Project Leads:
Dr Shahana Hussain:  
Consultant Psychiatrist  
Shamara Bailey:  
Team Manager

Project aim:  
95% of children & young people to start treatment within 120 days of assessment by December 2019

Reasons for project:
- Long standing situation where young people experience long and highly variable waiting times.
- Reduce crisis presentations while young people on waiting list.

What we did:
- Clear data set - initially it was unclear what our wait times were. This Qi project gave us the opportunity to fix these issues.
- New version of our care plan – the previous version of our care plan was time consuming and clinicians felt it wasn’t helpful for young people. We replaced this with a simpler more goals orientated care plan.
- Clear role for duty clinician – Our duty clinicians now have reduced responsibilities, and fewer issues come up because young people spend less time on wait lists.
- Internal referral criteria – internal transfers from other CAMHS teams must now identify treatment modality.

Future plans:
- Text message reminders - the team initially tried to reduce DNAs by enforcing the already existing DNA policy (for low risk cases 2 DNAs = discharge). However the team found this difficult to adopt due to cases that DNA often being the most chaotic and risky cases. Instead we are trying to improve engagement by introducing text message reminders.
- Patient contracts – to help manage patient expectations at beginning of therapy:
  - 3 initial session then a review on the 4th before proceeding with further sessions
  - Therapy will focus on agreed goals

Driver diagram

Outcome Measure Results

Average waiting time from date of initial assessment to date of treatment in days

Care Plan Survey

Before we changed our care plan we ran a survey to get a baseline of how clinicians felt about the current version. Now we have introduced our new care plan we plan to rerun this survey.

Q1. In your last 5 full working days how many hours have you spent writing care plan letters?

Q2. I feel that the current version of the care plan letter used by my team is helpful for the care and treatment of children & young people