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| Agenda |
| Title:  | Journey Mapping |
| Date:  | Thursday 1 June |
| Time: | 9:30am – 12:30pm |



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| Time | Topic |
| 9:30-9:45 | **Welcome and Introduction** |
| 9:45-10:00 | **Programme Recap** |
| 10:00-10:45 | **Case Study 1**Table presentations of ‘What went well’ case study, followed by discussion  |
| 10:45-11:00 | **Open Room Discussion / Feedback** |
| 11:00-11:10 | **Break** |
| 11:10-11:55 | **Case Study 2** Table presentations of ‘What could be improved’ case study, followed by discussion |
| 11:55-12:15 | **Open Room Discussion / Feedback** |
| 12:15-12:30 | **Reflective Discussion and Next Steps** |
| 12:30 | **Close** |

**During the session, to support discussion and learning we would be keen to hear your reflections on the case studies in relation to:**

* Local operational aspects relating to pathways- such as referral, screening, and assessment for mental health and substance use, and allocation to staff – as well as joint working between substance use and mental health services and access to the third sector.
* Communication, staff roles and how data is collected.
* Specific challenges in the system such as service gaps, lack of access to services, repetition or waiting times. Are there any new services or service models that should be considered?
* Knowledge and training gaps/opportunities for staff.
* Any strategic issues which may emerge from the discussion.