

# **Mental Health Services 2011**

## **Inspection of Mental Health Services in Outpatient Services**

<b>OUTPATIENT SERVICES INSPECTED</b>	Portumna Outpatient Services
<b>EXECUTIVE CATCHMENT AREA</b>	Galway, Mayo, Roscommon
<b>HSE AREA</b>	HSE West
<b>SECTOR POPULATION</b>	24,775
<b>LOCATION</b>	Portumna Co. Galway
<b>DATE OF INSPECTION</b>	31 May 2011

## **LOCATION**

The Portumna outpatients clinic was held in Portumna Day Hospital in the centre of Portumna. This was also the sector headquarters. It was a stand-alone building and it was not obvious from the outside that it was a mental health facility. It was used by the other members of the multidisciplinary team. Another outpatient clinic was held in Gort, Co. Galway. A monthly clinic was held in Woodford, Co. Galway

## **FREQUENCY OF CLINIC**

Both the Portumna outpatient clinic and the Gort outpatient clinic were held weekly. There was also a monthly clinic in Woodford.

## **WAS THERE A SEPERATE NEW PATIENT CLINIC**

There was no new patient clinic. New referrals are seen outside clinic times and assessments were done by all members of the multidisciplinary team.

## **ACCESSIBILITY OF CLINIC**

There was easy pedestrian access and parking was available. There was no local bus service. The premises were wheelchair accessible.

## **SECRETARIAL SUPPORT**

There was one whole time equivalent (WTE) secretarial support. There was no secretarial support for the Gort outpatient department.

## **FACILITIES FOR STORING RECORDS**

Records were stored in the Portumna day hospital.

## ROOMS AVAILABLE:

### WAITING AREA

There was an adequate waiting area in Portumna with reading material and information leaflets.

### CLINIC ROOMS

In Portumna there were three consulting rooms available for the outpatient clinic. In Gort there were three consulting rooms available and in Woodford clinics there was one consulting room available.

### COMMUNITY MENTAL HEALTH NURSE ROOM

The community mental health nurse had access to a room in Portumna.

<b>TOTAL NUMBER OF SERVICE USERS ATTENDING</b>	<b>94 per month</b>
<b>AVERAGE NUMBER OF SERVICE USERS ATTENDING PER CLINIC</b>	<b>30 Portumna 46 Gort Woodford 4-8</b>
<b>WAITING TIME FROM REFERRAL TO CONSULTATION</b>	<b>Maximum of 2 weeks</b>

### CLINICAL FILES EXAMINED

Six clinical files were examined from the outpatient department. All referrals were from the service user's general practitioner (GP). There was correspondence from and to the GP. The service users were being reviewed every two to three months by members of the multidisciplinary team including community mental health nurse (CMHN), occupational therapist (OT), psychologist, social worker and consultant psychiatrist. Management plans included review of mental state, bloods and medication the non-consultant hospital doctor (NCHD), psychotherapy interventions, OT and social worker interventions. CMHN involvement included domiciliary visits, monitoring of medication and mental state examination. There was evidence in all clinical files of excellent multidisciplinary team working.

## **COMMENTS**

The outpatient department was well run and there were no waiting lists. There was evidence of multidisciplinary team working and the clinical files were in good condition. There appeared to be a seamless process between different care settings and the outpatient department.