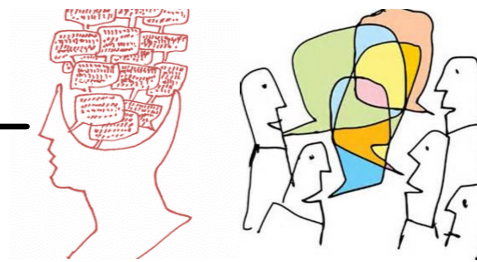




NCfMH Psychology Group Attendance Project

Newham Acute Psychology Team



Dr Erasmo Tacconelli, Jenny Gamblen, Dr Gavin Taylor, Dr Victoria Mee, Dr Barney Williams, Dr Anna Gladoseva, Dr Katerina Daniil, Cat Iredale, Karen Leung, Claire Whitelock and Phoebe Windebank

Aim

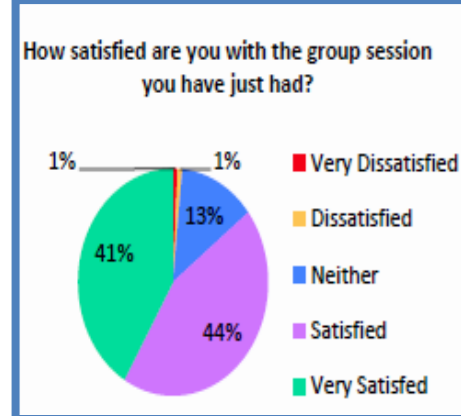
Improve equity of access to psychology groups across NCfMH by increasing the percentage of Service Users who have attended at least one psychology group during their admission at the point of discharge, to 70%.

Service Context

The Newham Acute Psychology Team provides psychologically-informed group interventions at NCfMH, both on and off ward. See booklets for details of the groups.

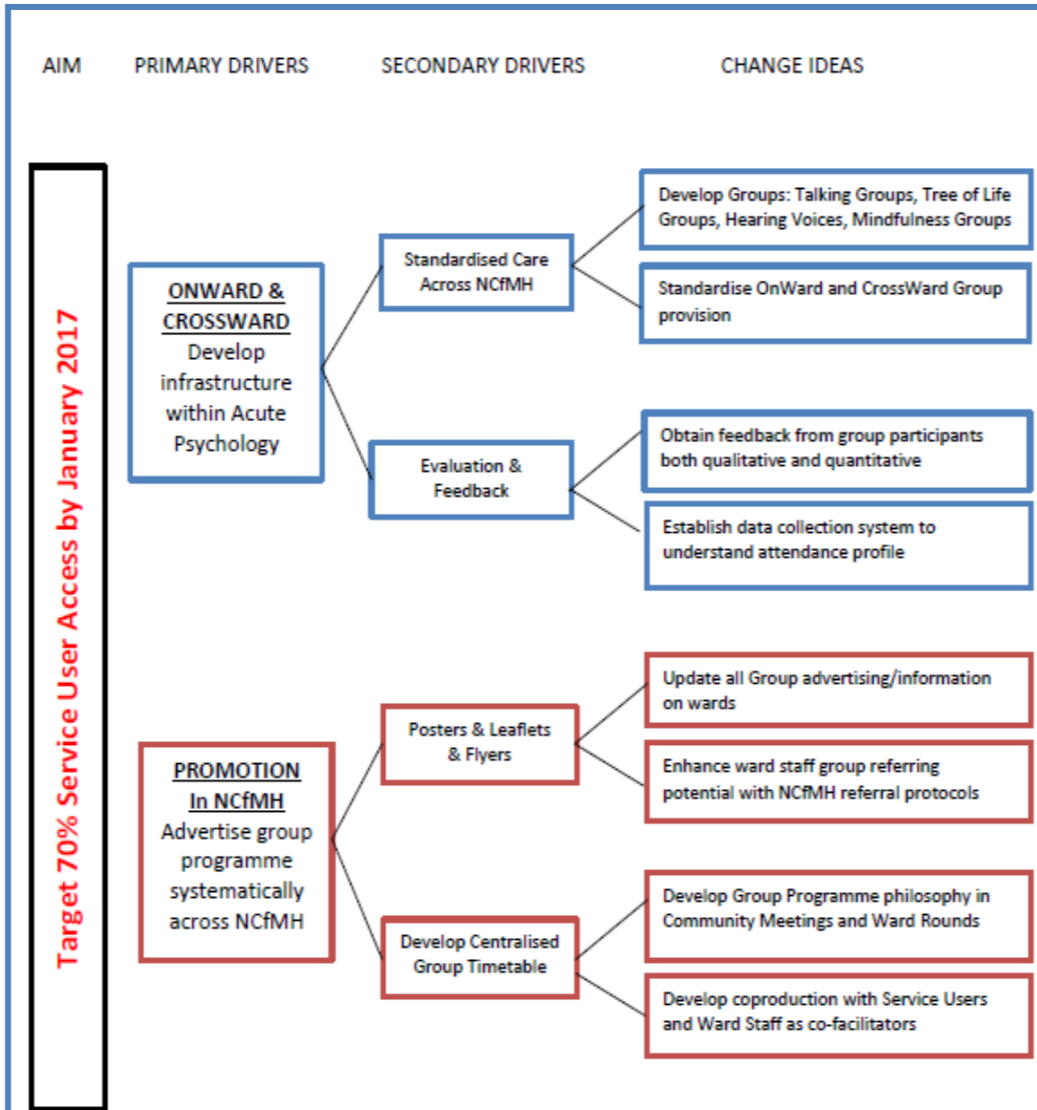
However, fluctuations in the attendance of these groups raised questions about their efficacy and access, in the context of limited staff resources.

Balancing Measure: Service User Satisfaction



Service user feedback questionnaires were distributed. We found that they were highly satisfied with the groups they attended. See our report for the latest service audit.

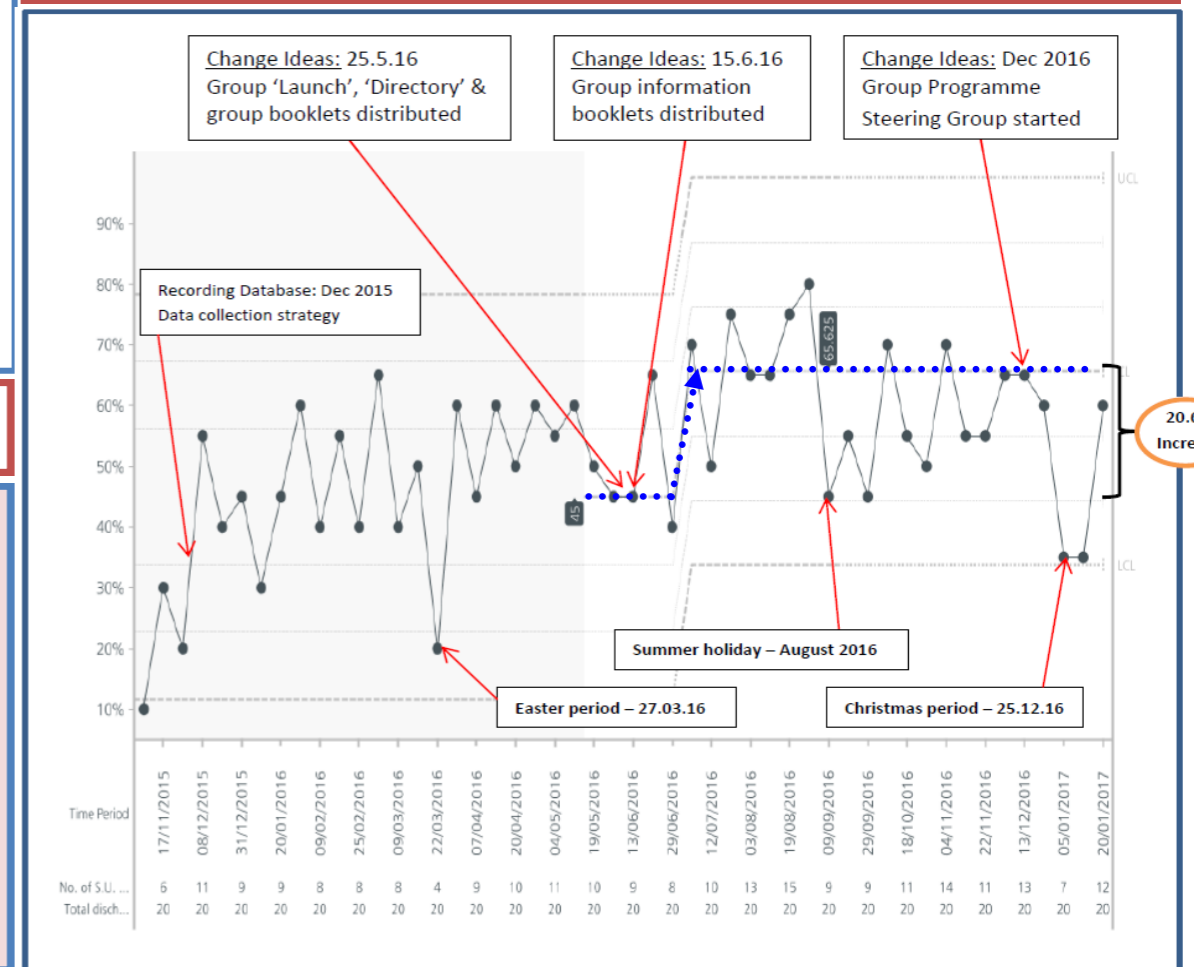
Driver Diagram



Outcome Measures

| Measure Name | Subgroup | Type of Data | Chart of Choice |
|--|---|---|--|
| Outcome (Shows progress in reaching the QI Project aim) | Percentage of Service Users at time of discharge who attended at least one psychology group | Variable (Continuous data measuring attendance overall across the Hospital) | P Chart |
| Process (Shows how different parts of the system are functioning) | Duration of attendance of Service Users present in all groups each week | Variable (Continuous data measuring attendance overall across the Hospital) | P Chart |
| Process (Shows how different parts of the system are functioning) | Occurrence of groups facilitated in NcfMH over the study period | Attribute (Count data measuring whether groups run or not across the Hospital) | Descriptive Bar Chart |
| Balancing (Detects if changes are having unintended consequences in other parts of the system) | Patient Satisfaction with groups | Attribute (5-point Likert scale used to measure satisfaction) | Descriptive Pie Chart & Qualitative Data |

Outcome Measure: Group Attendance



Implementation Plan

A plan was made with the following actions:

- ⇒ System for stocking group leaflets on the ward
- ⇒ Attending to gaps in provision (e.g. short-staffed)
- ⇒ Inpatient 'Getting There...' Steering Group

The plan continues to be active, and continual development of the action points has been sustained to ensure equitable access to groups.