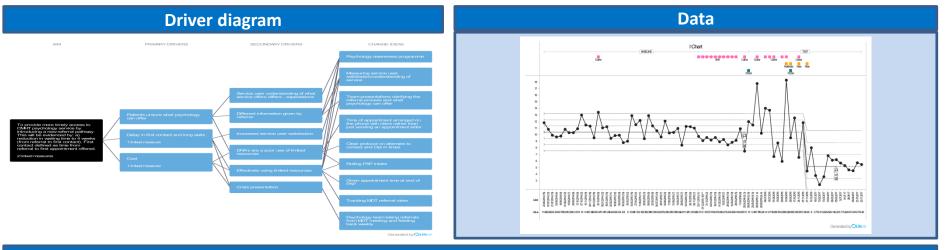


Reducing wait time for first contact with psychology in Luton CMHT's Dr Tim Sporle, Dr Ahmad Zadeh, Ros Humphreys.



Psychology wait times reduced for 5 consecutive months and by 55% over the course of the project so far.

Why is this important to service users Aim **Tests of Change** and carers? To provide more timely access to Increased wait times impact on services users Implemented the PAP. *CMHT psychology service by* Introduced Rolling PAP intake. mental health. By delaying treatment the risk of introducing a new referral crisis is increased as well as service user Offered assessment slot at the end of PAP. pathway. This will be evidenced frustration. Reduced wait times and clear Offer assessment slots by phone and letter. by a reduction in wait times to 4 Making psychology provision clear to CMHT's. expectation of time improves both service user weeks (from referral to first Refined Opt in protocol. experience and outcomes. contact).



Learning and what next?

During this project we have seen a marked improvement in our wait times. We have learnt that providing information for clients entering the psychology referral process through PAP can be invaluable and create a more streamlined service. Going forward we will focus on achieving and maintaining our 4 week contact aim and ensuring that we operate a timely and effective service. Our QI focus going forwards will be to reduce the number of DNA's to first assessment.