

# Access to services project is City and Hackney CMHT

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# Background

- **Why you chose this project**

This will address the needs of the patient in a timely manner and therefore improve patient experience

- Will reduce risks to patients.
- Will improve staff satisfaction.
- Will meet KPI targets.
- Improving GP satisfaction.
- Meets commissioning requirements.

- **What was the problem?**

- Variation in waiting times to first appointments
- Newly established Single point of access - coordination and monitoring of referrals
- New challenging targets from commissioners

- **Project aim**

- Reduce 1<sup>st</sup> appointment face to face waiting times to 28 days within next 6 months

# Reducing 1<sup>st</sup> appointment waiting times in CMHTs

AIM

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS

Service User needs met

Supporting Staff

Meeting KPIs

Service User satisfaction

**Overall Aim**  
Reduce 1<sup>st</sup> appointment waiting times to 28 days across the borough within six months (Face to Face Assessment)

**Sub Aim**  
Reduce 1<sup>st</sup> appointment waiting times to 28 days in the North CMHT within the next four months (Face to Face assessment)

physical capacity of existing clinics

consultant clinic capacity

Demand/Capacity in service

DNA rates

GP preference to have named clinician hamper flexibility/Patient Choice

Communication

Other Spaces

Increased clinical contact/decrease work of lower value/increase No. 1<sup>st</sup> app slots

Efficient triaging/Alignment of capacity

Implement reminder services

Offering alternatives to cope with long list

Admin support

Review other venues/GP/Office/other

Review job plans

GP education and referral forms

Implement reminder service

Alternatives

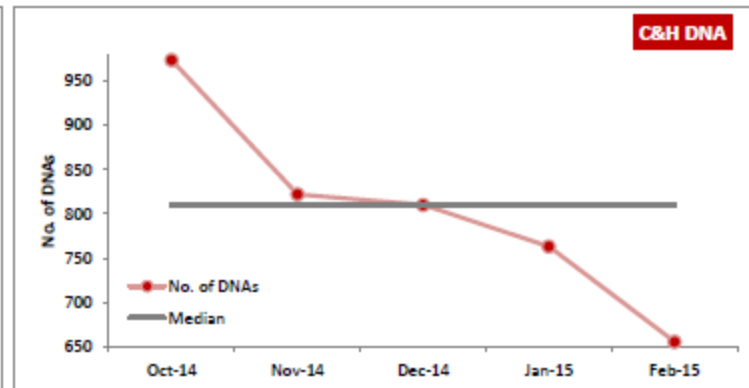
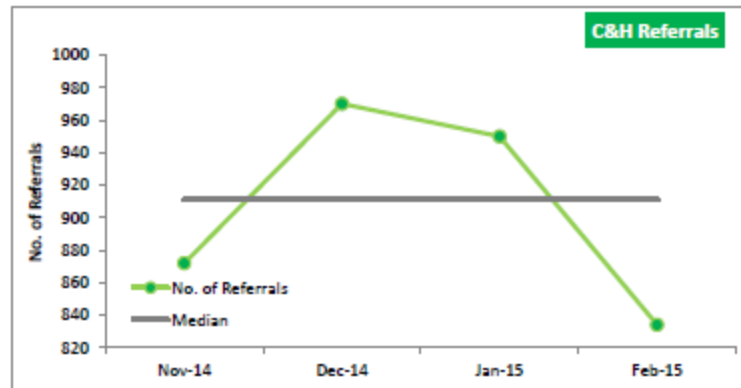
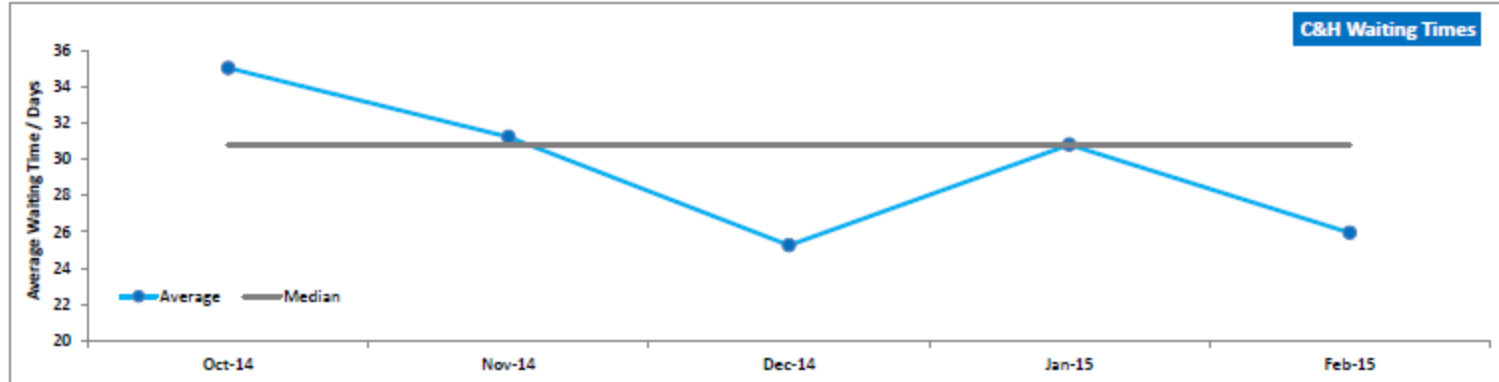
Ensure admin support is aligned to support changes/ communication with users

# Process map of the referral pathway

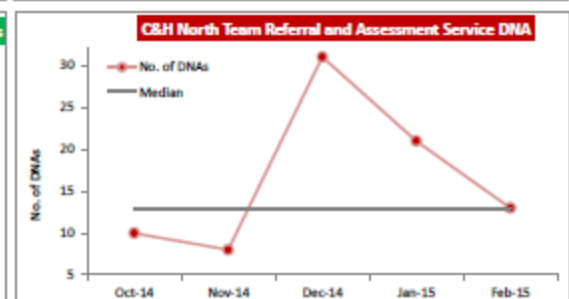
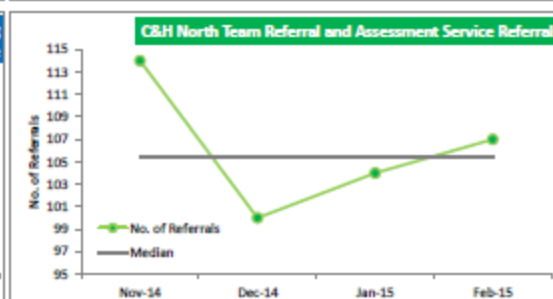
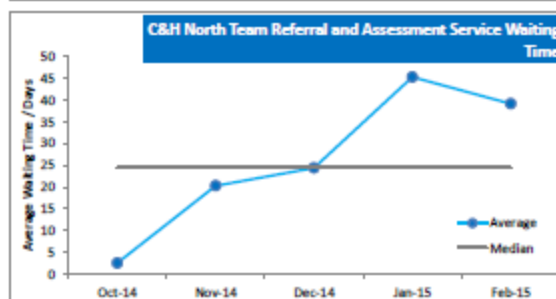
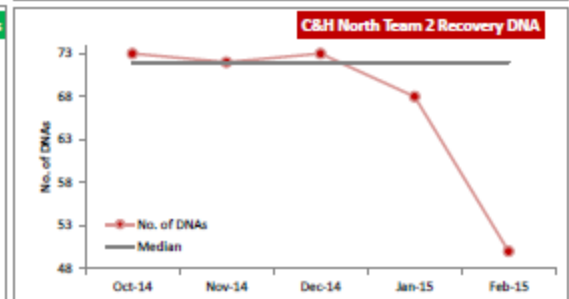
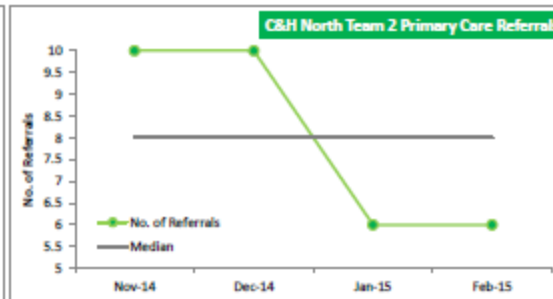
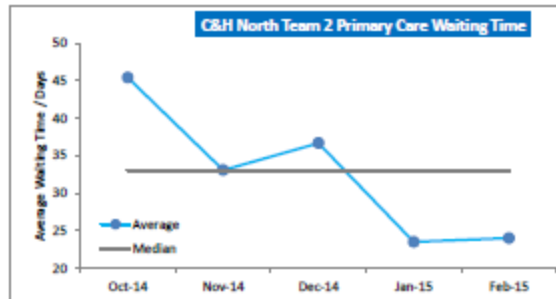
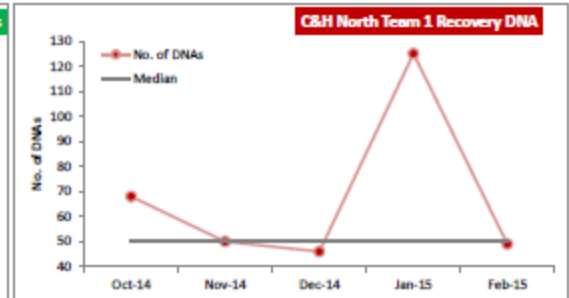
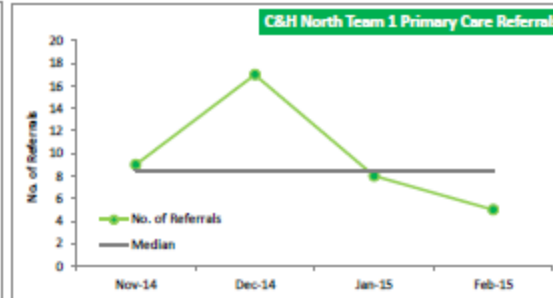
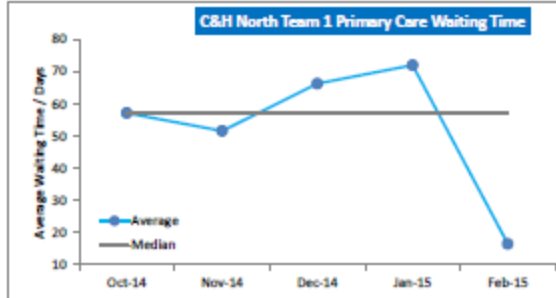


# Data

## City and Hackney - Dashboard



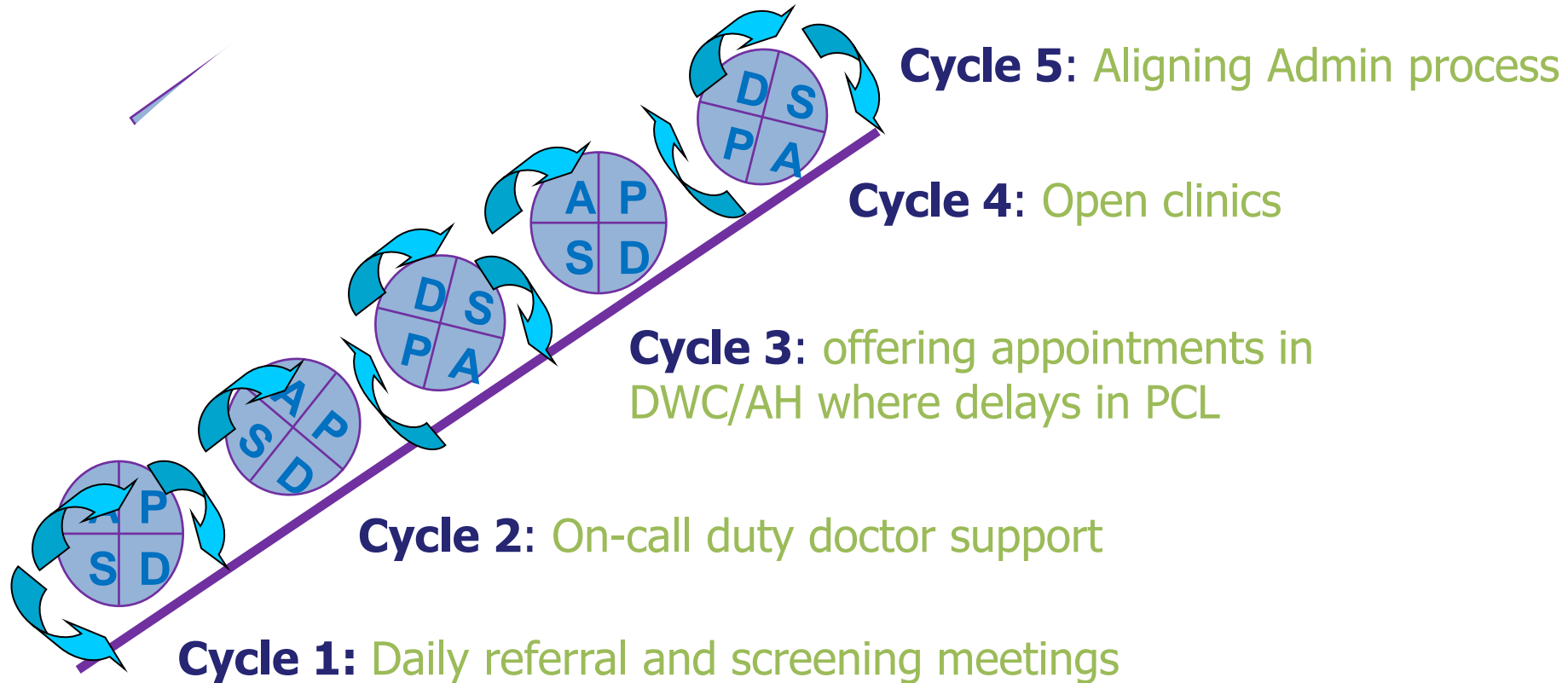
# Data



# PDSA cycles

- Daily referral and screening meeting
- On-call duty doctor support
- Offering appointments in Donald Winocott (DNW) and Anita House (AH) where delays in Primary Care appointments
- Open clinics
- Aligning admin processes

# Sequence of PDSA's – for one change idea or secondary driver





# Learning

- Operational Definitions
- Accurate Data
- Manual audits
- Process Mapping
- Right Project Team
- Shared vision
- Identify and selecting change ideas

# What next?

- We are undertaking a prospective audit to better understand demand at each stage of the referral process
- Focus resource and attention on key change ideas to facilitate rapid improvement
- Begin testing