

Liaise with local 3rd sector to promote awareness of the

range of services we offer and facilitate appropriate referral

East London NHS Improving access to Primary Care Psychological services for people over the age of 65

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Aim	Tests of Change
We wish to increase the number of referrals to our service of people aged 65+ years by 50% (from 263 to 520) by 31.04.16.	 Better interface with NHS services/teams that provide clinical interventions to older people. Increased interface with local third sector agencies to promote awareness
Why is this important to service users and carers?	of our services.
Older people in Newham tend to have higher morbidity and mortality in all health domains including mental health. The percentage of people locally with long term conditions (LTCs) is higher than the national average. People with diabetes, COPD, arthritis and cardiovascular disease also have higher rates of	 Ensure that our clinicians receive extra training with regard to the kinds of issues faced by an older population to ensure they are confident in providing treatment to appropriate clients. Review our existing protocols and procedures to ensure that they adequately address the needs of older adults.
psychological disorders that negatively effects effective	Data
management of these conditions resulting in higher unplanned admission rates, increased frequency of GP visits and wasted medication.	Although the team did not achieve shifts in their data, the project had a positive impact in terms of raising the profile in primary care staff of the need to improve detection and management of psychological issues in the over 65s and refer to
Driver diagram	IAPT. Partnership working was strengthened, with staff trained including practice nurses, district nurses, IAPT workers, GPs and secondary care older peoples
Provide training sessions for clinicians to ensure that they are confident to meet the psychological needs of this population	services
Review service protocols and procedures to ensure that needs of older adults can be met	No.Referrals I Chart – No. of referrals aged 65 and over 18 14 14 12

With 3rd sector agencies focus particularly on people from BEM groups who are especially under-represented in

Provide information and training to 3rd sector agencies about the range and type of services we offer to facilitate appropriate referral

referrals to our service

Work with appropriate 3rd sector organisations to promote self-referral to our service

- Learning
- We need to take the projects to the population wherever they • naturally visit.
- To invite over 65s patients in for health groups may help engagement as • it is less stigmatizing than accessing mental health services.