

PCMH Discharge/Opt In Policy

June 2023



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Policy Lead		Melanie Hall		
Lead Director		Lynsey Hughes		
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1	18.8.25	Melanie Hall	Update	Format for website and patients

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Purpose

Primary and Community Mental Health Service is commissioned to provide limited number of treatments a year. The treatments are required to benefit patients positively. This is measured by Patient Reported Outcome Measures (PROMs).

The aim of the service is to maximise the efficient use of the available treatments. To do this, we address the actions or non-actions of patients as indicators of the likelihood of them benefiting and from the treatment. We also recognise that patients can withdraw their consent or willingness to engage with the service for treatment.

We have two approaches to patients not attending appointments:

1. The first appointment (phone call)
2. The start or within a period of treatment with a mental health professional, following three missed appointments
 - Patients who do not attend their first appointment (typically on the phone) will be discharged without the option to ‘OPT IN’
 - Patients who have started treatment or are in treatment, the ‘OPT IN’ process will be followed

This policy describes the process for both outcomes. This is to ensure governance is in place to support the “OPT IN”/discharge process.

General Process of “OPT IN”

When a patient has missed three treatment appointments with the mental health professional.

The clinician should:

1. Retrieve the patient
2. Review the patient notes
3. Contact the patient 3 times by phone and note the time and number they called
4. Text the patient to say they are calling if they have not answered
5. After 15 mins, the appointment will be recorded as a DNA (Did Not Attend)
6. Follow the steps for OPT IN or discharge, depending on the type of appointment missed
7. Notify Admin who will send an OPT IN letter

Discharge of Patients

Discharge will be carried out when any of the below occurs.

- A patient has completed treatment or ended treatment with the service
- A patient has DNA a first appointment (initial phone call with the service)
- A patient has not contacted the service following an OPT IN and the time has passed for them to seek to reinstate treatment. This will be stated on the OPT IN letter

The clinician should:

1. Retrieve the patient
2. Review the patient notes
3. Contact the patient 3 times by phone and note the time and number they called
4. After 15 mins the appointment will be recorded as a DNA
5. Follow the steps for OPT IN or Discharge, dependence on the ‘type’ of appointment missed
6. Notify Admin

Consequences

If this policy is not followed, there is a risk of delayed patient treatment and clinicians involved in the patient care not being aware the patient’s treatment has ended.

- All staff should follow the defined processes in this document for the management and process of “OPT IN”/Discharge tasks as part of their PCMH induction
- All new staff must be trained on the management and process of “OPT IN”/Discharge tasks as part of their PCMH induction

Equality Impact Assessment

Characteristic / Group	Impact		Please explain your assessment
Age	Positive		
	Negative		
	No impact	x	
	Impact not known		
Gender Re-assignment	Positive		
	Negative		
	No impact	x	
	Impact not known		
Marriage and Civil Partnership	Positive		
	Negative		
	No impact	x	
	Impact not known		
Pregnancy and Maternity	Positive		
	Negative		
	No impact	x	
	Impact not known		
Race	Positive		
	Negative		
	No impact	x	
	Impact not known		
Religion or Belief	Positive		
	Negative		
	No impact	x	
	Impact not known		
Sex	Positive		
	Negative		
	No impact	x	
	Impact not known		
Sexual Orientation	Positive		
	Negative		
	No impact	x	
	Impact not known		
Other – socio-econ status, employment, carers, migrant status, location, homeless etc	Positive		<p>The service operates within typical office working hours. A patient is required to attend appointments or have access and use to a phone. This can limit people's ability to attend appointments.</p> <p>To mitigate, text and reminders are sent in advance and with notice appointments can be rearranged. Appointments can be rearranged to give time to arrange for communication adjustments.</p>
	Negative	x	
	No impact		
	Impact not known		