

Improving access to Newham CFCS Front Door Service (CAMHS) East London NHS



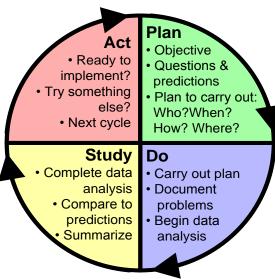
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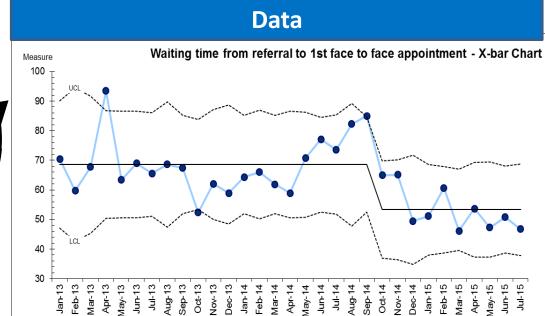
NHS Foundation Trust

Tests of Change

- Review and develop administrative systems for referrals
- Standardise liaison activity with referrers
- Review and rationalise info sent to families
- Screening checklists for GPs/referrers
- Develop knowledge about alternative services in community / 'secret shopper' users
- Develop telephone screening protocol for families
- Develop library of easily accessible self-help materials

Aim: To reduce our current waiting times for assessment at CFCS from 11 weeks to 9 weeks by April 2015





Driver diagram

