SEE THE SHRINK

IMPROVING THE QUALITY OF REFERRALS TO THE PSYCHIATRY LIAISON TEAM IN A BUSY ACUTE HOSPITAL

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BACKGROUND

The Psychiatry Liaison Team (PLT) provide psychiatric input for hospital inpatients.

We have observed difficulty with receiving inappropriate referrals.

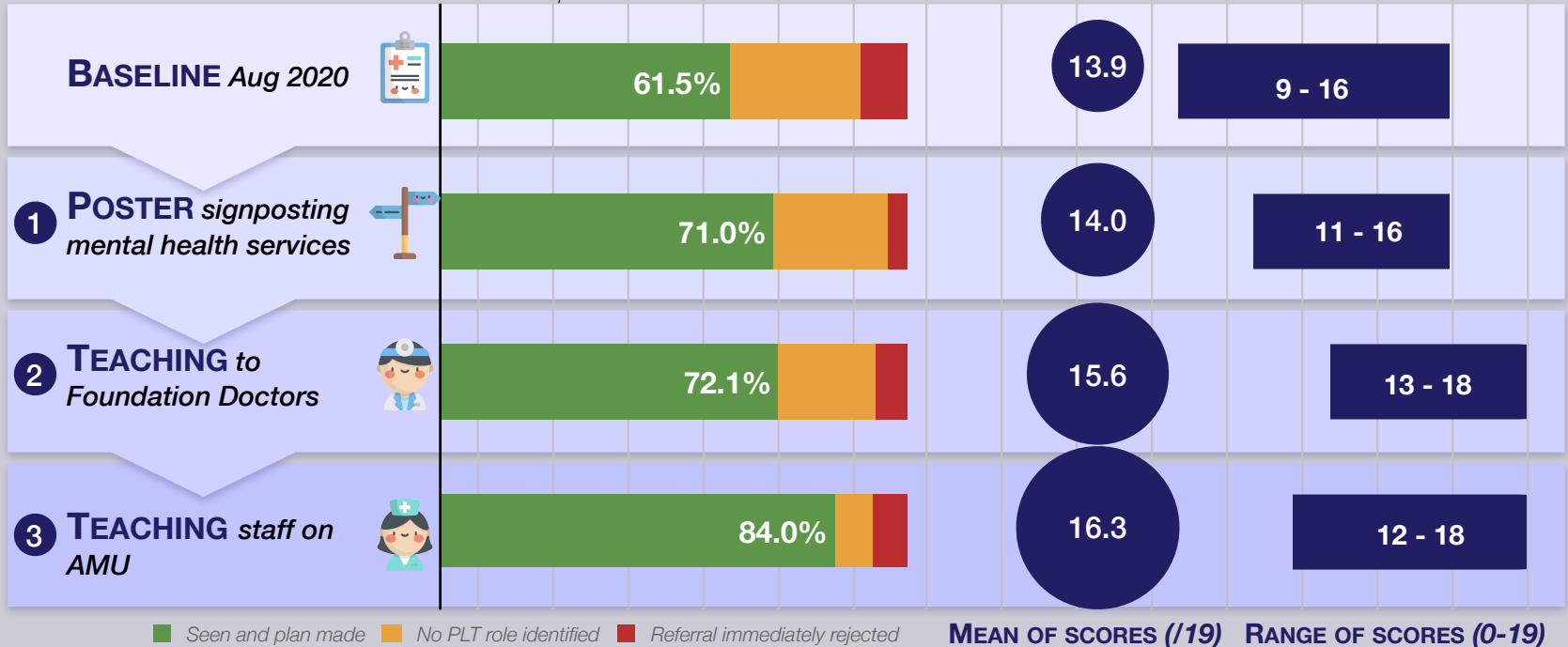There is poor understanding of the PLT role amongst other medical teams.

AIMS

1. Reduce no. of inappropriate referrals by 50%

2. Improve junior doctors' understanding of PLT

CYCLES

Outcome of referrals made to PLT
over 2 week period

Foundation doctors surveyed + tested
19-item scenario-based assessment

Cycle	Seen and plan made	Mean of scores (/19)	Range of scores (0-19)
BASELINE Aug 2020	61.5%	13.9	9 - 16
1 **POSTER** signposting mental health services	71.0%	14.0	11 - 16
2 **TEACHING** to Foundation Doctors	72.1%	15.6	13 - 18
3 **TEACHING** staff on AMU	84.0%	16.3	12 - 18

Legend: ■ *Seen and plan made* ■ *No PLT role identified* ■ *Referral immediately rejected*

MEAN OF SCORES (/19) **RANGE OF SCORES (0-19)**

INAPPROPRIATE REFERRALS

BY PROFESSION 38% of referrals from nurses did not require PLT input

BY SITE 44% of referrals from AMU did not require PLT input

FIG. 1 *% OF INAPPROPRIATE REFERRALS*

🧠 **IMPACT** Improve hospital-wide understanding of mental health services

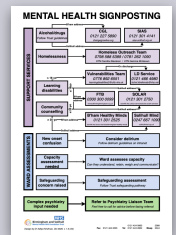👁 **END-GOAL** Patients can be seen by the most appropriate team quicker

FIG. 2 *SIGNPOSTING POSTER*