



Raising Referrers' Understanding of Psychological Therapies Referral Criteria and Process Using a Psycho-Education Leaflet

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THE RIPPLE EFFECT

One small pebble can lead to ripples cast in all directions

Aim

The aim of this project is to reduce referrals not accepted for psychological therapies through improving referrers' understanding of psychological therapies, the referral process and criteria. In doing so the project hopes to reduce waiting times when accessing therapeutic services.

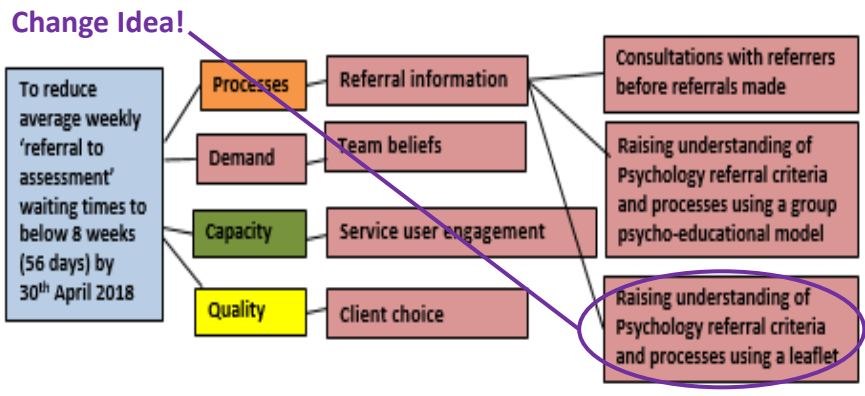
Why is this important to service users and carers?

This project is part of a larger venture to improve service delivery by reducing waiting times to access psychological therapies. Through improving referrers' understanding of referral criteria, service users are more likely to be referred when ready and to the appropriate service. In addition to this, directly involving a service user representative has enabled this project to receive integral feedback to help guide decision making and project development.

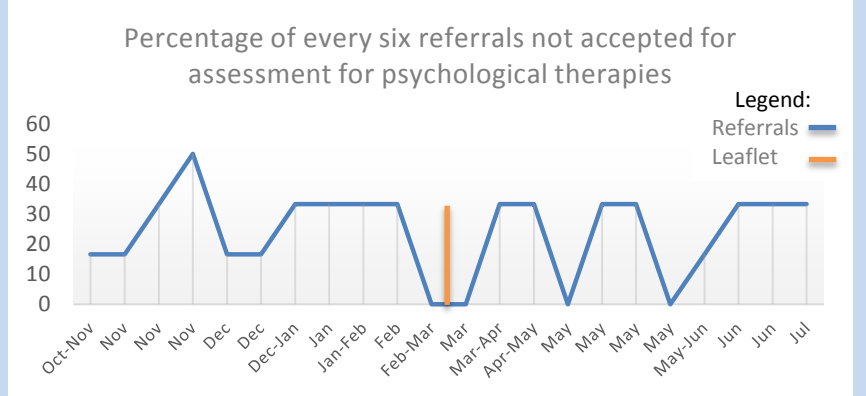
Tests of Change

The team created a psycho-education leaflet and tested it's effectiveness at reducing the number of referrals not accepted. The leaflet contained information on the role of psychological therapies, the referral criteria, the referral process, what to consider when making a referral and information on stages of change.

Driver diagram



Data



Learning and what next?

So far the data collected from this project hasn't shown any significant reduction in the number of referrals not accepted for assessment to psychological therapies. Yet, this project is only one pebble amongst many others on a pebbly beach! There is a lot of scope to learn from this project to help inform future change ideas for the service. For example, one finding from the data collected so far suggests that the leaflet did not improve referrers understanding of referral criteria or process. Therefore, it is possible that other forms of communication may provide more support to referrers when making decisions about referrals; such as focus groups, work shops or consultation. In addition to what I've learnt about the service, this project has also provided me with learning opportunities centred around leadership, time management and team working.