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Service Design: Journey mapping

## Journey mapping workshop guidance

As part of our MHSU programme work with Tayside we would like to undertake a process mapping exercise at our next workshop. At this session we want to look at specific cases of people being supported with mental health and substance use support needs. The aim of this is to identify:

* Where there can be improvements in how people are jointly supported across dual needs,
* Where good practice can be shared/made consistent and what can be learned from where things have gone well.

This will inform the creation of short life working groups that will develop and test new ways of working within the areas identified at this workshop.

We are, therefore, asking each HSCP area to identify and bring along two cases:

* One that demonstrates challenges in supporting people across mental health and substance use services
* One that demonstrates good practice in supporting people across mental health and substance use services

Please let us know if there is a case example that you want to bring along. We would also ask that the key workers from Mental Health and Substance Use services involved in the case are able to attend to talk through the details.

In preparing to talk through these cases, it will be important to think about:

1. Client background and biography
2. Referral into your service
3. Allocation and assessment – how were their needs identified? Or were some missed?
4. Working with other services, statutory and third sector. How did it work – referral in? Was there evidence of joint working? Your knowledge of other services including 3rd sector. Could you refer into appropriate services to support their needs?
5. What were challenges? Were there gaps, repetition, waiting times or communication issues?
6. Where are they now?
7. Were there points where data was recorded on your IT systems?
8. What good practice did you see or could be shared. What could be improved further?
9. Were there any training needs which would help you?