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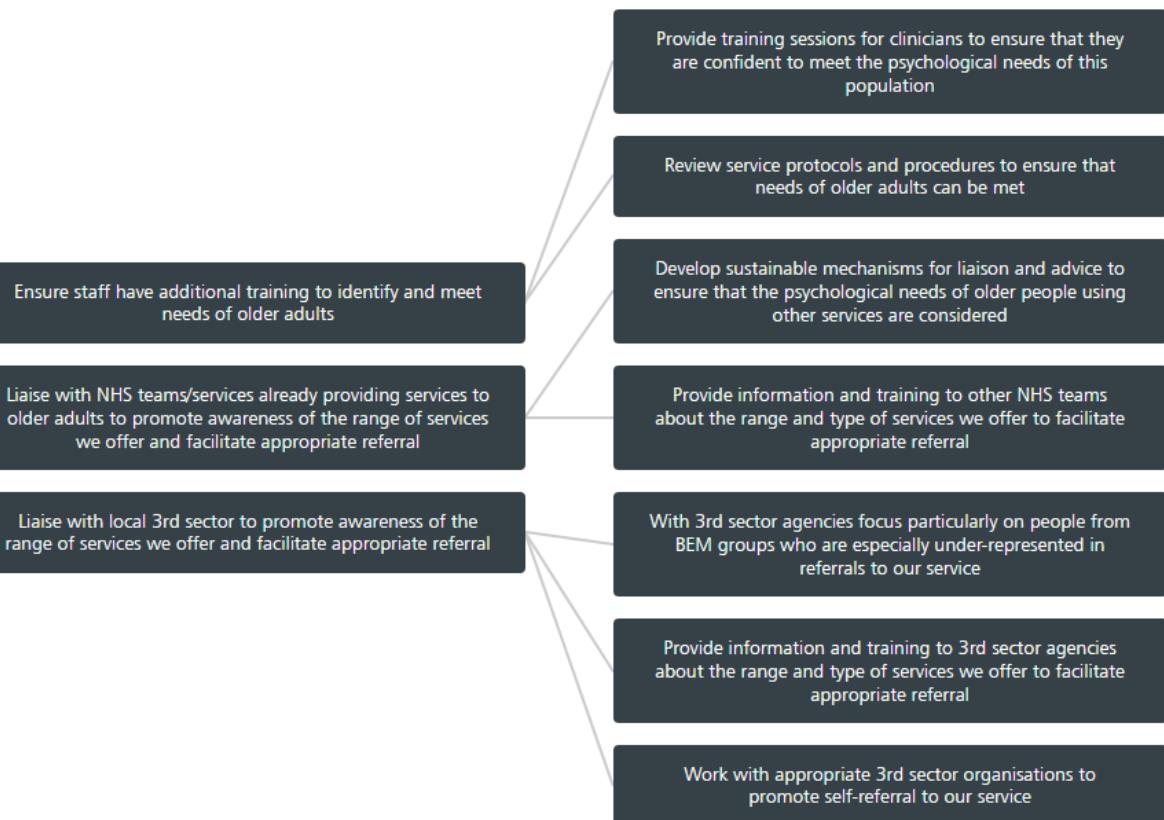
## Aim

We wish to increase the number of referrals to our service of people aged 65+ years by 50% (from 263 to 520) by 31.04.16.

## Why is this important to service users and carers?

Older people in Newham tend to have higher morbidity and mortality in all health domains including mental health. The percentage of people locally with long term conditions (LTCs) is higher than the national average. People with diabetes, COPD, arthritis and cardiovascular disease also have higher rates of psychological disorders that negatively effects effective management of these conditions resulting in higher unplanned admission rates, increased frequency of GP visits and wasted medication.

## Driver diagram

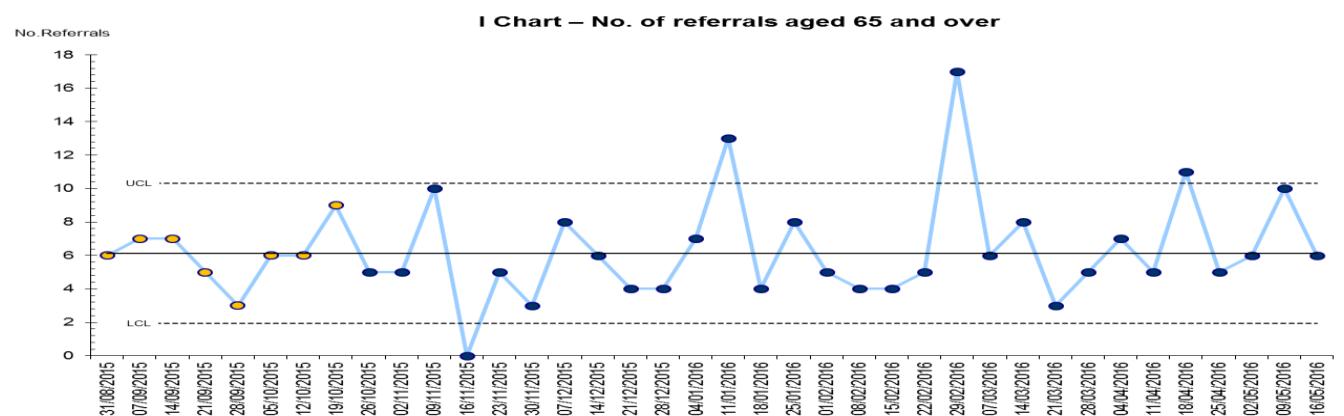


## Tests of Change

1. Better interface with NHS services/teams that provide clinical interventions to older people.
2. Increased interface with local third sector agencies to promote awareness of our services.
3. Ensure that our clinicians receive extra training with regard to the kinds of issues faced by an older population to ensure they are confident in providing treatment to appropriate clients.
4. Review our existing protocols and procedures to ensure that they adequately address the needs of older adults.

## Data

Although the team did not achieve shifts in their data, the project had a positive impact in terms of raising the profile in primary care staff of the need to improve detection and management of psychological issues in the over 65s and refer to IAPT. Partnership working was strengthened, with staff trained including practice nurses, district nurses, IAPT workers, GPs and secondary care older peoples services



## Learning

- We need to take the projects to the population – wherever they naturally visit.
- To invite over 65s patients in for health groups may help engagement as it is less stigmatizing than accessing mental health services.