

Improving service user experience of the City & Hackney CAMHS Crisis Pathway

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Coached by Jamie Stafford & Marco Aurelio. Sponsored by Sharon Davies

Aim

To improve service user experience within the Crisis Pathway by 20% on feedback questionnaire within 6 months

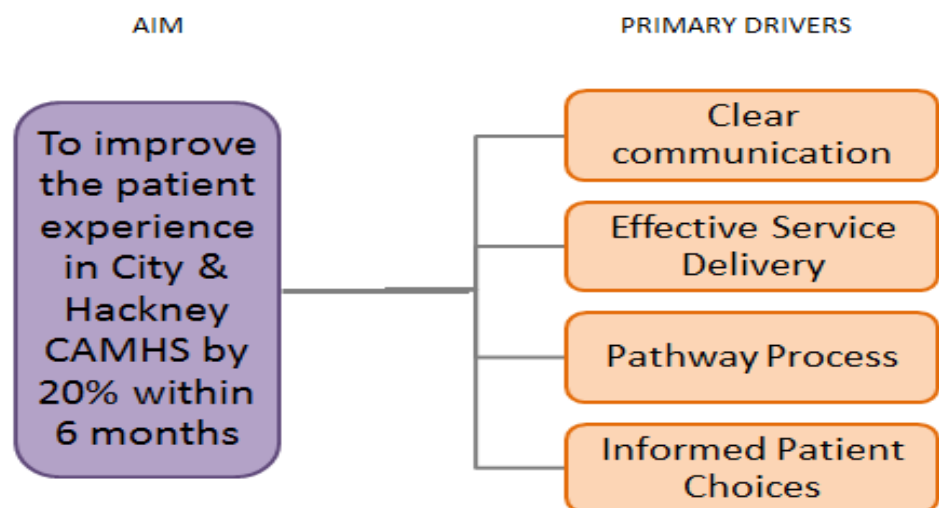
Why is this important to service users and carers?

A positive experience for a young person in crisis is an important factor in their recovery. Also meeting needs well at the point of crisis will reduce their future need for CAMHS services.
Young people who are listened to and feel informed about their choices could re-refer less to A&E in the future.

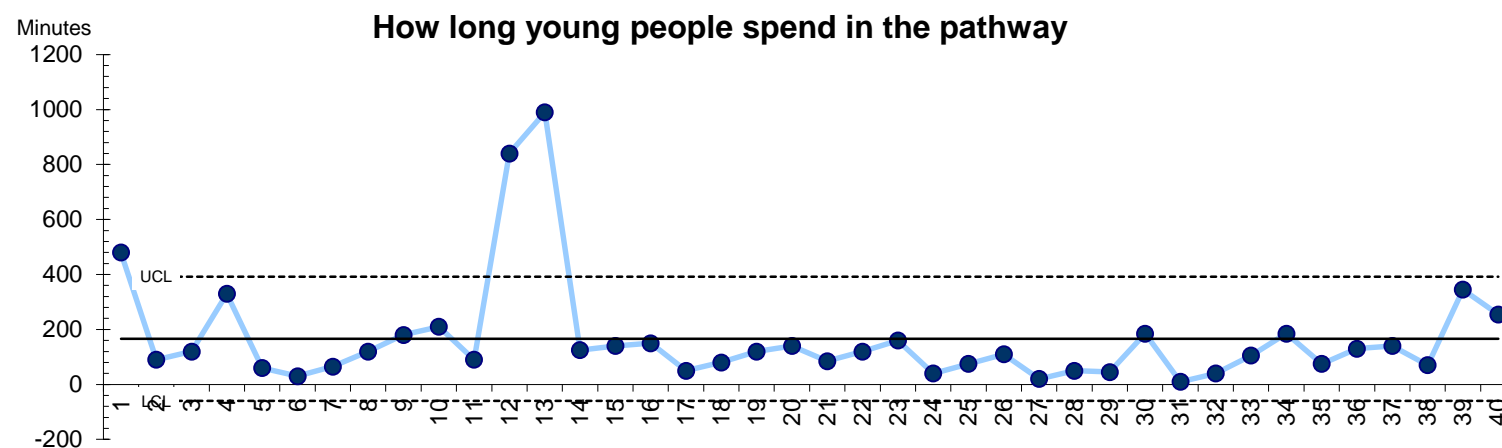
What we've done to get here

- Crisis Pathway was process-mapped
- Data was collected on how long liaison, assessment and administration took for each young person
- Analysis of the data opened many levels of discussions in the project team about the pressure of service demands that are not predictable.
- Qualitative analysis is now our focus to ensure a good assessment & treatment experience supports YP to seek support before a further episode of crisis and an E&E presentation

Driver diagram



Data to better understand the pathway



Learning and what next?

- Using tools didn't always lead to obvious area for improvement – it's taken persistence
- We have needed different levels of engagement from staff and service users at different points
- Using staff groups, service user groups and questionnaire feedback we will develop out theory for how to improve young people's experience in crisis, and we will start testing change ideas for efficacy