

# ELFT's City and Hackney Mental Health Directorate - Project List

No. of Active Projects

# 15

Record Number	Title	Aim	Location
100804	Gold Standard Environments - Gardner	Improve patient satisfaction with the ward environment to an average rating of 4.0 by the end of March 2017. A score of 4.0 would indicate that, on average, service users have a positive experience of the ward environment (rather than negative or neutral). The baseline rating is 3.4, based on 50 questionnaires gathered between January - July, 2016. Service users rate 10 areas of experience that are important to them on a Likert Scale of 1-5.	Gardner Ward, Art Therapies, Estates 
100850	Increasing access to psychological therapies within the Psychotherapy department in City and Hackney	Primary aim is to reduce referral to first assessment/treatment (1st appointment) waiting times to below 8 weeks in next six months. Secondary aims: Reduce wait from referral to assessment by 25% in 6 months. Reduce wait from assessment to treatment by 25% in 6 months.	C&#38;H Psychotherapy Department (Specialist Psychotherapy Service and Therapeutic Community and Outreach service)
100869	Care planning for service users	To positively change our approach to care planning, so that it is more focused on recovery. This will be demonstrated by: * Increasing the evidence of recovery in care plans to an average score of 6 out of 12 for service user identified high priorities and 8 out of 16 for lower priority areas by the end of April 2017 [Baseline scores are 3 out of 12 for high priorities and 5 out of 16 for lower priorities] * Qualitative feedback from service users and staff	South Hackney Recovery Team
100895	Reducing the rate of undocumented medication doses in City and Hackney Home Treatment Team	To reduce the rate of undocumented medication doses to 5% by the end of April 2018	C+H HTT
100904	Increasing satisfaction amongst carers and family members in EQUIP	We aim to increase levels of satisfaction of carers and family members in the areas noted above, so that it is in line with service users? satisfaction in 9 months.	Equip (City &#38; Hackney Early Intervention in Psychosis)
101664	Four hour breaches in the emergency department	By April 2018 we aim to reduce our 4-hour breach rate to the national target of 5% of all ED attendances for mental health	
101743	Reducing DNA rates within CHAMHRAS	We intend to reduce 1st appointment DNA's of referrals to CHAMHRAS to 20% by September 2017	
101954	Improving discharge processes from the Home Treatment Team	Improve discharge processes from the Home Treatment Team by achieving: 100% of GPs of patients under the care of HTT would be provided with essential information relating to the patients care within one working day. Improving the quality of discharge documentation (exact aim and measurement system to be defined)	Home Treatment Team
103471	To ensure people are only in hospital when they need to be	To ensure people are only in hospital when they need to be (to be made more specific when we capture baseline data).	TBC
103780	Increasing the number of step-downs and transfers by 25%, in the next 18 months, to ensure service users have access to appropriate accommodation, support and opportunities for more independent living	Increasing the number of step-downs and transfers by 25%, in the next 18 months, to ensure service users have access to appropriate accommodation, support and opportunities for more independent living	City &#38; Hackney Community Rehabilitation Team
104380	Increase contact time with patients on the Wards.	By increasing contact time with patients we hope to see an improvement in patient experience, staff experience and an overall improvement in our patients recovery.	Conolly Ward
105222	Gold Standards project to improve experience of environment on Joshua Ward	To improve the experience of the environment of our services users on Joshua Ward (this will be made more specific and measurable following capture of baseline data)	Joshua Ward
105800	Patient's Own Drugs (PODs)	To achieve better value of patient's own medication by: - increasing the number of PODS brought in by patients by 20% by May 2018 -increasing the use of PODs by clinical teams	City and Hackney Pharmacy team Tower Hamlets Pharmacy team Luton and Bedfordshire Pharmacy team
105883	Reducing re-admissions under the MHA in males of black ethnicity in EI service	To reduce by 30% re-admissions under the MHA in males of black ethnicity in EI service within 2 years	EQUIP
106371	Making better use of time in City & Hackney Adult Mental Health	To make better use of time through: 1. Making meetings more efficient. 2. Improving and reducing the use of emails & 3. Reducing waste in other ways. This will be evidenced by: X% reduction in number of emails, X% reduction in time spent in meetings, time saved writing up notes from meetings & saving time in other ways	City & Hackney Adult Mental Health