

Perceptions of Accessibility of 409 Psychotherapy Services among Local Teams

HANNAH FRENKEN, DR ANGELA HUSBAND, DR ERASMO TACCIONELLI



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 Change Ideas Primary Drivers Secondary Drivers Aim **Qualitative** Pending collection due to To reduce the length Understand factors that affect of time from referral referrers delays in meeting with teams ... Working with referrers to assessment (<11 results the! Waiting list imbalance weeks) and to Understand re-referrals between demand and reduce the length of capacity Type of intervention time from referral to Inform referrers about stepped start of treatment care model, in order to inform Efficient use of admin (first stage treatment Correct contact patients time and processes being induction details/ making contact workshops < 18 Work with referrer to shape up with service users weeks). referral criteria

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!