

Who will it help?

In addition to benefitting service users and carers by helping to deliver responsive and effective services, the system leadership will also work with all who have contact with services.

The team will strive to ensure mental health is fully integrated to the city's health and social care system, working with primary and other secondary care providers, social services, the legal and criminal justice system as well as the employment, education and housing services.

Key to improvement will be gathering information from across the system as well as feedback from service users and carers.

The system leadership team will use a whole-system data engine to provide real-time pathway and performance analysis.

Access to it will help them tackle bottlenecks, capacity issues, provider or stakeholder difficulties so that the most timely care and support can be delivered.

The system leader role will also help shape perceptions by challenging the stigma associated with the use of mental health services and promoting a psychologically informed environment, accountable to those who use and have contact with services.

Where will it be based?

In practice the system leadership role will oversee all mental health services delivered in Bristol. Through partnership working, careful cooperation and planning and research the system leadership role will integrate the city wide services to provide a single, coherent and responsive mental health system

Why is it changing?

Bristol is adopting a new approach to delivering its mental health services. They now come together under the banner of **Bristol Mental Health**, which is made up of 18 organisations chosen because of their expertise and experience. The change process has taken nearly three years and included the involvement of people with experience of using mental health services, carers, voluntary organisations, community groups and health and social care professionals. The system leadership role is provided by Mental Health Bristol and will begin on 1 October 2014. Mental Health Bristol is a partnership of local providers of health and social care in Bristol.

Bristol
Mental
Health

system
leadership

NHS

Questions & Answers

What is system leadership?

The new Bristol model of mental health care will be phased in from October and will be delivered by a mix of public and voluntary sector organisations.

Each of the 18 providers is an expert in their field and will work together to deliver the best possible support to our city's diverse communities.

The role of system leadership is designed to ensure that irrespective of how someone contacts mental health services, they will be helped to find the support they need.

The system leader will work with all providers to develop a common culture focused on user led recovery across the whole of Bristol mental health services.

How will it work?

The system leader role will not only make sure the different providers work together but will be focused on ensuring the delivery of the highest quality of care and support.

Service users and carers are at the heart of the new service ethos and will support the continuous improvement of the service through a process called co-production.

Critical to achieving this goal is the new position of service user director. As part of the leadership team, they will represent the voice of service users at the most senior level so as to hold the system leadership team to account for the

quality, accessibility and culture of services across Bristol.

They will work alongside the system leader, who will act as the senior accountable officer; a clinical director who as an experienced clinician will bring leadership, insight and overall governance to the system and a partnership director who will be the senior manager with oversight on relationships and culture across all providers.

This will ensure that the workings of the new model are strongly influenced by effective leadership, clinical input, the service user and carer voice and the practical operational delivery.

For more information

For more information about **system leadership** please contact

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