

## Are 'moderate' West and North East referrals to the Newcastle Older Persons Community Treatment Team Single Point of Access processed and seen face to face with a clinician within the 28 day target?

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### INTRODUCTION

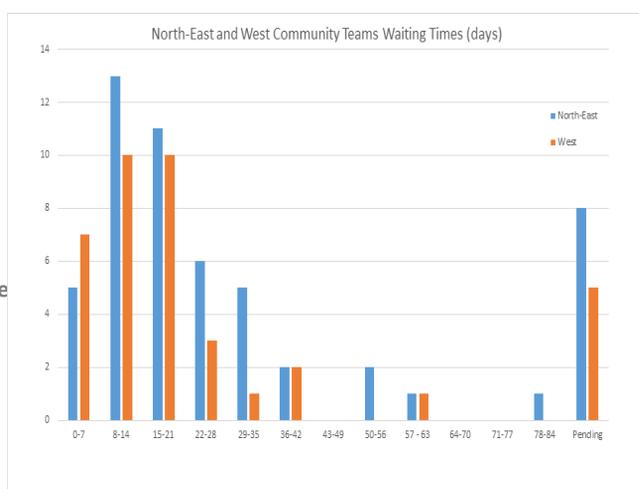
As community teams are asked to see increasingly complex patients, the referral process into our services can be prolonged by various and discrete team allocation meetings amongst different professionals, such as community psychiatric nurses, occupational therapists and social workers.

### TRUST STANDARDS

A 'moderate' referral should be seen face to face in 28 days and the aim of this audit was to see if this target is currently being reached[1].

### METHODOLOGY

All referrals made to the North-East and West teams of the Older Persons Community Treatment Team Single Point of Access (SPA) during the months of November and December 2019 were extracted from the paper based logbook. Each unique case is given an electronic number which corresponds to their electronic records. A total of 93 patients were identified as moderate referrals. All electronic records were assessed and the date of referral and date of face to face clinical contact was noted. Extenuating circumstances (such as patient illness, death, declining service, inpatient stay or cancellations) were sought where excessive delays had occurred and these were noted if present. The average (mean, mode and median) number of days was also noted.



Number of Days Delay (in Intervals of 7)

**Figure 1 – Results**

	Median	Mode	Mean	n
NE	18	10 and 18	22.04	54
West	15	14	16.65	39

**Table 1**

### Discussion

- During the period of November to December 2019 the West community team received 39 moderate referrals and the North-East received 54 moderate referrals. Ten (25.6%) West referrals and Twenty Two (40.74%)
- The median wait for West moderate referrals was 15 days whereas the median wait for North-East moderate referrals was 18 days. The range was 0-59 days for the West and 4-82 days for the North-East

### References

[\[1\] 'Revised Mental Health Specific Criteria' NTW Guidelines](#)

### Conclusion

Although the median was similar between teams, the range does indicate that some patients had to wait almost triple the 28 day target in the North-East. Themes found as reasons for delay included; problems with the patient pathway, delays at clinicians discretion, delays at patients and/or family discretion and delays due to the patient being physically unwell.

### Recommendation

Going forwards, all community teams will now hold daily shorter MDTs alongside the longer weekly MDT and it is hoped that this will improve the waiting times for referrals. This will be re-audited later in 2020.