

### 1. Aim

Improving quality and safety for service users on the Clozapine Care Pathway in Barnet Division of the North London Mental Health Partnership (Formerly Barnet Enfield and Haringey Mental Health Trust and Camden & Islington Foundation Trust) by 30<sup>th</sup> June 2023

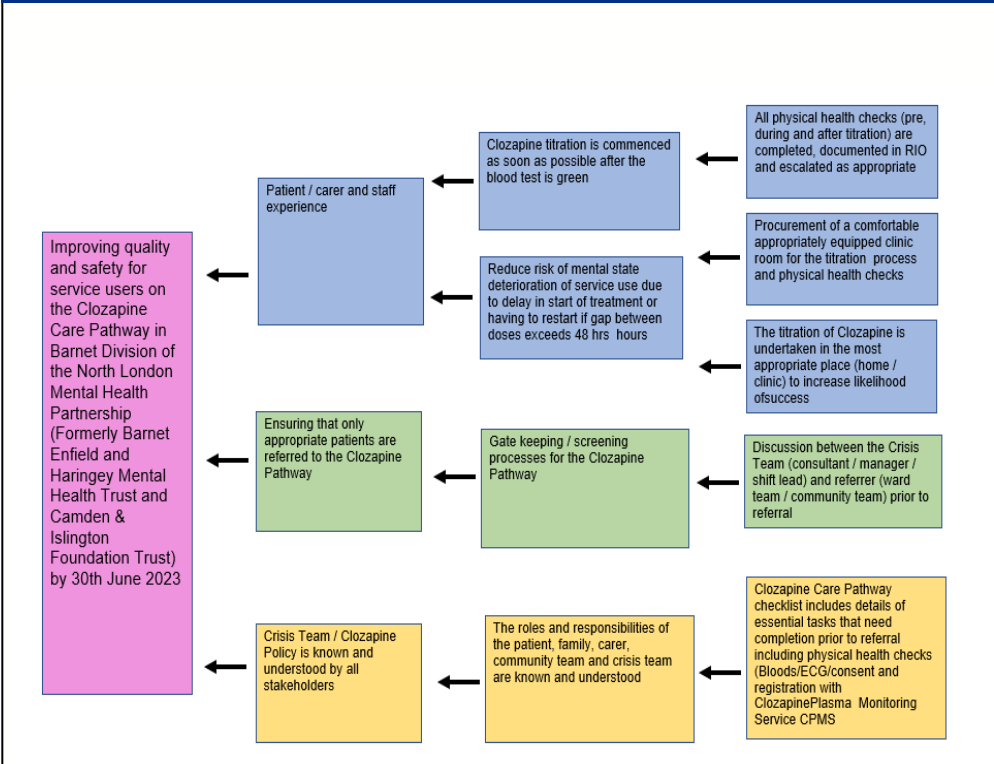
### 2. Problem & Context

In 2022 the Clozapine Pathway was one identified as being an area requiring improvement. There was confusion about who was responsible for what including:

- Who was responsible for informing patient about the Clozapine Care Pathway and gaining informed consent
- Who was responsible for ensuring carer / friend / family participation and commitment
- Who was responsible for the essential preparatory work (ECG, bloods, registration with the Clozapine Pathway Monitoring Service)
- No appropriate clinic room for the titration resulting in patients using a hospital bed for the duration of titration

The challenges resulted in a delay in the start of the Clozapine titration for patients and / or the Clozapine titration being abandoned as the patient and / or carer did not understand the commitment needed. All of the above was compromising safety. Clozapine medication is the last resort for patients with Treatment Resistant Schizophrenia therefore ensuring success of the treatment is the paramount for the safety of patients / carers / families and communities. Having a clear pathway has resulted in a reduction of admissions and contributed to relapse prevention.

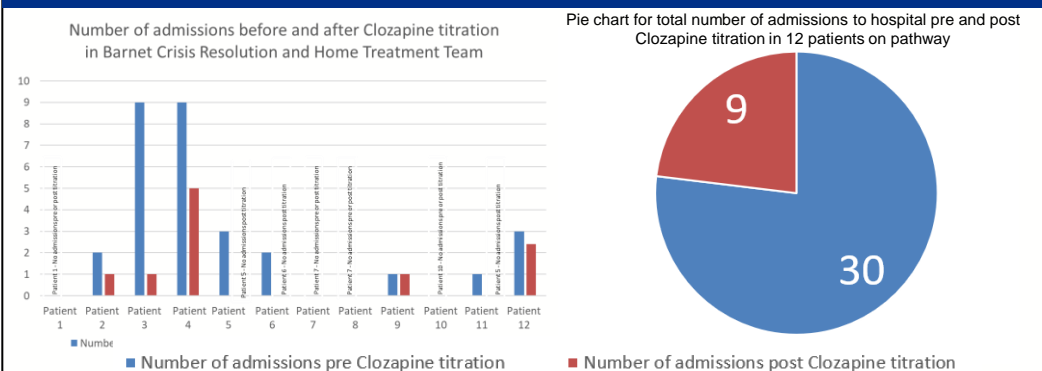
### 3. Driver Diagram



### 4. Change Ideas

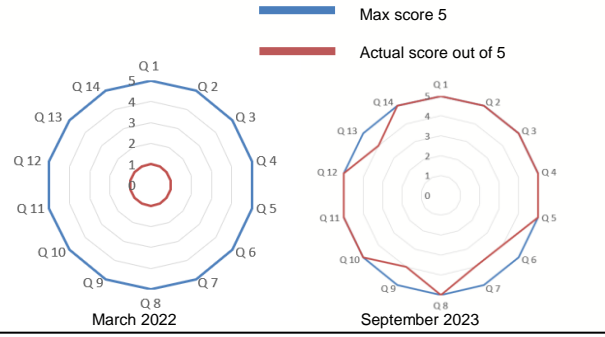
- Coproduced check list with key stakeholders available for all shift leads as soft and hard copy
- Consultant and Crisis Team managers having informal, face to face discussions with referring consultants / community team when an inappropriate referral made
- Discussion of the Clozapine Titration Policy in clinical governance team meeting
- Crisis Team managers and Crisis Team consultant available for advice and support for shift lead when receiving the referral until new pathway embedded
- Shift lead assertiveness training – to support shift lead to apply the Clozapine Care Pathway
- Human factors – face to face negotiation, talking, explaining, dealing with resistance to embed the new pathway
- Identification and procurement of a clinic room with appropriate equipment for the titration of Clozapine
- Procurement of a medication cupboard in the clinic room

### 5. Data



Qualitative surveys were developed and results collated into themes. Each theme was scored on a Likert scale 1-5. Surveys were repeated in September 2023.

- Screening of referral
- Blood test
- ECG
- Writing up medication chart
- Registering with Clozapine Monitoring Service
- Informed consent
- Explicit explanation to patient & carer
- Attendance on daily basis to Dennis Scott Unit
- Mental preparation for patient / carer / family
- Fully equipped comfortable clinic room
- Discussion with team manager / Consultant if inappropriate referral
- Sharing lessons learnt with other teams
- Dedicated column on MDT live board for clozapine patients
- Physical health monitoring



### 6. Conclusion

- Learning:**
- Collaborative working with stakeholders including shift lead, Community Mental Health Teams and inpatient consultants was essential
  - Feb 2023 - Assertiveness training for the senior practitioners doing the shift lead role and the Crisis Team
  - The physical health clinic room has helped to improve the physical health monitoring of all patients
  - Having an ECG machine available in the physical health room and staff upskilled to perform ECGs reduced time from decision to start to start of treatment
  - Completed titration for 12 patients in the community therefore saving £473 x 14 days = £79,464 = 168 bed days

