



Cwm Taf Morgannwg
Bwrdd Partneriaeth Rhanbarthol | Regional Partnership Board

Waiting Well

Supporting people awaiting a mental health diagnosis to have the support they need.

We want to ensure people waiting for a diagnosis of a mental health condition have access to the information and services they need, so they are able to 'wait well'.

Through this work, we hope to:

- Ensure mental health support services are better integrated, so people are not passed between multiple services without adequate help and support.
- Ensure people are placed at the centre of care and support planning and receive the relevant services.
- Ensure key information is easily accessible so people are better aware of the services and provisions available to them.
- Improve access to support, including self-referral and GP referral, to speed up potential diagnoses and all people to start treatment earlier.



WHAT IS IMPORTANT TO PEOPLE WITH MENTAL HEALTH ISSUES?

People would like better integration of services to provide holistic support to the person.

They'd also like to see improved routes to access support, including self-referral to speed up the journey to start treatment earlier.

Early interventions could include social prescribing and intermediary community-based support until a formal diagnosis can be achieved.

WHAT WE WILL DO TOGETHER:

- Mental health support services are better integrated, so people are not passed between multiple services without adequate help and support.
- People are placed at the centre of care and support planning and receive the relevant services.
- Key information is easily accessible so people are better aware of the services and provisions available to them.

Continued overleaf.



“ PEOPLE SAID

Why do we need to have separate teams... why can't we just have one team working together."



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Waiting Well (Continued)

"People need to speak to each other, for example, I've got a gentleman here, how can we work together to help him."



WHAT WE WILL DO TOGETHER (CONTINUED):

- Improved access support, including self-referral and GP referral, to speed up potential diagnoses and allow people to start treatment earlier.

WHAT DIFFERENCE WILL THIS MAKE?

- People will be supported while they await an assessment and/or diagnosis.
- People will be better aware of the mental health and well-being services available to them.
- People have an opportunity to be involved in decisions about the support they receive.
- Maximise the use of voluntary sector/alternative support services available.

PEOPLE SAID

Services need to support the whole person."

