

CAMHS SPA Improvement and Development

Quarterly bulletin

Issue 2 | September 2019

We are delivering significant improvements and developments in the CAMHS Single Point of Access (SPA). In this issue, we share some of the most recent highlights and the areas for future focus.

Tackling the backlog of referrals

The majority of the routine backlog requires ASSQs and SNAPs to be scored. We have now trained extra staff to be able to do this and staff are also working overtime on this task.

We are also working on inter-team referrals not going via the SPA but directly to the appropriate service. For example, if a young person comes to SABP via Extended Hope and Barnardo's was the appropriate service, they would be referred onto Barnardo's directly rather than referring them into the SPA for the SPA to then refer them on. This will save time and ensure that the child or young person accesses the service quicker.

Heads Together, one of our Mindsight Partners, is reviewing routine cases on an ongoing basis to see if the child or young person referred to the CAMHS SPA is suitable for counselling. We have also put in a bid for funding from NHSE for additional counselling to help assist Eikon and Heads Together with the SPA backlog.

Digital developments support more robust triaging

Co-designed with CAMHS clinicians, we have introduced a digital tool for determining the priority of a referral based on the presentation

form completed by GPs. This uses the UK Mental Health Triage Scale.

We have also made the Current View CYP IAPT assessment tool available digitally and supported by algorithms to identify the most appropriate care pathway. This clinician-rated outcome measurement tool supports decision making but the clinician retains the ability to override a recommended care pathway.

We have also categorised service users during the triage process e.g. awaiting additional paperwork, waiting for paperwork to be sent out etc. This 'live dashboard' helps the CAMHS SPA team to better understand the flow within the SPA. It also helps to identify any bottlenecks thereby giving us the opportunity to understand what's causing them and what we can do to resolve them.

These developments allow for more consistent, robust and less subjective triaging. They will also save time in the triage process and, to date, we have received positive feedback from clinicians.

Improving our Choice and Partnership Approach

We are looking to begin a pilot at the beginning of November where, working with a couple of teams, we will introduce new system functionality which will allow us to track exactly where service users are on their care pathway. This will provide better visibility for clinicians and reduce clinical risk. It will also allow us to understand better how long each stage of the care pathway takes and where any hold ups occur. We will review the success of the pilot and look to roll it out wider.

Testing our workforce model

When the SPA moved to SABP from Simplify Health, we remodelled the workforce and introduced more senior clinicians into the SPA, creating a better multi-disciplinary team structure and increased the number of administrators.

Now the new workforce model is fully recruited to we are in a position to test that the model is correct and working as planned. We are also working with our Digital colleagues to see if there are further benefits to introducing technology at other stages of our processes.

Self-help materials and referral information available on our website

We continue to upload self-help materials onto our website for young people, parents and carers. These resources can be found here:

<https://www.sabp.nhs.uk/mindsightsurreycamhs/resources>

We would recommend the Royal College of Psychiatrists' website as a trusted source of information and guidance:

<https://www.rcpsych.ac.uk/mental-health/parents-and-young-people>

We have also updated the supplementary information forms and the Good Referral Guide which are all on the website.

CYA gathering feedback from young people

CYA are gathering feedback from young people on the information they receive from SABP whilst they are waiting for their referral to be triaged. We will use their feedback to understand what changes we need to make, including what a young person receives and how they receive it e.g. hard copy leaflets and online information.

Future focus areas

Self-referral pilot for schools

We are currently finalising our plan for the self-referral pilot which will allow parents and carers to self-refer into the CAMHS Learning Disabilities team. The pilot is due to commence this autumn and will cover schools across all four localities. The pilot will help us to shape how we could roll this out more widely across CAMHS services. We will shortly be contacting those schools we would like to take part in the pilot with more information.

We are also working on a pilot for self-referrals with one of our Mindsight partners and we will share progress on this in the next quarterly bulletin.

Better system integration

We are working with Surrey Heartlands to form a proposal which, if approved, would allow our referrals portal, Riviam, to be integrated within EMIS. By doing this, it would allow GPs to send referrals directly from EMIS which would save time, reduce additional data entry and reduce clinical risk. This proposal will be presented in October.

There would also be additional future benefits from this integration e.g. allowing GPs to directly track the progress of their referral.

We are also investigating whether Riviam can integrate with SystemOne, SABP's Electronic Patient Record system which would reduce data input, increase data quality and save time.

Working collaboratively with Surrey County Council

CAMHS and SCC are working together to ensure that both partners are clear on pathway 'touch points' and develop smoother, better processes where necessary. Key touch points include the Early Help Hub, MASH and the contact centre.

Your feedback

If you have any feedback or queries about the CAMHS SPA Improvement and Development work, please contact:

Julia.Mitchell@sabp.nhs.uk

Robert.MacDonald@sabp.nhs.uk