

Learning from the Mental Health Access Improvement Support Team (MHAIST) Collaborative

October 2020

Contact us:



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Background

MHAIST was a Scottish Government commission designed to support NHS boards to improve the quality of and access to Psychological Therapies (PT) and Child and Adolescent Mental Health Services (CAMHS).

This summary explores the impact of participating in the MHAIST collaborative. The evaluation focused on participation and feedback from four highly engaged sites with high potential for shared learning.

Our aim

The MHAIST Collaborative ran from May 2018 to November 2019. It aimed to support NHS boards to:

- Provide access to services within national timescales.
- Maintain/improve other service quality measures.
- Encourage shared learning and joint working.

Collaborative Support

9 

Events held

85 

Collaborative membership

358 

Combined event attendance

75 

Team coaching sessions

136 

Monthly reports completed



Toolkit developed

Learning from the collaborative

Teams told us what worked well...

- Monthly reports and feedback
- Innovative and interactive learning sessions
- Improvement Advisor support
- Having a nationally coordinated programme
- Personalised support through calls and visits



Teams told us what we could do better...

- Convenient location
- Access to local and ongoing QI and data support
- Learning session group size and topic relevance
- More personalised support



Feedback



Some of the tools that [MHAIST has] given us has helped us really focus down and make a bit of sense.

Jean Thomson, Senior Nurse NHS Tayside



There is no doubt that [MHAIST's] involvement, insights and advice has supported us to achieve our objectives.

Professor Amanda Croft, Chief Executive, NHS Grampian

Learning sessions....gave me the opportunity to share and learn ideas from other areas in Scotland.

Dr Fiona McCrohan, Clinical Psychologist, NHS Dumfries and Galloway



This was all done in a very supportive, non-judgemental manner, which has been a breath of fresh air for me.

Dr Wendy van Riet, CAMHS Service Manager/Lead Consultant Clinical Psychologist, NHS Highland



Themes



Teams told us they LIKED



Support by HIS

- On-site visits
- Feedback

Approach

- Making research fun
- Keeping momentum going through monthly reports and feedback
- Mix of visits and learning sessions
- Use of interactive activities/strategies
- Facilitated learning
- Tailored and applicable information and learning

Teams told us they LEARNED



Quality Improvement

- Skills in planning an improvement project
- Capacity to apply QI methodology
- QI tools facilitated in the team

Shared learning

- Dedicated space and time as a team
- Opportunities to share learning and data
- Understanding of importance of co-designing changes, spreading, and sustaining QI

Teams told us they ACHIEVED



Learning

- Created learning system
- Internal drive due to data visualisation, learning system, and spreading QI

Improvement

- Reduced DNA rates
- Increased access to psychological therapies through self-referral website
- Improved waiting times
- Improved staff morale
- Improved patient satisfaction

Beyond the Collaborative

- Gained national and local recognition
- Established networks and confidence

We asked four teams that participated in the collaborative to tell us what they got out of their involvement.

Our findings suggest that there were many aspects of the collaborative that enabled these teams to successfully work towards and achieve their QI aims.

Our forthcoming toolkit that provides examples, tools and guidance from CAMHS and PT teams. For more information on the portfolio, visit ihub.scot/

