

Psychological Services Newham

Wave 2 QI Training Learning & Implementation

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Background

WHITE PAPER No Health Without Mental Health: A Cross-Government Mental Health Outcomes. Strategy For People Of All Ages (2011).

We still need to talk: A report on access to talking therapies (2013). Coalition of organisations. Rethink Mental Illness. (Surveyed 1600 people).

RATES OF MENTAL ILL HEALTH

- 1 in 4 people will experience a mental health difficulty
- 1 in 100 people has a severe mental health problem
- 1/2 people with lifetime difficulty will experience first symptoms by the age of 14 years

HUMAN COST

- People with severe mental illness die on average 20 years earlier than the general population
- Complex mental health impact upon: employment, income, housing, social deprivation and poor physical health

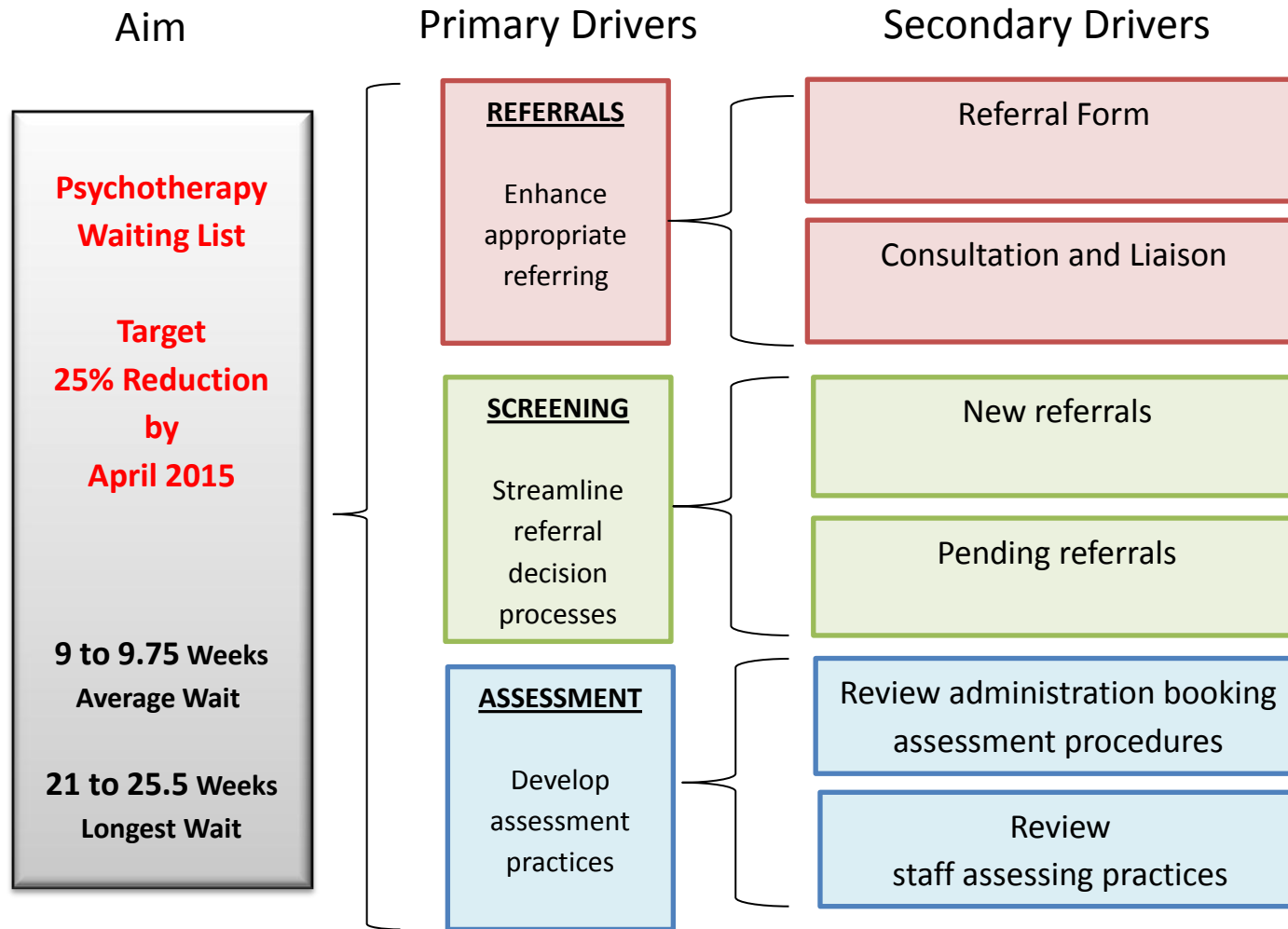
WAITING TIMES

- 1 in 10 people have been waiting over a year to receive treatment
- Over half have been waiting over three months to receive treatment

CHOICE & EQUITY OF ACCESS

- 58% weren't offered choice in the type of therapies they had
- Half felt that their sessions weren't enough
- 40 % had to request psychological therapy rather than it be offered

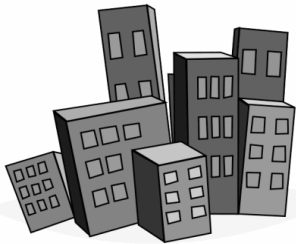
Driver Diagram



Learning

- Need for reliably obtainable measures
- Clear and focussed driver diagrams
- Maintained shared team vision and motivation
- Even simple interventions are effective
- Projects as templates for Trust learning

Sectorised Psychological Services



INPATIENT

Acute Psychology Service

Arts Therapies Service

CMHT Psychology Service



COMMUNITY

Psychosocial Intervention Practitioner Service

Commissioning Quality Services

Three 'Quality Principles' underpin all NHS services provided to meet the physical health and mental health needs of the population and are key to the commissioning of local services.



**Patient
Safety**

**Patient
Experience**

**Clinical
Effectiveness**

Priority Areas

Priority areas for quality improvement work as outlined by the East London Foundation Trust Quality Improvement Strategy (2014) are:

- That every patient receives the right care at the right time
- The reduction of harm by 30% every year.



QI Project Themes

- Referral Care Pathways
- Waiting List Management
- Access
- Choice of Evidenced-Based Intervention
- Service User/Carer/Referrer Experience
- DNA Analysis
- Measurement Outcomes/Systems
- Staff Governance Systems

What Next?

Current and Future QI Projects

Access and Care Pathway

- Acute Psychology Referrals QI
- Arts Therapies Referrals QI

Patient Experience

- Crystal Ward PICU QI
- CMHT Recovery Model QI
- Sapphire Inpatient Ward Round QI

What Next?

Strategic Roles: QI Spread

- ELFT Clinical Psychology Service-Related Research Project Coordinated Strategy
- Newham Adult Mental Health Directorate QI Coach Role