



Perceptions of Accessibility of 409 Psychotherapy Services among Local Teams

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QI Project and QI SRRP Aim

The main QI project is **“Improving access and flow in the Newham Psychotherapy Service”**. This SRRP aims to better understand how access might be hindered by referrer perceptions of service accessibility. This is important in light of recent implementation of the stepped care model following several years of closed/capped waiting lists and relative inaccessibility.

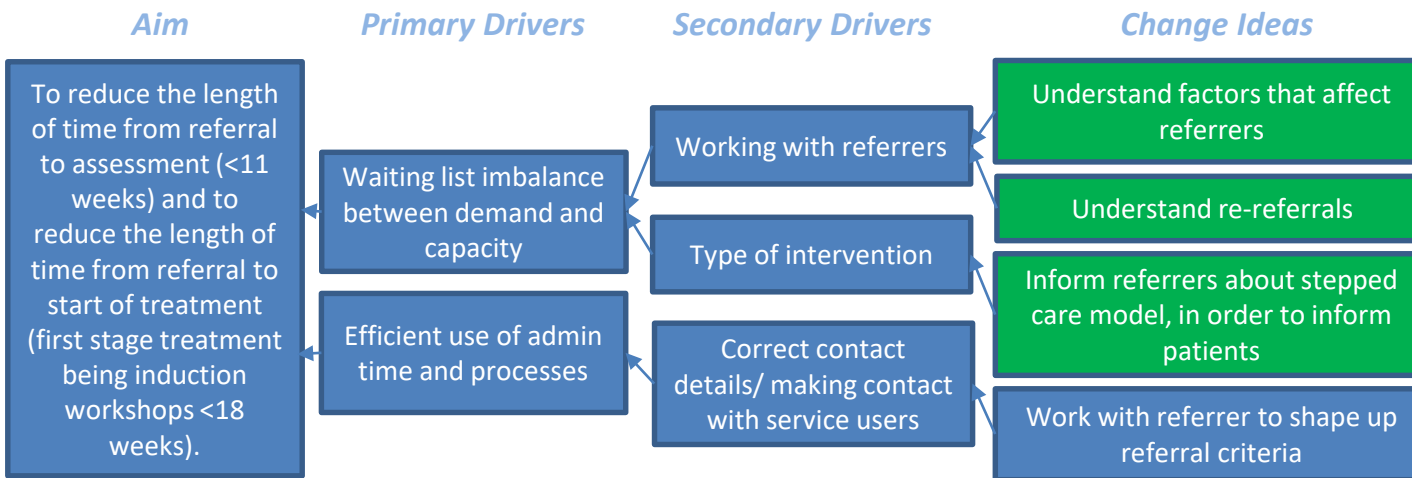
Why is this important to Service Users and Carers?

Some service users may be less likely to be referred based on the referrer’s past experiences of referral success. The service model is now more accessible, it is important that referrer expectations reflect this.

QI SRRP Methodology

Over **75%** of referrals come from the Assessment and Brief Treatment Team, Community Recovery Teams and Newham Talking Therapies. An MDT focus group will be conducted with each team. Themes from the discussion will be presented in the report findings.

Driver Diagram



Data

Qualitative
Pending collection due to delays in meeting with teams ... results tbc!

Learning and Recommendations

There are many reasons why referral numbers may be lower than expected. Future projects may be interested in considering: relationships with referring teams; referral processes; and needs of the borough. Comparisons with other Secondary Care Psychotherapy Services may provide some interesting insights!