

Lynne Neagle AS/MS
Y Dirprwy Weinidog Iechyd Meddwl a Llesiant
Deputy Minister for Mental Health and Wellbeing



Llywodraeth Cymru
Welsh Government

Eich cyf/Your ref P-05-1078
Ein cyf/Our ref LN/10192/21
Jack Sargeant MS
Chair - Petitions committee
Senedd Cymru
Cardiff Bay
Cardiff
CF99 1SN

19 October 2021

Dear Jack,

Thank you for your letter dated 4 August relating to 24 hour access to mental health services to inform your ongoing Petition, reference P-05-1078. Apologies for the delay in responding to you. Welsh Government has seen unprecedented levels of correspondence over the last year, which has meant it has taken longer to reply than we would have wished.

I'm pleased to report that we are making good progress towards implementing a 24/7 response for individuals in mental health crisis with all health boards committed to establishing single points of contact via 111 by April 2022. This service change has been supported by the additional £6 million that we committed to improve crisis care.

The aim is for all health boards to have in place a local hub which is accessed using NHS 111 to connect people with mental health practitioners. The mental health practitioners can offer initial support and ensure referral into appropriate provision. The single points of contact are the first step in developing a multi-agency pathway that can respond to the breadth of social and welfare factors that often are the cause of mental distress.

As part of these improvements, we are also piloting a national model of conveyance for individuals with mental health issues. The aim is to ensure a timely response for individuals who need to access support and reduce the need for conveyance by other forms of transportation, including by police vehicles.

I have recently visited some of these services in action. They demonstrate real partnership working between health boards and a range of other organisations, recognising that many people presenting in crisis have a wide range of needs that often do not need clinical services – but with clear pathways to access specialist support if needed.

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

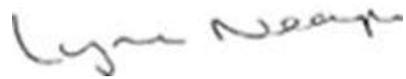
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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Yours sincerely,

A handwritten signature in black ink that reads "Lynne Neagle". The signature is written in a cursive style with a large initial 'L'.

Lynne Neagle AS/MS

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Deputy Minister for Mental Health and Wellbeing