



Raising the understanding of the Psychology referral criteria and processes using a group psycho-education model

Farah Dauhoo, Dr Sam Vaughan, Dr Rachel Wenman, Dr Helen Donovan



“If I cannot do great things, I can do small things in a great way” – Martin Luther King Jr.

Aim

To reduce the number of referrals ‘not accepted’ by Psychology by 50%.
To improve the quality of referrals received by CMHT.

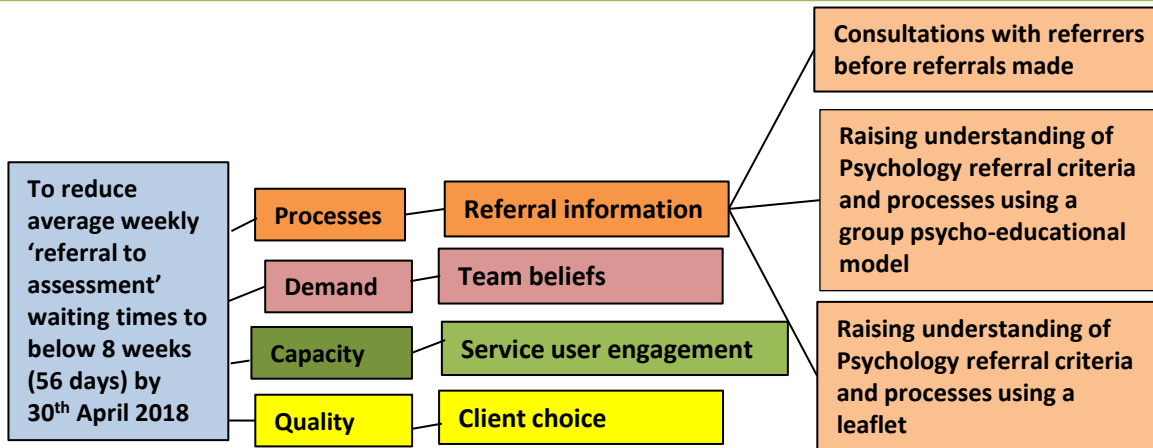
Why is this important to service users and carers?

A smoother referral process can reduce the waiting times. Referrers are likely to have more information to share with service users regarding their referral.

Tests of Change

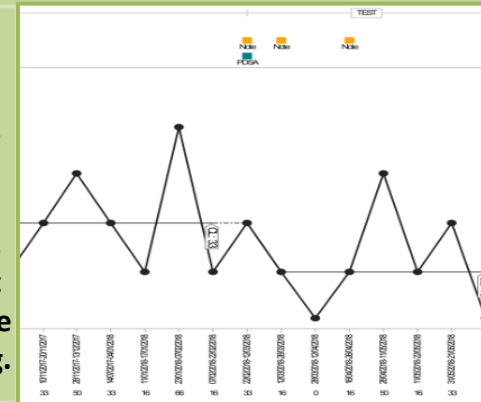
A Psychology referrals presentation was delivered to the Bedford East CMHT to observe whether this would change the number of referrals that are ‘not accepted’. The CMHT confidence level to refer clients to Psychology and understanding of Psychology was also measured via a pre/post questionnaire.

Driver diagram



Data

3 months on following the presentation, a pattern of referral flow has emerged. Referrals ‘not accepted’ have been reducing.



Learning and what next?

Change is everyone’s responsibility, feedback from the CMHT was generally positive, the presentation highlighted gaps in knowledge and areas for improving awareness of Psychology provision within CMHT settings. Data will be collected until the end of August.