

Newham Recovery Team: Reshaping Community Services

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AIM: Newham South CRT will achieve 90% Satisfaction in the care that Service Users receive and Staff provide by December 2018

Objectives and Measures

- ✓ Reach Outstanding Satisfaction (90%+);
- ✓ Improve measurement tools of Satisfaction;
- ✓ Generate mechanisms for Staff and SUs to shape the service.

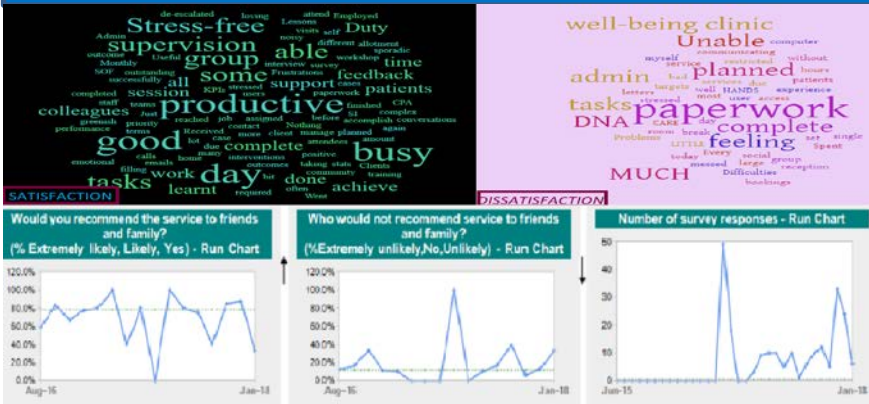
Why is this important to service users and carers?

- ✓ There is a strong evidence base that satisfied staff create more effective SU outcomes.
- ✓ Improved measurement tools lead to a better understanding of SUs and carers needs.
- ✓ SU and carer voices are part of to the decision-making process.

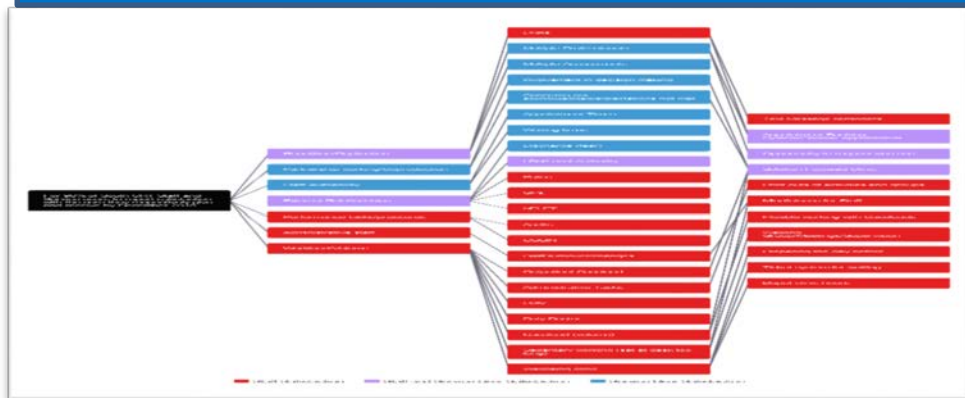
Tests of Change

- ✓ Testing measurement tools (Satisfaction Surveys, DIALOG, Friends and Family Scores);
- ✓ Well-Being clinic: ticket-system for waiting, previous-day charts preparation
- ✓ Increasing service user involvement at CRT

Data



Driver Diagram



Learning and what next?

LEARNING: (i) Key themes of dissatisfaction have emerged in the areas of the Well Being Clinic, Duty System and high outpatient caseloads. (ii) Greater SU and Administrative staff participation is essential; (iii) More effective measurement tools enable a better understanding of SU & Staff needs;

WHAT NEXT: Focus on specific areas for Improvement (Depot Clinic, Duty System, Admin Satisfaction, outpatient caseload); aim to encourage and increase scope of service user participation in all spheres of the Project; Increase rate of SU responses in the surveys;

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Partnership working/Coproduction

Repetition/Duplication

Staff Availability

External Relationships

Performance tasks/pressures

Administrative staff

Workload/Volume

Involvement in decision making

Concerns not acknowledged/expectations not met

DNAs

Multiple Professionals

Multiple Assessments

Appointment Times

Waiting times

Discharge (fear)

LBN/Local Authority

Police

GPs

NELFT

Audits

CQUIN

Staff turnover/changes

Outpatient Caseload

Administrative Tasks

Duty

Duty Doctor

Caseload (volume)

Sedentary working (sat at desk too long)

Wellbeing clinic

Increase service user participation

Test ways to improve response rates to staff satisfaction surveys e.g Survey Monkey, paper feedback in box for office

Text Message reminders

Appointment Booking System/Choose appointment

Opportunity to request who see

Solution Focused Clinic

Print outs of activities and groups

Mindfulness for Staff

Flexible working with Caseloads

Walking Group/Meetings/Supervision

Well Being Clinic - Preparing treatment charts in advance of the clinic.

Ticket system for waiting

Depot clinic hours