



Feedback so far

Teams taking part in **PLAN** have already used the process to help make many positive changes:

"The **PLAN** process was an excellent exercise for the whole team in reflecting upon our achievements as a new team and areas for development. We've used the independent information gathered from the **PLAN** review to gain funding to improve the A&E assessment cubicle. As our service is a pilot that is being evaluated by commissioners on its future viability, gaining **PLAN** accreditation is a valuable and objective assessment of the quality of the service we provide."

Dr Mahnaz Hashmi, City Hospital, Birmingham

"**PLAN** has helped my team to focus on what is important... We have made significant changes to our working as a result. **PLAN** has also raised the profile of our service amongst our managers and within the hospital"

Dr Jim Bolton, St Helier Hospital

Costs

The accreditation programme is funded on a subscription basis and costs £2,900 + VAT per year. We offer a 10% discount to services committing to a 3 year membership, a 15% discount to those committing to a 4 year membership and a 20% discount for those committing to a 5 year membership.



Find out more

To find out more about **PLAN** and how to join visit our website at www.rcpsych.ac.uk/plan or contact a member of our team below:



PLAN Team

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What is the Psychiatric Liaison Accreditation Network?

The Psychiatric Liaison Accreditation Network (**PLAN**) is a not-for-profit initiative which **assures** and **improves** the quality of psychiatric liaison in acute hospital settings.

PLAN works with services to:

- improve referral, assessment and care planning procedures, collaborative working, and referrer and service user satisfaction
- engage staff and service users in a comprehensive process of review, through which good practice and high quality care are recognised and services are supported to identify and address areas for improvement, at a reasonable pace

Accreditation is built on assessment against a set of robust standards (written by frontline liaison staff and patients) that include core areas common for all teams, but also recognise that some areas may be outside a team's remit. This means that a small but well functioning liaison team can still be accredited, or even accredited as an excellent service, in the domains that it is measured against.

PLAN is an initiative of the Royal College of Psychiatrists' Centre for Quality Improvement – a centre with a strong track record in quality improvement.

Why is accreditation important?

- Accreditation provides **robust evidence** of the liaison team's **quality** and demonstrates the team's commitment to **safety, efficiency** and **productivity**, reflecting recommendations set out by the Department of Health and the Academy of Medical Royal Colleges
- Services are provided with clear support and guidance to **identify and address areas for action**, ensuring improvements year-on-year
- Accreditation gives funders the **confidence to invest** in services and can protect against de-commissioning
- Information from the reports **can be used in trust quality accounts**, as recommended by the National Quality Board
- Achievement of accredited status can support services to **reduce their financial contribution to the NHSLA**
- Accredited services can demonstrate that they are committed to **listening to the views of service users and carers**
- **PLAN** helps to build **dialogue** with other **liaison professionals** as well as **referrers, partner agencies and commissioners**
- Clinical staff will find **participation in PLAN straightforward**. We develop the data collection tools and undertake all of the analysis.



PLAN Annual Accreditation process

Self review

of own service, including detailed feedback from liaison professionals, referrers, service users and carers

Peer review

organised visits to other teams identifying and discussing any challenges with other liaison staff, users and carers

Detailed team report

recognising areas of achievement and suggesting simple approaches to improvement

Accreditation certificate

and formal acknowledgment on the College website

The process also includes:

- Annual Forum
- Report of national findings for anonymous benchmarking
- Email discussion group and regular newsletters