a boundary with another area). Contact information:

1.3.1 NHS 24 Mental Health Hub: Operated 24/7 by senior clinical mental health colleagues. 07773 642679

1.3.2 Scottish Ambulance Service, SAS Pathways Hub: Phone 03333 990229; Email sas.pathwayshub@nhs.scot

DBI National Pathway Level 2 Providers Area Split Map

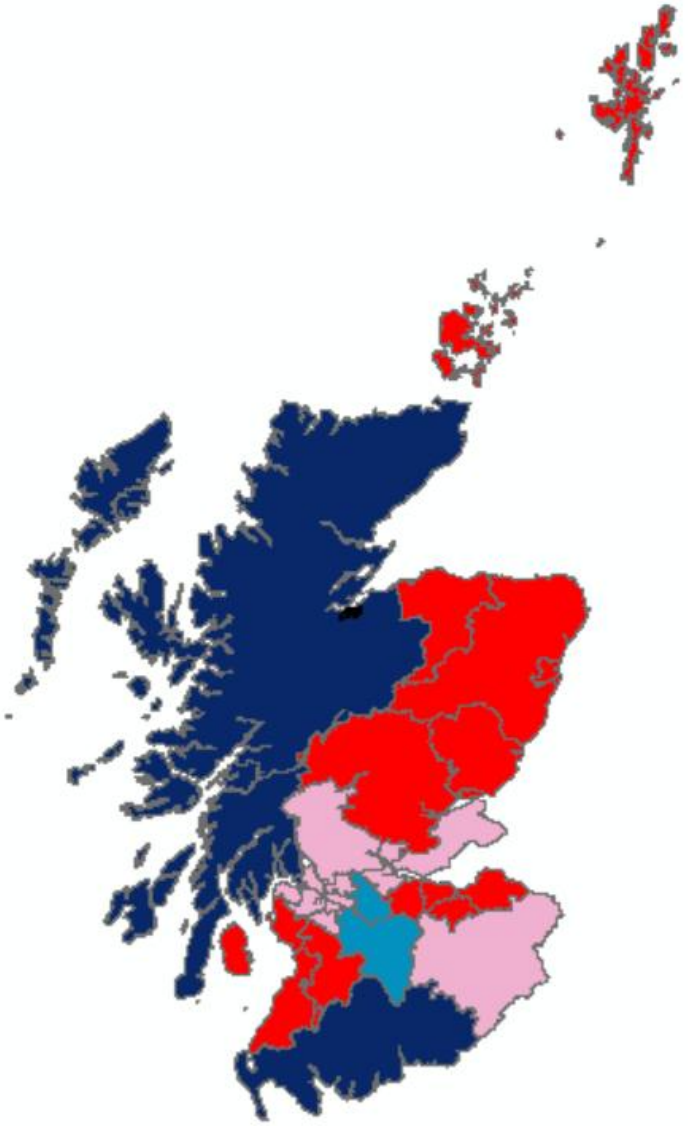
- Penumbra
- Change Mental Health
- SAMH
- Lifelink

Penumbra: Grampian, Orkney, Shetland, Tayside, Lothian and Ayrshire & Arran.

Change Mental Health: Highland (including Argyll & Bute), Western Isles and Dumfries & Galloway.

SAMH: Scottish Borders, Forth Valley, Fife and Greater Glasgow & Clyde.

Lifelink: North Lanarkshire and South Lanarkshire.



Section 2 - Guidance for Local Pathway referrals when an out of area referral has been received by a level 2 team

2.1) For out of area referrals received via the local pathways, it should first be established what the H&SCP is that the service user is resident in. Then please consult the table in step 2.2 below and/or the map on page 5 to see which DBI level 2 provider is responsible for the DBI service in that area. If in any doubt then please check with the DBI Central team who will have the current status for all sites and will treat the response as a priority (dbicentral@lanarkshire.scot.nhs.uk and martin.mccoy@phs.scot).

2.2) The DBI level 2 provider for local programme areas can be contacted **via the secure email only** to see if they can accept the referral* **and at this initial contact query stage, please do not send the personal details or referral form for the person (until the receiving level 2 service agrees to accept the referral)**, i.e. as long as it is just from @nhs.scot to @nhs.scot:

Local H&SCP area	DBI Local Pathway Level 2 Provider	DBI NHS Shared Mailbox for Local Area
East Ayrshire	Penumbra	penumbra.dbiayrshire@nhs.scot
North Ayrshire	Penumbra	penumbra.dbiayrshire@nhs.scot
South Ayrshire	Penumbra	penumbra.dbiayrshire@nhs.scot
Scottish Borders	SAMH (Scottish Association for MH)	SAMH.DBIBorders@nhs.scot
Dumfries & Galloway	Change Mental Health	SIMS.DBIDumfriesandGalloway@nhs.scot
Fife	SAMH	SAMH.DBIFife@nhs.scot
Clackmannanshire & Stirling	FDAMH (Falkirk & District Association for MH)	Online secure electronic referral form
Falkirk	FDAMH (Falkirk & District Association for MH)	Online secure electronic referral form
Aberdeen City	Penumbra	Penumbra.DBIAberdeen@nhs.scot
Aberdeenshire	Penumbra	Penumbra.DBIAberdeenshire@nhs.scot
Moray	SAMH	SAMH.DBIMoray@nhs.scot
East Dunbartonshire	GAMH (Glasgow Association for MH)	cdrshub@gamh.org.uk
East Renfrewshire	RAMH (Recovery Across MH)	RAMH.DBI@nhs.scot
Glasgow City	GAMH	cdrshub@gamh.org.uk
Inverclyde	SAMH	SAMH.DBIInverclyde@nhs.scot
Renfrewshire	RAMH	RAMH.DBI@nhs.scot
West Dunbartonshire	SAMH	SAMH.DBIWestDunbartonshire@nhs.scot
Argyll & Bute	Change Mental Health	SIMS.DBIArgyllandBute@nhs.scot
Highland	Change Mental Health	SIMS.DBIInverness@nhs.scot
North Lanarkshire	Lifelink	Lifelink.DBILanarkshire@nhs.scot
South Lanarkshire	Lifelink	Lifelink.DBILanarkshire@nhs.scot
East Lothian	Penumbra	Penumbra.DBIEastLothian@nhs.scot
City of Edinburgh	Penumbra	Penumbra.DBIEdinburgh@nhs.scot
Midlothian	Penumbra	loth.mmars@nhs.scot
West Lothian	SAMH	SAMH.DBIWestLothian@nhs.scot
Orkney Islands	Penumbra / Orkney Blide Trust	DBIOrkney@nhs.scot
Shetland Islands	Penumbra / Mind Your Head Shetland	DBIShetland@nhs.scot
Angus	The Beacon (Hillcrest Futures)	TheBeacon.DBIAngus@nhs.scot
Dundee City	Penumbra	Penumbra.DBITayside@nhs.scot
Perth & Kinross	The Neuk (Anchor House)	TheNeuk.DBIPKC@nhs.scot
Na h-Eileanan Siar	Change Mental Health	CMH.DBIWesternIsles@nhs.scot

Please note that it is important that no other email address or colleague is copied in as the use of non-NHS email addresses will be an insecure email transfer.

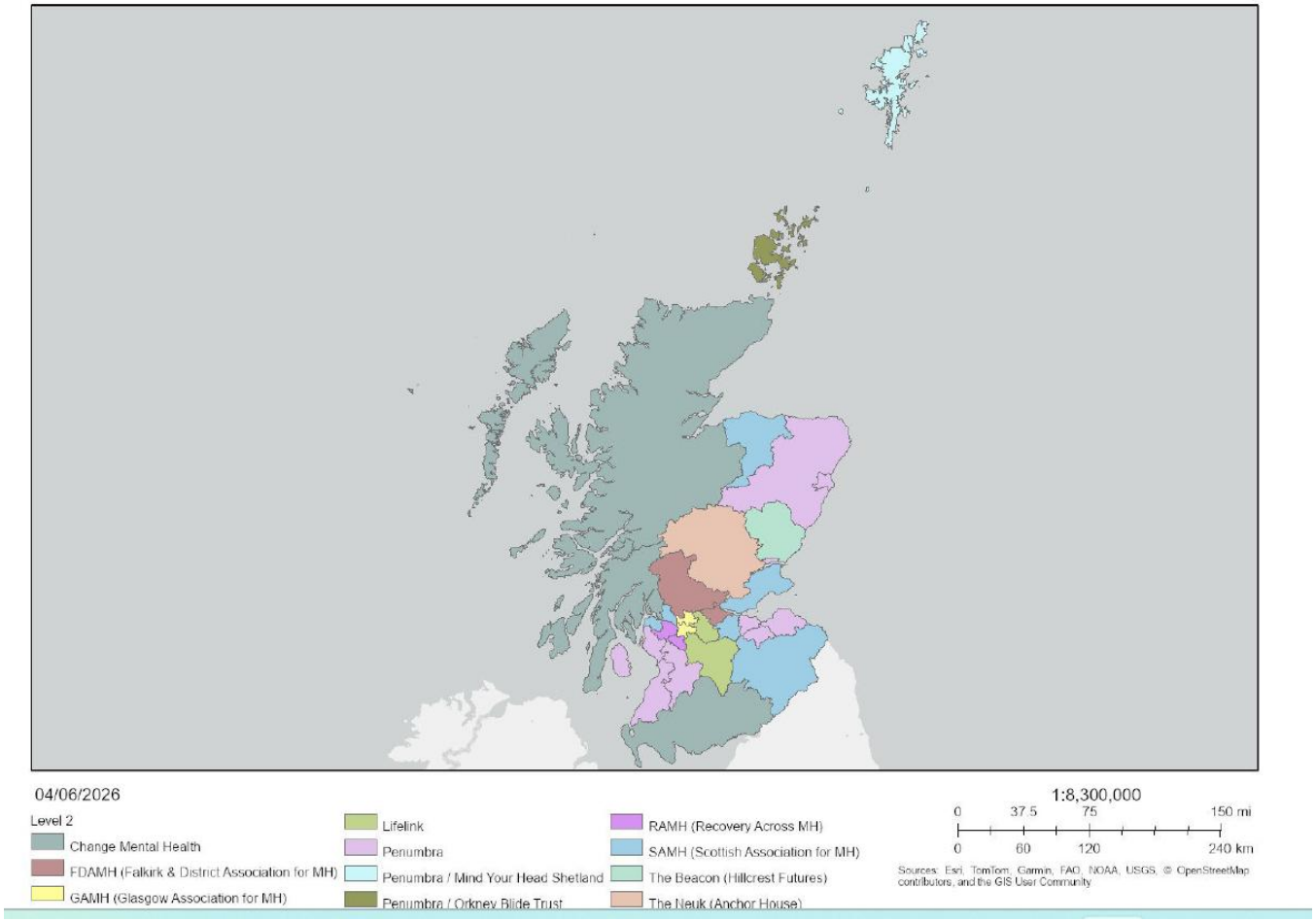
In Forth Valley (Clackmannanshire & Stirling and Falkirk), there is a secure web based electronic referral form for referrals to the FDAMH (Falkirk and District Association for Mental Health) DBI level 2 service. Therefore any initial queries should be made to FDAMH for Forth Valley in the first instance to the dbienquiries@fdamh.org.uk email address, **but please do not send the personal details or referral form for the person to FDAMH until FDAMH have confirmed that this should be done and preferably then by passing the details directly by phone to avoid unsecure email transfer.**

*** Note also that there may be an additional consideration as to what referral pathways are live for that pathway, as this may not include the pathway for which the out of area referral was made. In this case and more generally, it would be at the discretion of the receiving level 2 provider as to whether they would accept the referral.**

2.3) Once the sending team are certain that the referral has been successfully received by the receiving team after they have agreed to progress with the referral, it is best to delete the referral from their email system entirely.

2.4) However, if there is no agreement that the referral can be passed on (noting that the national pathway teams are not responsible for receiving such local pathway referrals), then in this case, the receiving DBI level 2 service will need to consider whether to record the referral as an inappropriate referral, and inform the person in distress of this and the level 1 service etc, or it can be taken on by the service as an exception, with the process to be followed as in the DBI Exception/Variance Report Guidance and an Exception-Variance report completed (the report is held internally by the level 2 provider and not passed on to DBI Central). Please note that in the case of recording as an inappropriate referral, the person should be informed that they can access DBI in their area through the national pathway by calling NHS 24. If the service does take on the referral as an exception, then the local or national pathway providers responsible for the local and national referrals in that particular H&SCP may be able to advise on signposting services in the local area for the out of area resident, so can be consulted on this using secure email exchange or phone call.

2.5) If the out of area referral has proceeded as an exception, then please still proceed with the usual process to inform the GP, however, please add details to the GP notification letter (i.e. the letter to GP to inform about the ongoing referral) to explain the context of the referral to the DBI local service, as the GP may not be aware of what DBI is.

2.6) For their reference, the local pathway level 1 referring agency should be informed (by secure email transfer, i.e. from the NHS level 2 shared mailbox, or phone) that the referral was an out of area referral.

DBI Local DBI Level 2 Providers across H&SCP Areas