

Newham Borough-wide Psychological Services ENHANCING ENGAGEMENT IMPROVING CAPACITY

Francisco Frasilho, Andrew Higginbotham, Amra Rao

Project Team: Sam Coates-Stephen, Shazia Watson, Gilla Gelberg, Janet Brown, Dawn Clark, David Lee and Rowena Russell

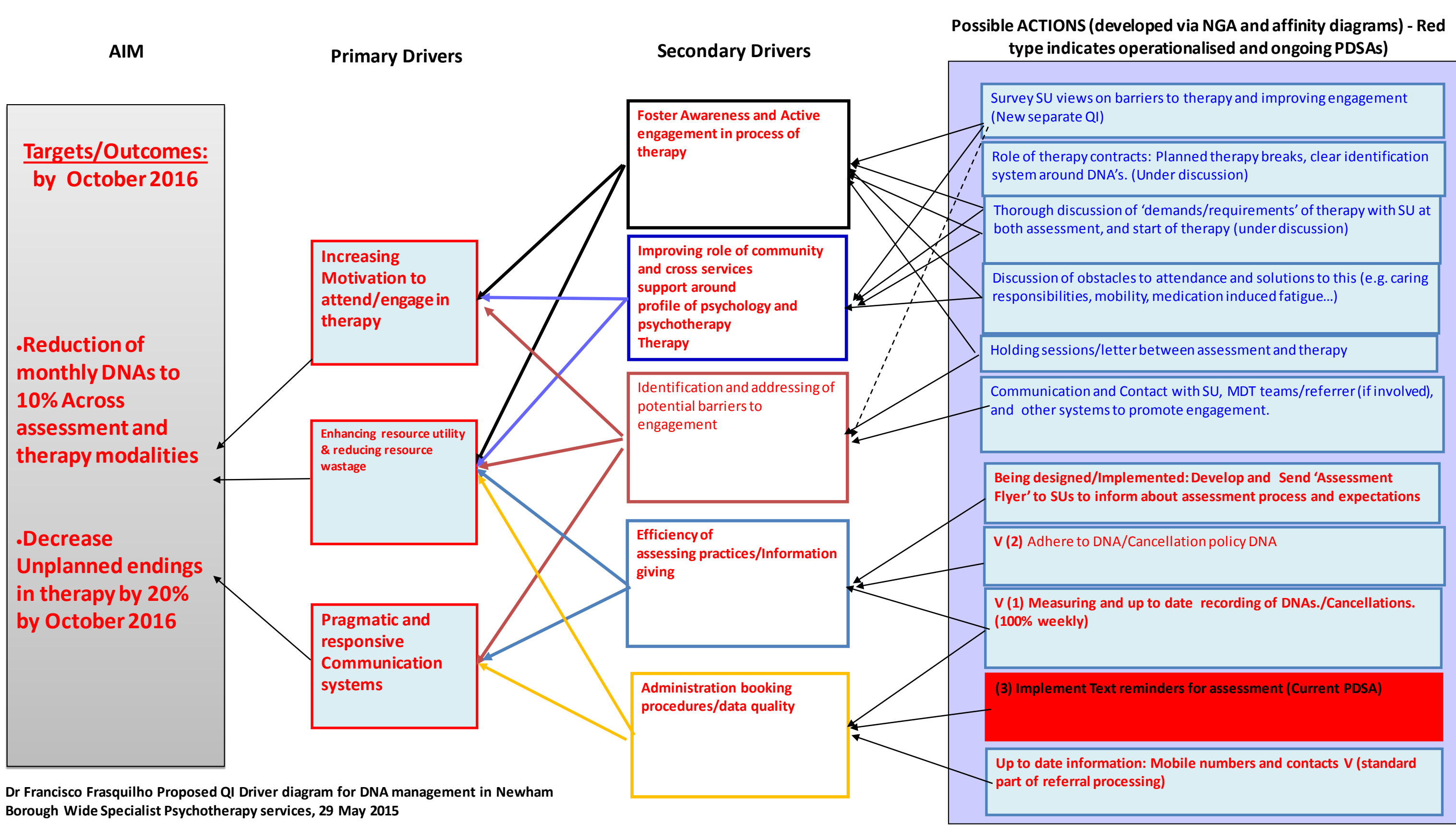
Why: Identifying and managing barriers to engaging in therapy can have beneficial effects of services user mental health and help reduce costs associated with non-attendance & increase capacity.

Aims: (a) Reduce amount of DNAs at assessment and therapy to 10% by Oct 2016
(b) Increase retentions rates and planned completion of therapies by 15% by Oct 2016
(c) The above to support access, capacity management & QI on Wait Times

Measures:

Outcome measure: Percentage of DNAs at assessment – A key measure of attendance.

Process Measure: percentage of patients who have been texted prior to assessment appointment: a key measure to clarify implementation of initial PDSA



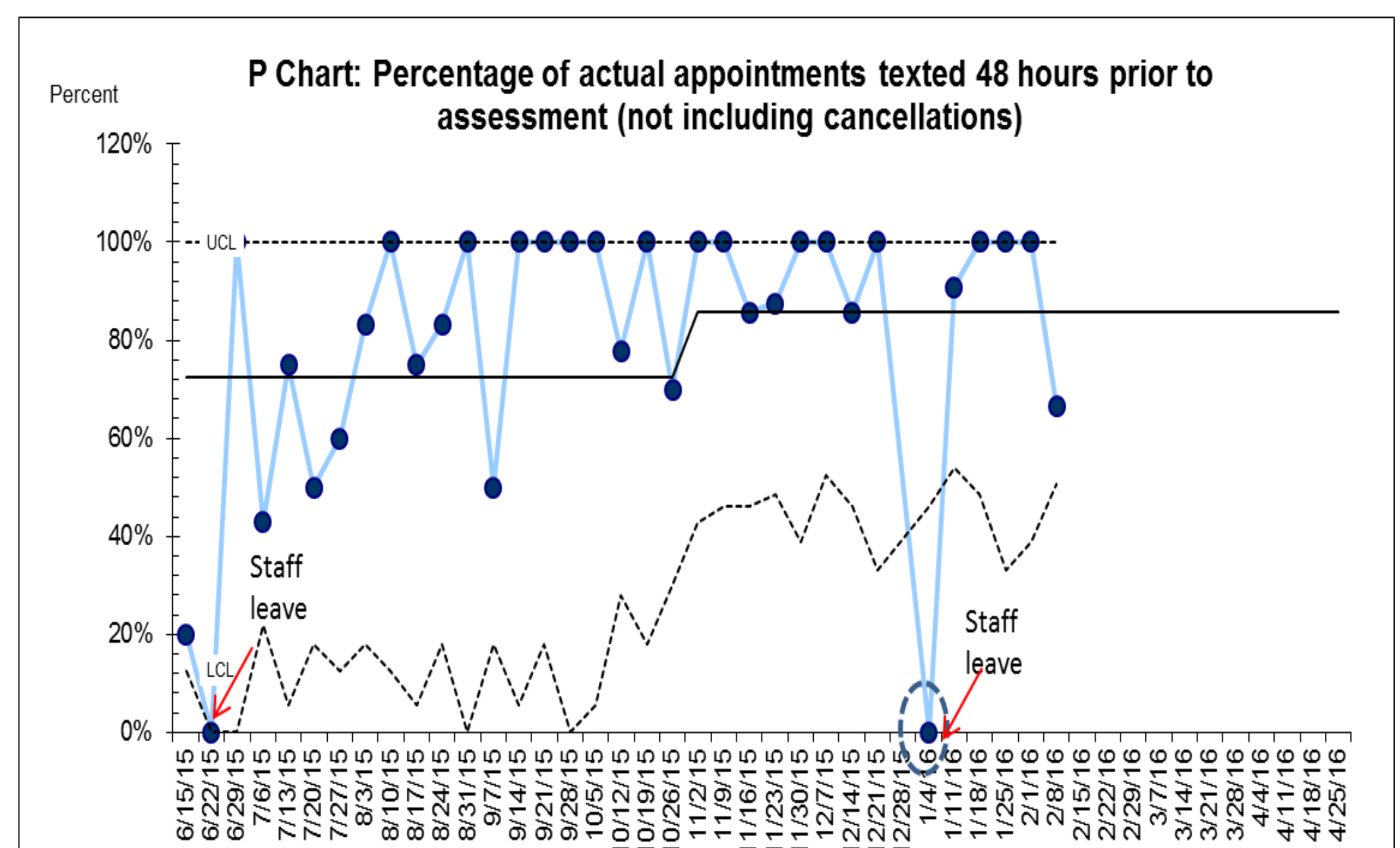
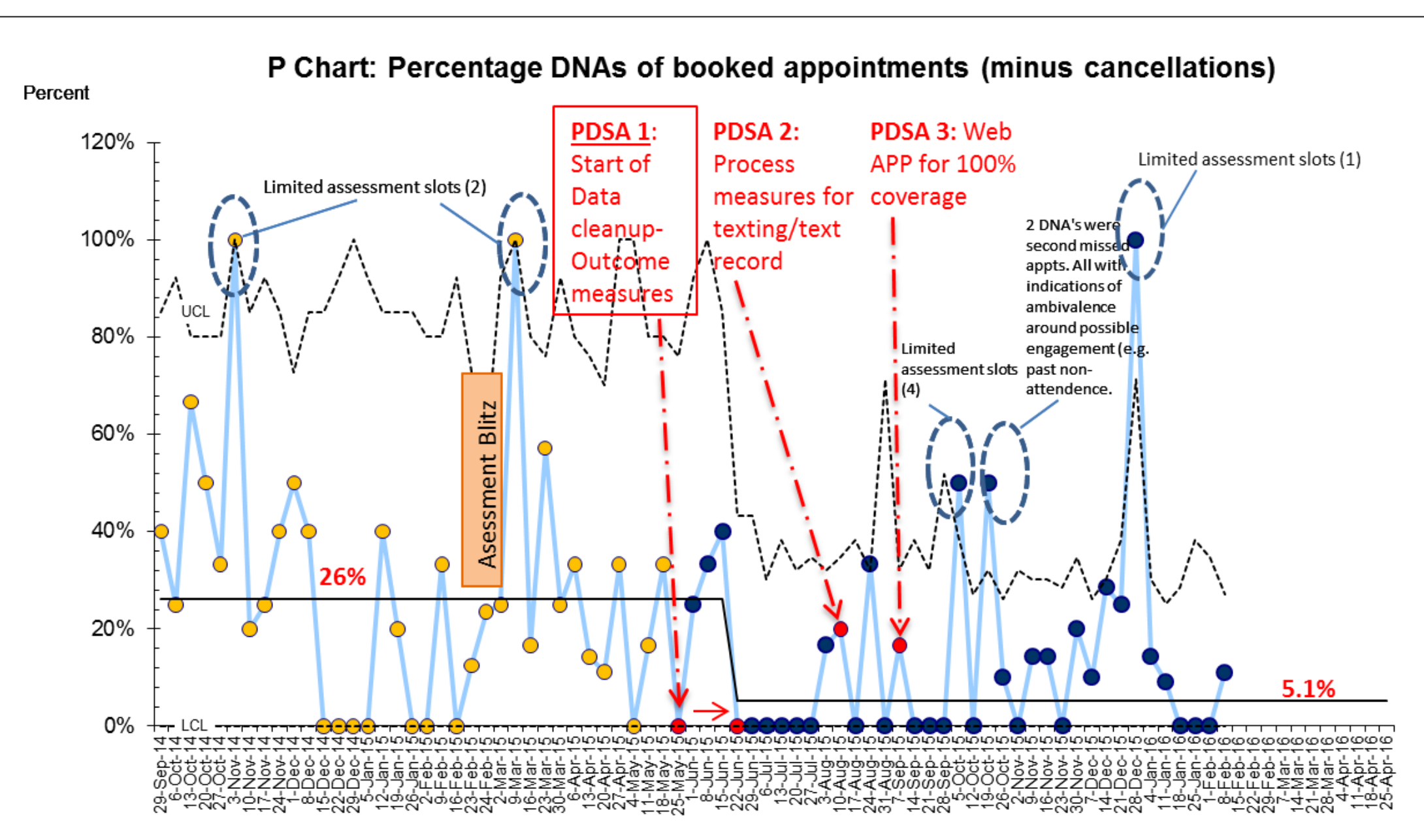
PDSA Cycles:

Current PDSAs: At assessment, we are looking at the introduction of an automated text based appointment reminder system (iPlato), also developing assessment leaflet to open themes around engagement.

Planned PDSAs:

We are looking at developing a feedback to referrers around factors that may predict DNA and also looking at ways for assessors to reduce DNAs in cases where DNA could occur (e.g. pre-assessment telephone conversation)

Dr Francisco Frasilho Proposed QI Driver diagram for DNA management in Newham Borough Wide Specialist Psychotherapy services, 29 May 2015



What we have learnt so far:

- 1) It's important to identify process measures early on rather than rely on "a run of good outcomes"!
- 2) Practical and procedural aspects can remain hidden without good communication and process mapping. E.g. learning that our form of texting relied on an old mobile phone that is impractical to use. We have since implemented a web based texting app.
- 3) Planned PDSA's: following team consultation and literature reviews we are planning a service user survey to identify barriers to engagement and proposed approaches to work with these. We are also developing information leaflets based on information change ideas about process of assessment. We are starting to collect data for therapy DNA's and looking at the way therapy contracts are managed.

