

Quality Improvement Projects

Project Title: Improving access to CAMHS Getting Help Teams in East Berkshire

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Problem/Background:

The referral process for the CAMHS East Getting Help Team is confusing and inconsistent for referrers, with a lot of 'waste' present for children, young people and families.

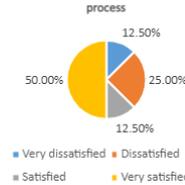
This impacts the numbers of children and young people accessing mental health support at the earliest opportunity in the East of Berkshire, and also the length of time taken to do so. Baseline data shows on average 30 referrals received per month for the 3 East LA's and 15 referrals are accepted onto the caseload.

This links to True North domains Harm Free Care and Patient Experience.

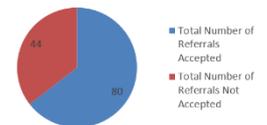
Current State:

- 3 formal complaints relating to access to service

Baseline: % of patients/parents rating of referral process



Total Getting Help Accepted and Signposted (Jan 22 - Dec 22)



Vision & Goals:

One referral form for all referrers and a clear pathway of services available to all, with clear information on how to refer.

1. 5% increase Getting Help caseload numbers by Nov 2023
2. Decrease numbers of patients signposted away from service by Sept 2023
3. Increase patient and family feedback by Dec 2023

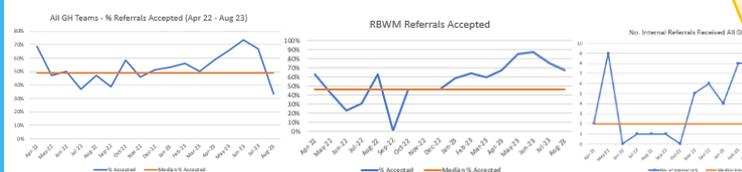
Analysis, Root Causes and Countermeasures:

Concern	Cause	Countermeasure
Referrals coming to CPE that are for Getting Help level support	Lack of understanding of eligibility criteria for Getting Help	Getting Help clinicians directly triage and assess patients within CPE (3x localities to implement)
Referrals coming to CPE that are for Getting Help level support	BHFT website referral pathway is not clear	Update website with detail referral info
Referrals to Getting Help Team are low	The information on local authority websites puts families off	Work with local authority Early Help Hub leads to improve language and information shared with referrers

PDSA Cycles:

	- WAM start CPE triage pilot. Learning shared with Slough and Bracknell leads
	- Teams review referrals meeting and change days to align with LA early help meetings - Further work takes place to understand family experience of being signposted
	- Bracknell start CPE triage supported by WAM leads - Health inequalities A3 starts for Slough referrals to service
	- Slough start CPE triage.

Outcomes



Avg. per month: 9% increase from baseline

Avg per month 71% increase from baseline

Avg per month 133% increase from baseline

0 formal complaints received for the process since project commenced

Insights/Learning: There were challenges around influencing change in process within local authorities which has impacted progression of countermeasures, we tried to mitigate these but it was tricky. The data on measuring time taken to referral has been challenging as part of the referral process isn't within BHFT services so we haven't been able to measure this as effectively as hoped. The project is across East Berkshire and progression of countermeasures has been at varying paces across the localities. WAM have been testing countermeasures for the longest time and are showing the most improvement in access to

For more information contact: qi@berkshire.nhs.uk