

National CAMHS Conference and Networking Event

Hosted by the Quality Network for Community CAMHS

New Tools for an Old Problem – Waiting Lists **Friday 23 November 2018**

Royal College of Psychiatrists, 21 Prescot Street, London, E1 8BB
#QNCCForum #WaitingLists

09.00 - 09.30	Registration and Refreshments	
09.30 - 09.50	Welcome <i>Julie Curtis, QNCC Advisory Group Chair and Senior Nurse Consultant TBC, CAMHS Youth Advisor, Surrey</i>	
09.50 - 10.10	Quality Network for Community CAMHS Project Update <i>Arun Das, QNCC Deputy Programme Manager</i>	
10.10 - 11.30	Keynote Speeches:	
	Developing a Mental Health Capacity Tool & Waiting List Management <i>Michael Watson, Improvement Manager – Mental Health (London and East of England Lead), NHS Improvement</i>	
	The Multi-agency Management of Referrals and Waiting Lists across Northumberland <i>Katie Paul, Complex Mental Health Team Manager, Northumberland CYPS</i>	
10.10 - 11.30	Developing a Dynamic Modelling Tool to help plan and improve the commissioning and delivery of CAMH Services <i>Lee Wemyss, Director, HCD Economics</i>	
	Panel Discussion	
11.30 - 11.45	Coffee Break	
11.45 - 12.35	Session 1	
	Workshop 1 Managing the ASD waiting list for Durham and Darlington CAMHS – a CAMHS modelling tool pilot <i>Donna Sweet, Head of CAMHS Gillian Leckenby, Service Manager CAMHS Alison Ayres, Joint Commissioning Manager - Mental Health Tees, Esk and Wear Valley NHS Foundation Trust</i>	Workshop 2 The challenges of waiting times and high DNA rates - Redesign and development of Luton CAMHS <i>Dr Glenda Ericksen, Associate Clinical Director & Consultant Child and Adolescent Psychiatrist Linda Hurst, General Manager Jenny Doe & Marc van Roosmalen, Consultant Clinical Psychologists/Joint Psychological Therapies Leads East London NHS Foundation Trust</i>
12.35 - 13.20	Lunch	
13.20 - 14.05	Session 2	
	Workshop 3 Reduction in autism assessment waiting times initiative – a transparent tale... <i>Hannah Beal, CAMHS Clinical Lead, Leeds CAMHS</i>	Workshop 4 Managing demand and capacity - The application of Quality improvement in an ADHD Pathway <i>Dr Laura Roughan, Clinical Psychologist, Jamie Stafford, Improvement Advisor, City and Hackney CAMHS</i>
14.05 - 14.35	Empowering Young People During Waiting Times <i>CAMHS Youth Advisors, Rights and Participation Team, Surrey</i>	
14.35 - 15.05	Time to talk - Speed-networking <i>Charlotte Williams and CAMHS Youth Advisors - Rights and Participation Team, Surrey</i>	
15.05 - 15.15	Break	
15.15 - 16.15	QNCC Wine, Prizes & Quiz <i>Carol-Anne Murphy, QNCC Advisory Group Member and Nurse Consultant</i>	
16.15 - 16.30	Evaluation and Close of day	



QNCC Annual Forum: Speakers and Workshops

Keynote speakers:

Developing a Mental Health Capacity Tool & Waiting List Management

Michael Watson, Improvement Manager – Mental Health (London and East of England Lead), NHS Improvement

Michael works for the Mental Health Intensive Support Team at NHS Improvement. The mental health IST was established in 2014 providing operational support to providers and commissioners of adult IAPT services, expanding in 2018 to cover CYP mental health and Early Intervention in Psychosis services.

Before working for the mental health IST, Michael spent five years working in the physical health IST providing support to acute providers in delivery 18 week waits and cancer services.

'Bottom-up' demand and capacity modelling and approaches to waiting list management have developed substantially in physical health since the implementation of elective waiting times standards 15 years ago. Lessons and techniques can be learned from this work to inform better approaches to mental health pathways, including care for children and young people.

The Multi-agency Management of Referrals and Waiting Lists across Northumberland

Katie Paul, Complex Mental Health Team Manager, Northumberland CYPS

Katie Paul is a Team Manager within specialist services within Northumberland CYPS (NTW).

Quality care and prompt access into services have always been at the foundation. Since the implementation of Transformation of CAMH services, this has increasingly become a shared agenda for all services working with children. Prompt access to the appropriate services to meet children and young people's mental health needs is what we all want to achieve. Without all services working collaboratively this could not be achieved.

Significant improvements have been made over the last few years around children and young people accessing the correct service to meet their needs.

The Implementation of a Multi-agency Hub has assisted services to ensure children are seen at the right time, by the most appropriate service to meet their needs.

Developing a Dynamic Modelling Tool to help plan and improve the commissioning and delivery of CAMH Services

Lee Wemyss, Director, HCD Economics

Lee has over 25 years' healthcare experience as a management consultant, specialising in information and technology, as well as operational research. Lee has held senior positions for IBM Consulting, was Associate Director for Tribal Consulting, and was Director of Commissioning Solutions for Bupa Health Dialog. Most recently has been a founding partner in

a Health Economics consulting organisation. Lee originally trained and practised as an engineer for 10 years.

Lee now specialises in providing business and performance improvement in the health service by leveraging information and emerging technologies. Over the last decade, Lee has been providing strategic planning, systems re-engineering, and analytic consulting services to the Department of Health, as well as commissioning and provider organisations across Health and Social Care.

CYPMH NHSE's Web-Based Commissioning Tool ("The Bird Table Tool")

A presentation from the designer of the CYPMH Commissioning web support tool (available on the NHS England website). An essential tool for commissioners & providers as they put together their joint place based commissioning plans.

The tools aims include: enabling joint working and discussion / strategic scenario modelling / dealing with uncertainty and variability / creating transparency around consequence of change / helping overcome resistance to change / reducing waiting times / addressing access targets / stopping out of area transfers / optimising existing resources.

Workshop Presenters:

Session 1

Managing the ASD waiting list for Durham and Darlington CAMHS – a CAMHS modelling tool pilot

Donna Sweet, Head of CAMHS

Gillian Leckenby, Service Manager CAMHS

*Alison Ayres, Joint Commissioning Manager - Mental Health
Tees, Esk and Wear Valley NHS Foundation Trust*

In County Durham & Darlington, the Children and Adolescent Mental Health Services had seen a year on year increase of referrals for Autism Assessment. Between 2016/17 to 2017/18 this was an increase of 127%. This increase had resulted in lengthy waits for the assessment to start. The service also recognised that the lead time from the assessment commencing to formulation was unnecessarily long, with elements of duplication.

The service reviewed options that would deliver the most significant impact in relation to the length of time young people had to wait for an assessment to commence and the time taken to complete the assessment, whilst maintaining quality and assurance. Alongside this, the service participated with the CAMHS modelling tool pilot to review the staffing capacity required to meet the demand.

The service used the waiting time funding to test a different model, which carried out an autism assessment over five days from a single agency coordination.

The results of the modelling tool and pilot resulted in a reduction in waiting times and development of a new service specification of how Autism Assessments are completed in County Durham.

Session 2

The challenges of waiting times and high DNA rates - Redesign and development of Luton CAMHS

*Dr Glenda Ericksen, Associate Clinical Director & Consultant Child and Adolescent Psychiatrist
Linda Hurst, General Manager
Jenny Doe & Marc van Roosmalen, Consultant Clinical Psychologists/Joint Psychological Therapies Leads*

This workshop is focused on the development in Luton CAMHS of a high quality mental health service for children and young people, with moderate to severe mental health problems.

The importance of addressing whole service change, along with keeping staff involved and engaged within and during this process, for instance, by using a specific (ELFT/IHI) quality improvement method, is emphasised as crucial in helping foster service improvement and increased staff satisfaction.

Embedded services have increased access for vulnerable communities and enabled effective early intervention, destigmatising mental health, integrating multi-agency care and improving pathways.

Session 3

Reduction in autism assessment waiting times initiative – a transparent tale...

Hannah Beal, CAMHS Clinical Lead, Leeds CAMHS

Leeds CAMHS had significant waiting lists for autism assessment – 237 children and young people, some of whom were waiting over 52 weeks. There was an increase in the rate of referrals, complaints and the patient experience was not as it should be.

Through a whole host of innovations with lots of challenges, scrutiny, learning and successes, we have reduced our waits to 12 weeks.

Session 4

Managing demand and capacity - The application of Quality improvement in an ADHD Pathway

*Dr Laura Roughan, Clinical Psychologist,
Jamie Stafford, Improvement Advisor, City and Hackney CAMHS*

The workshop will include a presentation from City and Hackney CAMHS who have undertaken a Quality Improvement (QI) project to improve efficiency and effectiveness of processes within the team and to support the increasing demand within the limited capacity and resource.

Plan, Do Study, Action (PDSA) cycles were applied and evaluated in the QI framework to assess the impact of the following change ideas; Reviewing appointment letter to highlight appointment cancellation policy; A 'screening pack' sent out to families at referral to CAMHS; School observations for complex cases only; Introduction of a referral checklist used to speed up reviewing process in MDT; Single clinician to care-coordinate assessment; Standardised brief assessment reports; and a new database to help track progress and highlight potential breaches.

The workshop will also include interactive and participatory activities to encourage the audience in their learning and understanding of QI methodology. The presenters will share experiences and learning in how the process was embedded into the team's everyday practice; engagement of the team and how change was implemented, monitored and maintained.

Session 5

Empowering Young People During Waiting Times

CAMHS Youth Advisors, Rights and Participation Team, Surrey

Across the county most of us share a big challenge - waiting times. For many they're inevitable, so what do we do to make the best experience out of a 'bad situation'. We want to make sure young people feel informed, supported and empowered, even when they are waiting for a service. We are going to talk about our experience of this, and hopefully ensure our participants walk away with some inspiration around how to improve the experience for children and young people. We go through projects and activities centred around the physical mediums and practice around communication, simple wordings and touch base methods, increasing awareness of services, creating peer support groups and many other initiatives you may choose to 'take home'.