



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.

Aim

To provide more timely access to CMHT psychology service by introducing a new referral pathway. This will be evidenced by a reduction in wait times to 4 weeks (from referral to first contact).

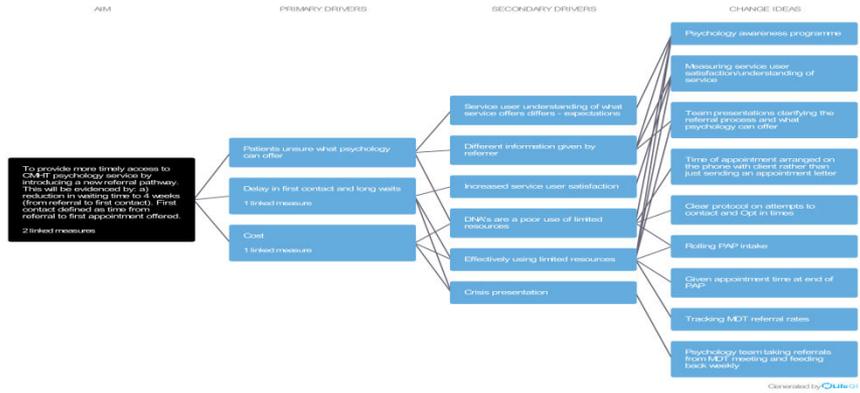
Why is this important to service users and carers?

Increased wait times impact on services users mental health. By delaying treatment the risk of crisis is increased as well as service user frustration. Reduced wait times and clear expectation of time improves both service user experience and outcomes.

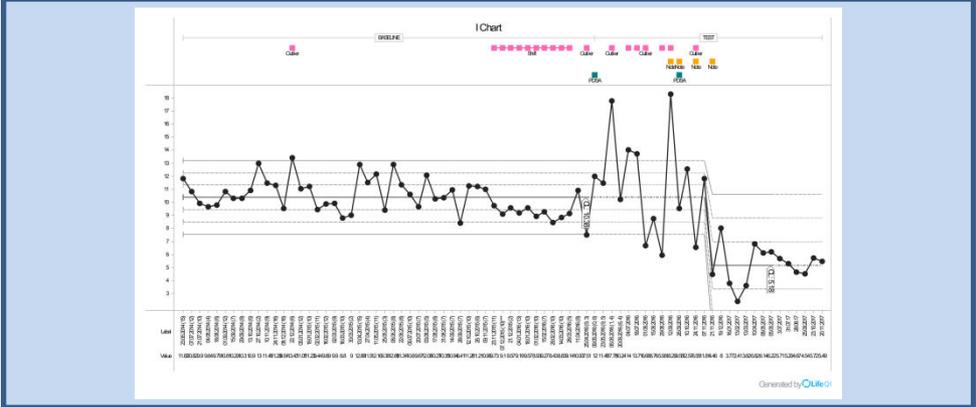
Tests of Change

Implemented the PAP.
Introduced Rolling PAP intake.
Offered assessment slot at the end of PAP.
Offer assessment slots by phone and letter.
Making psychology provision clear to CMHT's.
Refined Opt in protocol.

Driver diagram



Data



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.