

Compassionate Distress Response Service

General Practice Referral Guidance

Referral criteria

- Aged 18 years and above
- Resides or registered in Glasgow City HSCP area
- Patient has been assessed by GP or MDT as not requiring immediate medical attention

In hours:
Mon- Fri, 9am - 5pm
0141 406 0901

Out of hours:
Mon- Sun, 5pm- 2am
0141 406 0900



Compassionate Distress Response Service

Referral guidelines for general practice

Compassionate Distress Response Service supports people experiencing acute emotional distress. Contracted by Glasgow City HSCP, the service provides face to face support at a city centre base as well as telephone support and outreach when people are unable to travel. **During this stage of the Coronavirus pandemic, where physical distancing must be adhered to, we are providing telephone based support only.** The service launched on 25th May as an out of hours service for first responder referrals and is now providing an 'in-hours' service for GPs.

SERVICE INFORMATION

Distress Response Workers provide a listening ear to those referred into the service, supporting them to develop a plan of action to help alleviate distress. Guided by training in compassionate listening, staff validate people's experience, whilst having the skills to further ascertain risk and undertake suicide safety planning as needed. A plan of support focusing on the most relevant needs of the person is discussed and follow up action established if required.

This can include follow up telephone calls, onward referral and information provision. Cases remain open for a month or longer, depending on individual circumstances.

ROLE OF MULTI-DISCIPLINARY TEAMS (MDTs)

The Primary Care Improvement Plan aims to reduce the workload of GPs by ensuring first point of contact referral to a range of services. To support this, the service is open to referrals by MDTs in general practice. Local arrangements should be put in place by GPs, using their knowledge of their practice and their staff, as to who this should include or exclude and any local decision making processes to support this.

For example a GP may agree that the Practice Nurse or Community Links Worker can refer directly but that a Receptionist should firstly check in with the GP before referring.

REFERRALS

The service is available to adults over the age of 18, who at the time of their distress are currently within the geographical area of Glasgow City Health and Social Care Partnership. The service will support people whose primary reason for presentation is current emotional distress. People who have diagnosed mental health or addiction issues, those engaged with other services, including mental health services, and those experiencing suicidal ideation can all access the service if their immediate need is for alleviation of emotional distress. GPs or MDT members will have determined to the best of their ability that the person in distress **does not require an immediate medical or psychiatric response**. In addition, all individuals **must be able to consent to, and have capacity to, engage with the service**. That is, patients must consent to being referred and to sharing relevant information to support referral. In defining capacity, patients' cognition may be severely impaired by distress but should not be severely impaired by present alcohol or drug consumption.

GP practices should make an initial referral via telephone or SCI Gateway. You will be asked if the patient has consented to being referred.

PLEASE NOTE referrals should not be sent via email.

RE-REFERRALS

In order to reduce the time taken to refer a patient who has previously engaged with the service, re-referrals can be made quickly and easily via SCI Gateway or telephone. This can be MDT staff or GPs with only the need to indicate the patient has consented to being contacted again by the service.

RESPONSE TIME

Patients referred will receive a response the same day and, where needed, we will aim to provide a response within one hour. Please note telephone referral is the quickest method.

OPERATING HOURS

During the week, from Monday to Friday 9-5pm, the service is exclusively for referrals from general practice. Telephone 0141 406 0901.

Monday to Sunday, from 5pm-2am, the service can be used by first responders and GPs working between the hours of 5 and 8pm, Monday to Friday. Telephone 0141 406 0900.

INFORMATION SHARING

GAMH will create a case file for each person in line with General Data Protection Regulation (2018). Information will not routinely be provided back to the referrer except in circumstances where the service has been unable to make contact with the individual. In this case information will be provided via email to the referrer. This supports the minimum sharing of patient information as per data protection. This will be reviewed over the initial period of operation (September to November) with an option to share information to referring GPs/MDTs being explored.

GOVERNANCE

GAMH is contracted by Glasgow City HSCP to deliver in-hours provision for Primary Care as part of the Primary Care Improvement Plan. The initial period of this contract runs until March 2022 with reporting quarterly to a Contract Management Team comprising HSCP representatives. GAMH is a registered charity, regulated by the Scottish Charity Regulator (OSCR) and Scottish Care Inspectorate.

Queries about the service should be directed to;

Rena Ali Distress Response Service Manager pccdrs@gamh.org.uk.

Tel: 0141 552 5592 Websites: www.gamh.org.uk Twitter: @GAMH1977

Queries about the contract to deliver the service on behalf of Primary Care should be directed to;

Ruth Donnelly Health Improvement Lead ruth.donnelly3@ggc.scot.nhs.uk
078013 009695

GAMH is a registered charity promoting the wellbeing of people and their communities.

Document created August 2020. Date for first review 30th November 2020.

[SOP v8 3.8.2020.docx](#)