

# NHS ENGLAND SOUTH WEST MENTAL HEALTH PROGRAMME



## WHAT WAS THE CHALLENGE?

NHS England South West Mental Health Programme commissioned the NHS Benchmarking Network to conduct a regional deep dive into adult community and inpatient mental health services. This initiative built upon the foundation laid by the previous work in collaboration with NHSBN, which aimed to provide a refreshed and more granular understanding of service provision across the region. The goal was to evaluate current service models, identify examples of good practice, and uncover areas for improvement to help ensure equitable, timely, and effective care for adults with mental health needs across the South West Region.

## HOW DID WE HELP?

The deep dive utilised data from the latest Adults and Older People Mental Health Services Benchmarking Collection, submitted by seven provider organisations across the South West. This data served as the core evidence base for the analysis. To enhance contextual understanding, population health metrics were also incorporated, offering insight into regional health needs and service pressures. The review mapped the full patient journey through both community and inpatient mental health services, with a particular focus on critical components such as crisis response, liaison psychiatry, and specialist care pathways. The approach enabled the identification of variation, service gaps, and opportunities for system-wide learning and improvement.

## WHAT WAS THE IMPACT?

The final report delivered a comprehensive synthesis of findings and actionable insights for system leaders, service planners, and commissioners. It highlighted examples of effective practice, pinpointed variation across services, and proposed areas where service delivery could be strengthened. By offering a data-informed foundation for regional decision-making, the deep dive supports the ongoing development of integrated, person-centred mental health services. Ultimately, this work aims to drive more consistent, high-quality care for adults across the South West, promoting better outcomes and more equitable access to mental health support.

## WHAT DID THEY THINK?

“As a regional team, we have consistently prioritised initiatives that yield the greatest benefits to our systems, support their operational efforts, and ultimately enhance the well-being of the populations they serve. The collaborative methodology employed by NHS Benchmarking in data collection, report generation, and analysis presentation has been highly regarded across the region. This partnership has empowered our systems with superior data and insights, enabling informed decision-making, performance improvement, and enabled the delivery of exceptional care to their communities. We are profoundly grateful for the opportunity to work in this manner with NHS Benchmarking and are committed to continuing this collaboration.”

- Ursula James, Associate Mental Health Director, NHS England South West Mental Health Programme