

# City & Hackney – Improving access to community mental health services

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## Aim

95% of patients to be given an appointment for face-to-face contact with any HCP within non-specialist services in City & Hackney within 28 days by December 2015

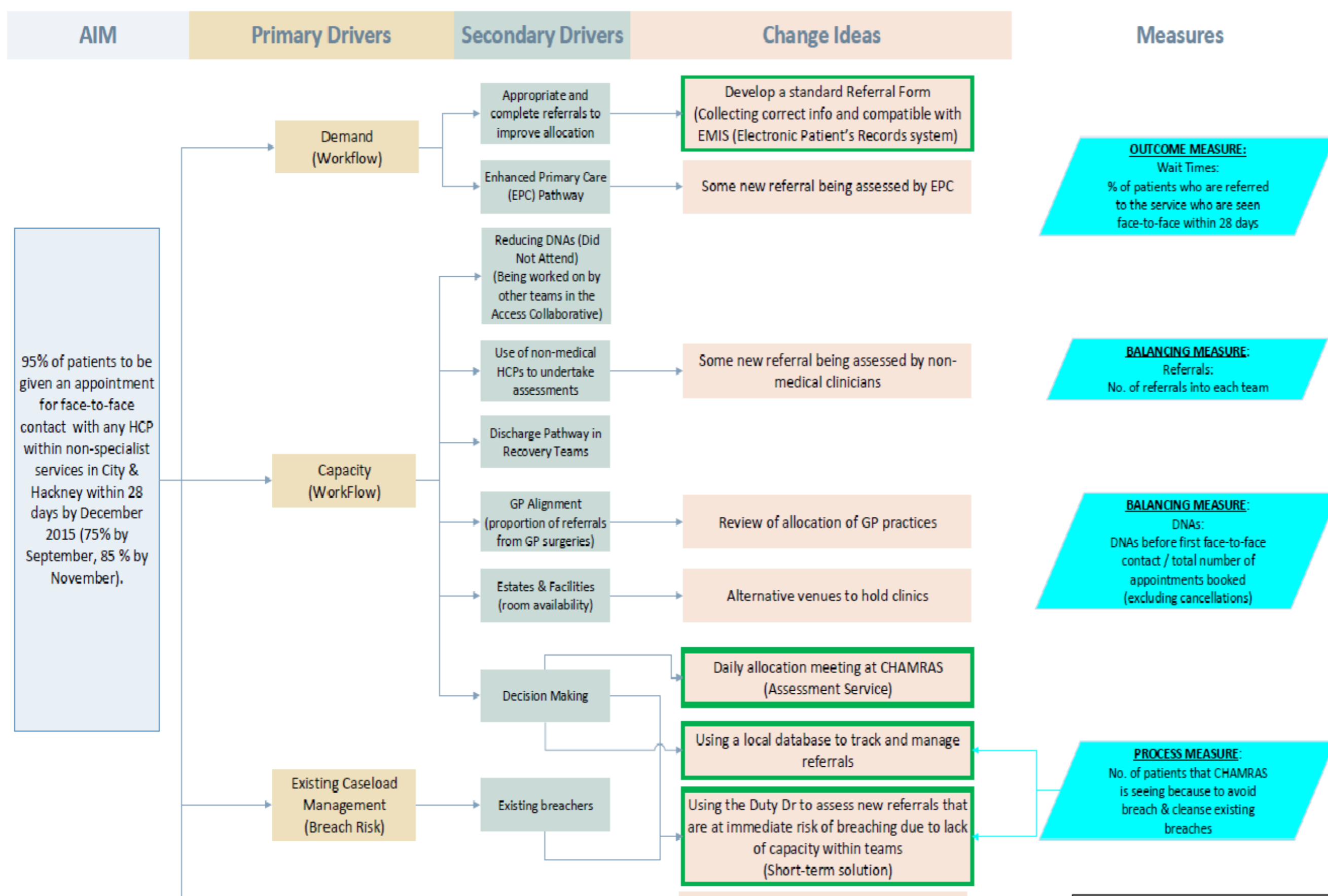
(75% by September, 85 % by November)

## Measures

Overall waiting Times

GP referrals – 28 day assessment target (95%) set by commissioners

## Driver diagram



## Lessons Learned

- Getting “buy in” to test new ways of working was slow but we achieved it
- We didn’t know/ understand the whole system until we tried to define it and map it in detail which helped massively
- There was lots of clean up required to make our data reliable which we were committed to from the outset
- We identified that there were three change ideas which had the most significant impact on improvement; **increasing capacity, moving from weekly triage to daily triage and having a central administration process** to improve management and monitoring of waiting list in real time.

## PDSA Cycles

