

Waiting List Initiative:

Ensuring access to right person, right time with shorter wait.

AIM

"By August 2024 all CAMHS referrals will have had the offer of a triage call with a CAMHS clinician and access to treatment within CAMHS within 18 weeks if appropriate."

Why did we want to make this change?

CAMHS Specification Feb 2019, 'all children should be offered a triage appointment within 4 weeks of referral' and that full assessment and treatment to be started within 18 weeks of referral. Due to CAMHS experiencing significant staffing challenges, and the rate of referrals continuing to increase, the above targets were not being met.

The CAMHS Team were motivated to reduce waiting times for the wellbeing of the children and young people and their families/ carers and also for general self morale.

Liaison with NHS colleagues e.g. Physiotherapy, demonstrated that a triage system of the waiting list could lead to an improvement in waiting times and over all patient management.

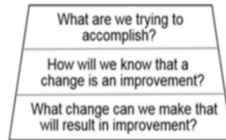
Change Ideas

- 1 To write to everyone on the waiting list, offering the opportunity to book a triage slot, with CAMHS clinician. Test on a small number first.
- 2 Book the young person in for a telephone triage call at a date and time that suited them.
- 3 Inform those invited to make a triage slot for their child of the purpose and expectation of the appointment.
- 4 Collect data/feedback from triage call from both service user and staff to help inform and identify what the impact is and consider next steps.
- 5 New referrals will be invited to opt in to a triage call to discuss their needs and agree where the child's needs best to be met.

PDSA Cycle 1	
Plan	<ul style="list-style-type: none"> Discuss and agree vision and aims of the triage call format with all staff members and set expectations. Produce a draft script for the Triage Calls for consistency amongst staff. Plan and communicate clinics – co-ordinating staff, dates, times and venue. Ensure availability of other team members to support service delivery while triage clinics are running. Create letter to inform parent/carer of opt in option and expectations.
Do	<ul style="list-style-type: none"> Send out patient opt in letters to children/young people on the routine waiting list The time allocated for each call 20 minutes, allow an hour for paperwork. Letter will be sent out to parents/young people outlining outcome of triage call
Act	<ul style="list-style-type: none"> Schedule clinics Send letters to parent/carers, with details of clinics Admin to book those who opt in on triage clinic. Share the vision with wider for triage and referral management moving forward. Review and adapt, open up the option to other clinicians. Document lessons learned.

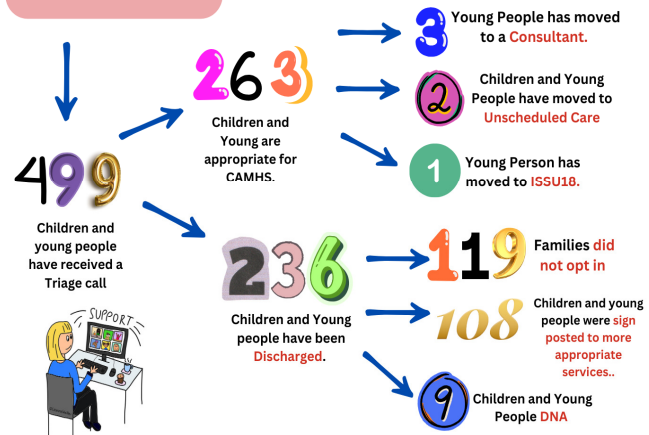
Methods

Model for Improvement



PDSA Cycle 2	
Plan	<ul style="list-style-type: none"> Reduce the 14 day letter to 7 days, experience shows that people phone when first receive the letter or then respond to the 3 day letter.
Do	<ul style="list-style-type: none"> 07.05.24 – Change number of days for response time.
Act	<ul style="list-style-type: none"> All new letters being sent out have 7 days to get in touch.

Results



Stakeholders Engagement

"The lady I spoke to was lovely and very informative." (Dec 23)

"We felt listened to and the discussions were helpful." (Feb 24)

"Young person grateful of call as they were apprehensive about engaging with CAMHS but now happy to go ahead with a FAC." (April 24)

"We got the answers we were looking for." (April 24)

Young People & Parent / Carer Feedback

"Following a triage call, young person was booked into a FAC. Mum made contact to say that they have been working through the resources and things are improving so they do not require a FAC." (March 24)

"CAMHS waiting time is way too long, fortunately for us my daughter isn't in such a dark place as she was when the referral was put in. I believe the staff try very hard to help and it's in no reflection on them however the timescale should be an area which gets looked at." (Nov 23)

"By the time we had any input I believe it was too late" (Feb 24)

"Was pleased to get a letter offering a discussion with clinician, found it very helpful. Was surprised how quick it was to get a call." (Jan 24)

"Top service." (March 24)

"Very good, helpful, clear of next steps. Would give 5 stars. It is good to hear a voice not just a letter". (March 24)

"It was a lovely introduction to the service, easy to talk too." (Jan 24)

Back in November 23 referral to treatment time was **26** weeks.
Now in May 24 referral to treatment is **13** weeks.



Our Learning

We learned that we needed to increase the number of staff who were able to offer triage appointments, after our initial test of change. Incorporating this into our practice has had a reduction in administration and clinician time, it is time efficient and has had a reduction in costs e.g. paper and posting. The whole process is more streamlined for children, young people and their families and ensures they are involved in decision making from the beginning of the process.