

Case Study Red Whale Commissioned Learning

A bespoke training programme designed to support primary care clinicians in **mental health care for young people**



Tamsin Robinson, GP and Clinical Lead for children and young people's mental health, explains how North West London ICB worked with Red Whale to support primary care clinicians across 8 London boroughs.

"I'm a GP and I'm also the named GP for safeguarding children in Ealing, I'm a designated doctor for looked after children, and I'm the children's lead for Ealing, which covers both physical and mental health, and I'm really interested about where those two areas meet.

I'm also the GP Clinical Lead for Children and Young People's Mental Health for North West London ICB - which is the role that led to commissioning the Red Whale training. I'm really interested in how mental and physical symptoms are interlinked in children and the importance of recognising and seeking to support and treat both in Primary Care. And also how children's environments affect their mental wellbeing."

Rising demand for mental health support driving a need to upskill

Prior to - and to an even greater extent since COVID - Tamsin noticed a rise in mental health issues affecting children and young people. Mental health and wellbeing seem to be discussed much more openly than in the past and more people are coming forward with mental health issues.

Tamsin said:

"I'm not alone in noticing the massive rise in the numbers of children and their parents presenting to us as GPs with mental health, wellbeing and behavioural issues. I can often feel overwhelmed, and that I have limited know-how and skills to properly support them. Knowing what I can do as a GP in a 10 min consultation for children and their families in distress and what other services are available is vital. My training as a medical student, hospital doctor and GP did not cover children and young people's mental health, paediatrics was all physical health and psychiatry all adult focused. Colleagues told me they felt the same."



Supporting primary care with child and young people's mental health issues

Tamsin and her ICB colleagues felt that primary care clinicians in their area needed more support to build their skills around mental health issues in children and young people, and signposting to all of the resources available to them. It was important to the ICB that the training they commissioned focussed on practical things that clinicians could do for young people in their area, and was not full of abstract research. Waiting for assessments and referrals can be long so GPs need support to understand what services are available while patients wait. Tamsin said:

"Mental health isn't just the job of CAMHS (Child and Adolescent Mental Health Services)... All of our society plays a part, as a system we all need to work together to pool our resources and offer care to children and young people which is needs lead."

Being a GP herself, Tamsin was drawn to Red Whale - having personally attended our courses and knowing they have a good reputation amongst primary care colleagues.

Tailoring the training to the needs of the area

North West London ICB approached Red Whale with an idea of topics they wanted to cover and the audience it was aimed at (all primary care clinicians, such as GPs, Advanced Nurse Practitioners, Practice Nurses, Pharmacists or Social Prescribers). They found the approach very open and professional. Tamsin commented that:

"It seemed like the approach I was looking for was really valued by Red Whale. And it was easy to get buy-in to working with Red Whale as they had a good reputation amongst my colleagues."

Mental Health Course Director at Red Whale, Lee David, worked with the ICB to put together a half day course on Children and Young People's Mental Health. The two parties collaborated to review course content and make adjustments as needed.

Hints and tips for ICBs

Tamsin shared her thoughts on how to get the best from commissioning a Red Whale course:

- Discuss with the Red Whale team how you can get involved in putting a local spin on the training content and including information about available services in the area.
- Talk to the Red Whale presenter about tools they can share for GPs operating in a 10 minute consultation window.
- Ask Red Whale to give colleagues access to the training on demand so that people can watch the course content again later.

Positive feedback from delegates

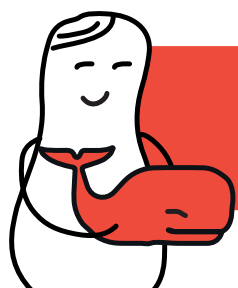
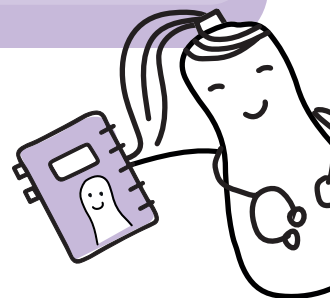
Colleagues have fed back to the ICB team that they really valued the training. On the day, Red Whale encouraged colleagues to give their feedback on the training, and shared this with Tamsin.

"Really informative handy tips and frameworks that can be used in everyday practice. Good assessment tools and signposting for help."

North West London GP Delegate

"This course was good for reminding us of what we need to know as well as give good tips on how to tackle what we are faced with."

North West London GP Delegate



Interested in a course tailored to your area's training needs?

Contact our in house courses team via inhousecourses@red-whale.co.uk