

From: [Sarah Tipping \(Cardiff and Vale UHB - Strategic Service Planning\)](#)
To: [CAV Engagement.Cav \(Cardiff and Vale UHB - Strategic & Service Planning\)](#)
Subject: Primary Care Mental Health Liaison Service
Date: 28 January 2025 16:40:36

Good afternoon everyone,

We are beginning an engagement period regarding a suggested change being made to the current Primary Care Mental Health Liaison Service.

The Primary Care Mental Health Liaison Service is a GP-based service where Mental Health Specialist Practitioners work within GP surgeries to assist GPs and patients who present with mental health problems.

These highly experienced colleagues work within GP practices to assist in understanding the nature of the problem and the best and most efficient route to recovery. Practitioners have a 20-minute telephone conversation with the person to identify what matters most to them.

In many cases, issues can be resolved within the practice without the need for a referral to another service or agency. Our colleagues are very familiar with all the other agencies and services available within the community, including Social Prescribing agencies in the charity sector and the various clinical pathways throughout the Health Board.

Following the initial conversation, the outcome might be web-based services, advice guidance and support, or more structured assistance from a range of community-based services. These services offer Cognitive Behavioural Therapy, counselling, guided self-help, bereavement support and anger management as well as access to groups and services aimed at addressing housing, debt, employment, abuse recovery, domestic violence support or social isolation.

Our Mental Health Practitioners are also able to assist with referrals to other services, such as Community Mental Health Teams, Psychological Therapies, Primary Mental Health Support Services and specialist Trauma services.

The aim is to assist people in making sense of what might be troubling them and find a positive option to bring about change.

Face-to-face consultations are available if the practitioner believes that this would be beneficial, or if a person needs a safe space to talk or struggles to communicate over the phone. Interpreters are also available as needed

NHS 111 Press 2 is a service that is available 24 hours a day, 7 days a week offering urgent mental health support, advice and guidance.

The service offers assessment and signposting advice for anyone experiencing a mental health crisis, or requiring support to manage their symptoms. NHS 111 Press 2 also have access to Sanctuary through Plattform between 17:00-01:00 for those that need increased support in that time

The Health Board is recommending that the Primary Care Mental Health Liaison Team (PCMHT) is disbanded and the resources currently offered in GP practices are transferred to help further develop the NHS 111 Press2 service. This change means that the service, provided through 111p2 would be available 24/7.

To make sure that the Health Board can address any concerns the public may have about this change, it is undertaking engagement activities until the end of March 2025 to listen to feedback and answer any questions.

Colleagues from the mental health team will be available to answer any questions at the following events:

In person sessions:

Friday 7th February from 12pm until 1.30pm

Thursday 20th February from 3pm until 4.30pm

Both sessions are being held at Cardiff Royal Infirmary, Large Meeting Room, Glossop Rd, Cardiff CF24 0SZ

Online sessions:

Wednesday 12th February from 3pm until 4.30pm

Monday Feb 24th February from 12pm until 13.30pm

Both sessions are being held on Microsoft Teams

For more details about these sessions and to book to attend please email:

Cav.engagement.cav@wales.nhs.uk

Telephone: 07812495339

Communications will shortly go out on the health boards corporate pages and social media, as well as a survey to enable people to give feedback if they so wish (should they not want to attend the engagement sessions).

If you have any queries regarding this information, please let me know and I will put you in touch with the relevant colleague.

Kindest regards,

Sarah

Sarah Tipping

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