

Increasing access to matched stepped care within Airdrie/Coatbridge Psychological Therapies teams

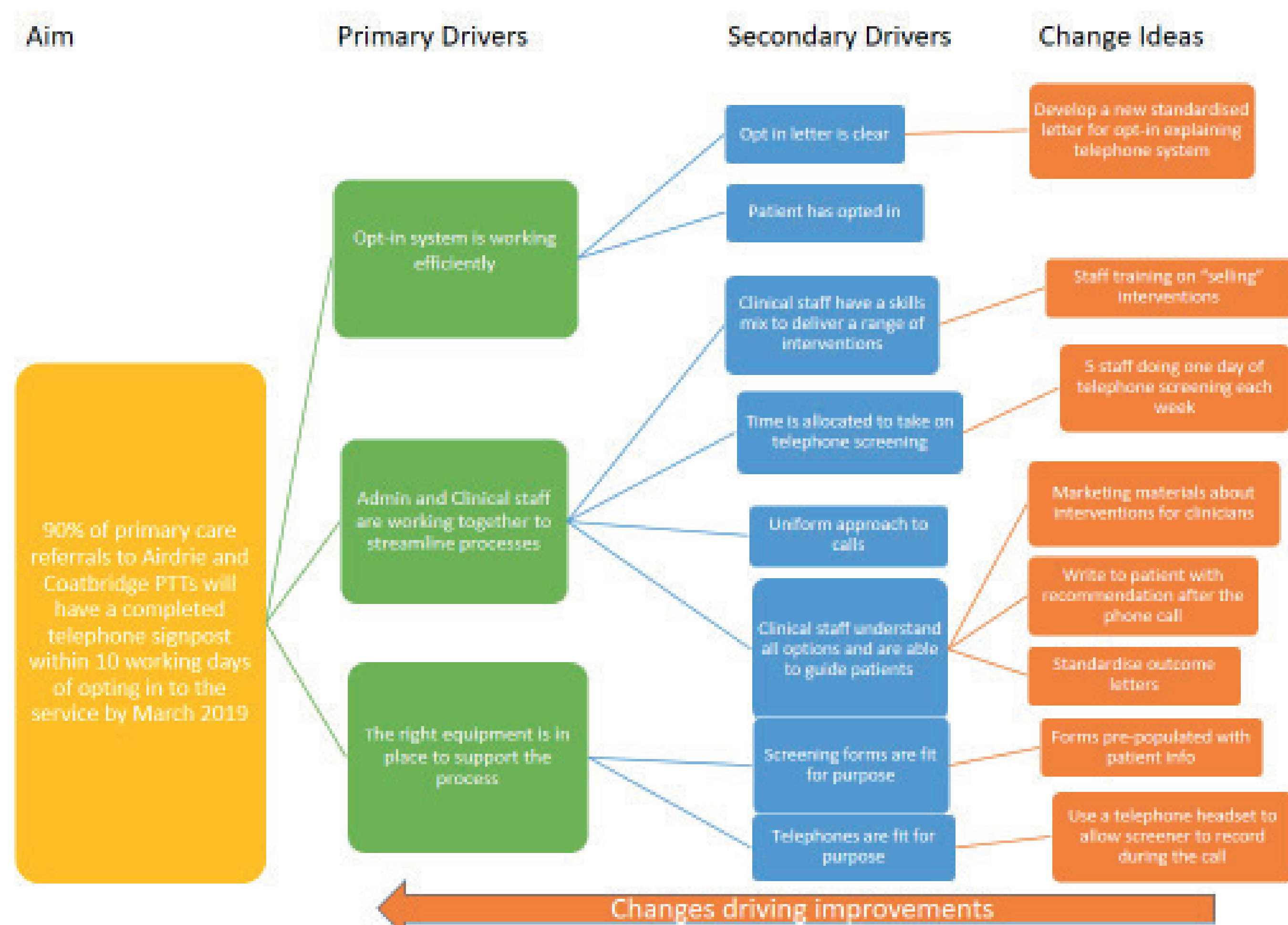
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Introduction

The team aim was for 90% of primary care referrals to Airdrie and Coatbridge PTTs to have a completed telephone signpost within 10 working days of opting in to the service by the end of March 2019.

This is important for us to:

- Increase the use of a matched stepped care model (so that we can signpost to potential interventions/services early on)
- Reduce time lost to DNA/C24 for initial assessment (when using the telephone, clinicians can phone the next person on the list)
- Risk can be identified for early referral to CMHT



Method

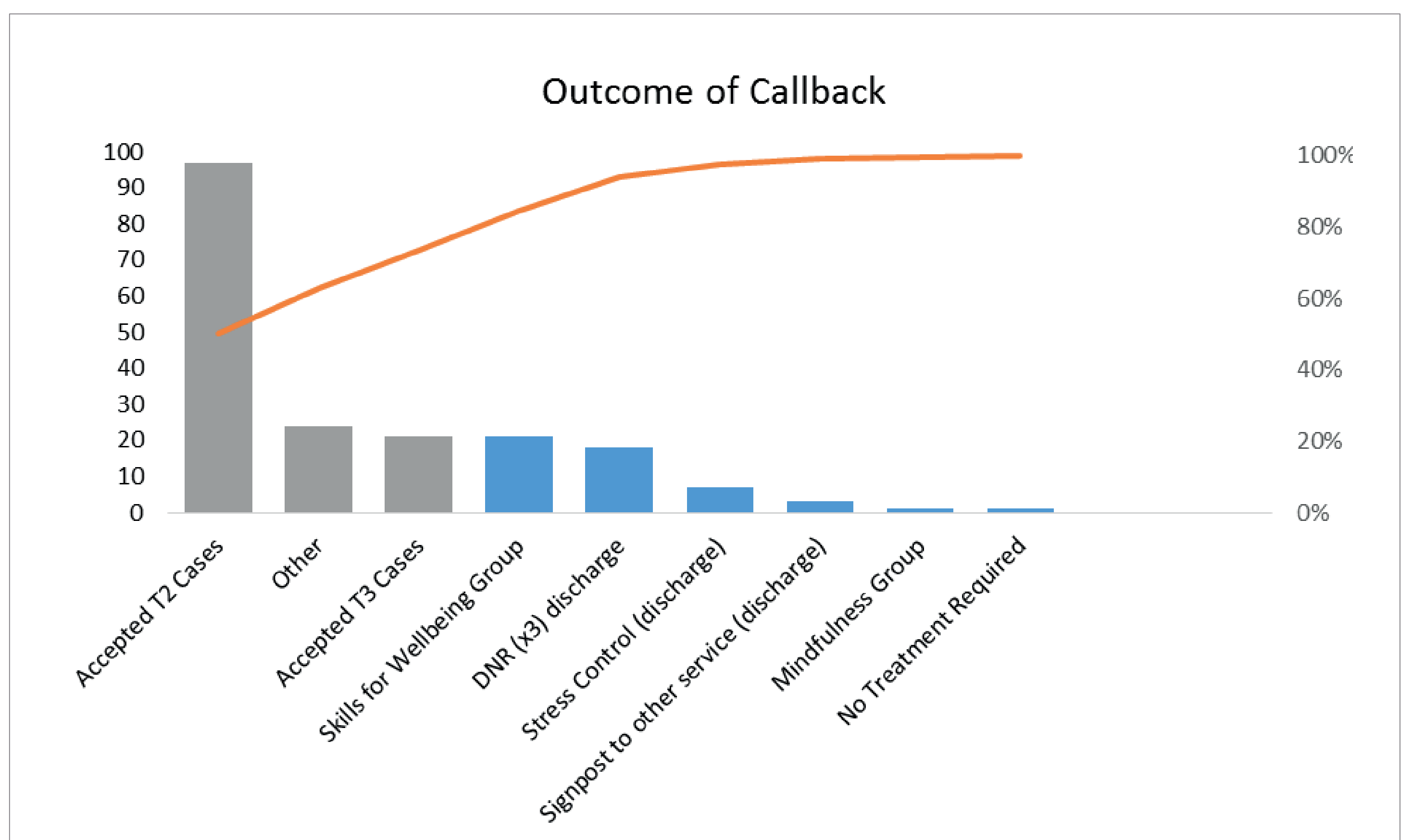
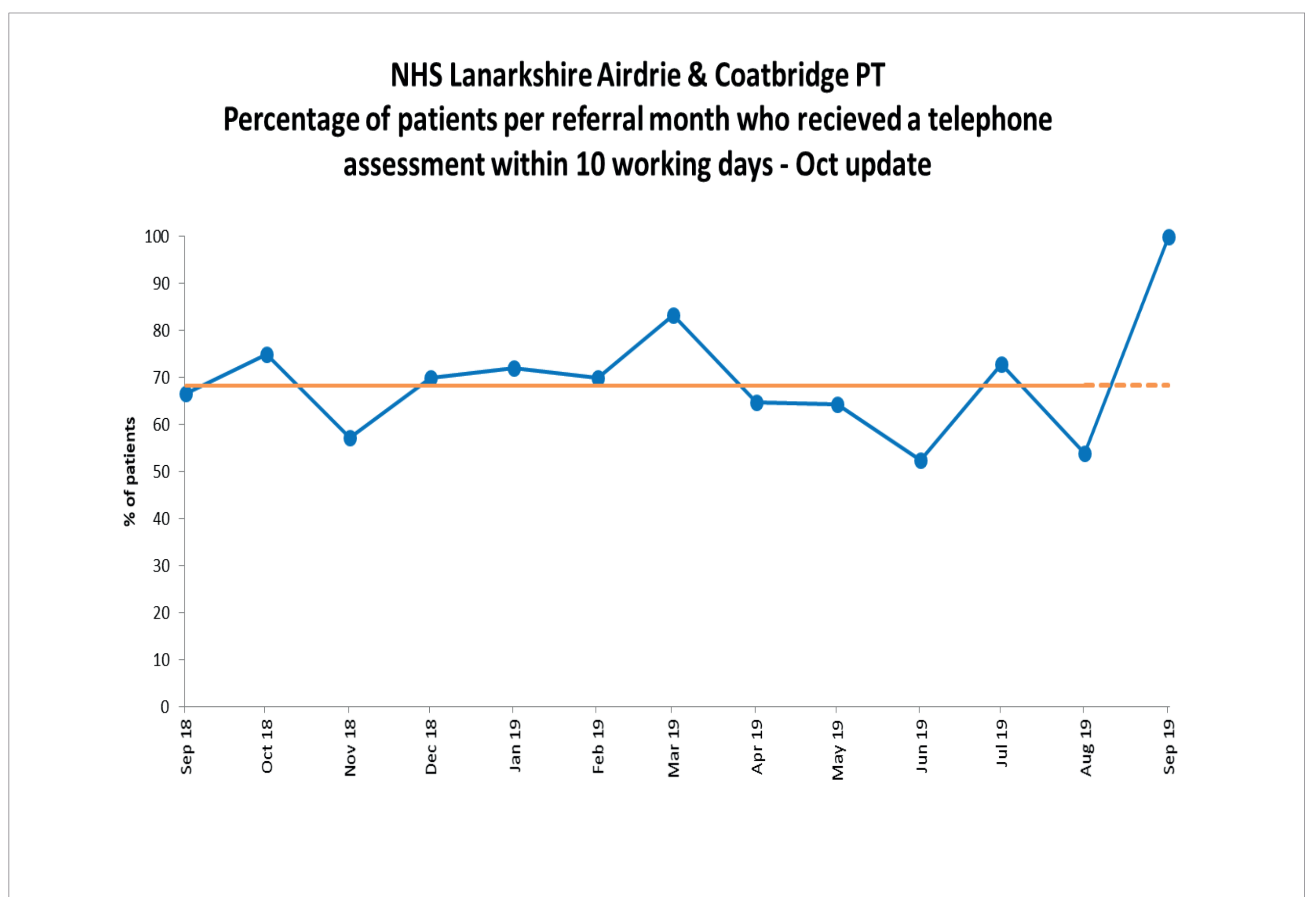
We carried out a number of PDSA Cycles:

- Initially 1 clinician carried out 10 signposts to test processes involved
- Using pre populated paperwork, labels for risk screens, outcome measures
- Use of telephone headsets to allow clinicians to type directly onto screening forms to reduce admin time
- Increasing options for matched stepped care (more Stress Control Classes, Skills for Wellbeing Group, Survive and Thrive)
- Tweaking database for signposting to make it more user friendly such as moving availability column

Results

Data has been collected for >200 signposts.

The run chart shows the percentage of patients who have had signposts within 10 working days over the past 12 months.



80% of callbacks result in Accepted T2/T3 cases and a variety of 'other' outcomes.