

Telephone Triage: Improving access to Tower Hamlets CAMHS

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Aim

- To improve access to Tower Hamlets CAMHS

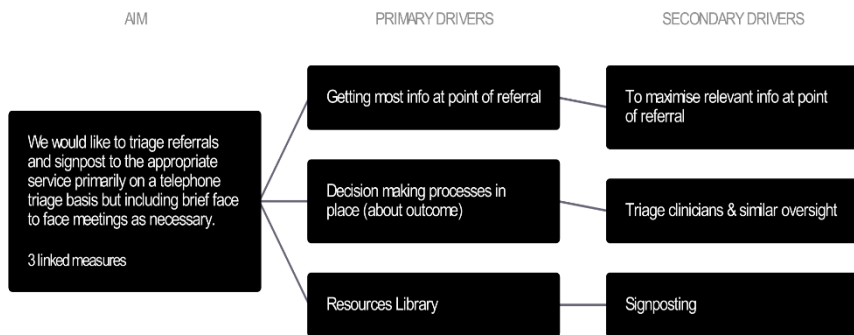
Why is this important to service users and carers?

There is sometimes a long wait for services in CAMHS. We would like to triage referrals and signpost to the appropriate service primarily on a telephone triage basis but including brief face to face meetings as necessary.

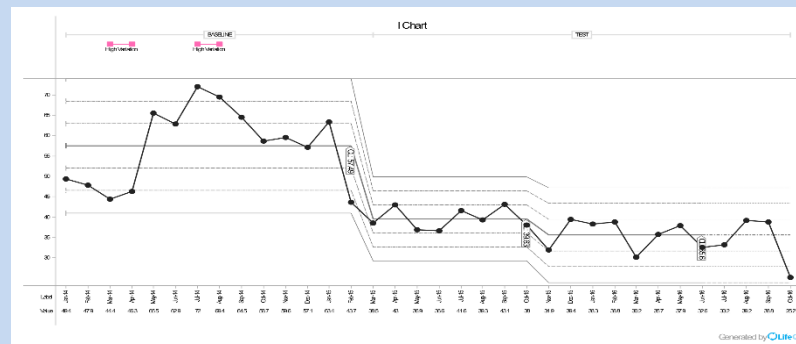
Tests of Change

- To have a set number of initial sessions for new patients
 - Reformatting referral form/process
 - Identify clinical change JD to ringfence dedicated time
- Develop a resource base and keep updated

Driver diagram



Data



Learning and what next?

Training session on the required monitoring measures in early Sept and repeat PDSA cycle. Looking at adding SNAP IV monitoring tool (as advised in the national POM UK audit to project). We will make staff aware of this in the Sept training and then complete a further PDSA cycle to look at whether this is being achieved.

This project was closed and the team began working on demand and capacity in the Access and Flow work stream.