

Psychiatric Liaison Accreditation Network: An update

An bit of background



- PLAN launched in 2009
- Provides review and accreditation to any working age and/or older adult liaison psychiatry service in UK
- Currently 76 members
 - 43 Accredited
 - 24 in process of review
 - 7 not accredited

Since the last Annual Forum...



- National report published summarising 3 years PLAN data
- 3 special interest days
 - Medically unexplained symptoms
 - Maternal mental health
 - Self-harm and suicide awareness
- Recruited 4 new patient and carer reps
- Held 3 peer reviewer training days

PLAN review data

Summary of findings

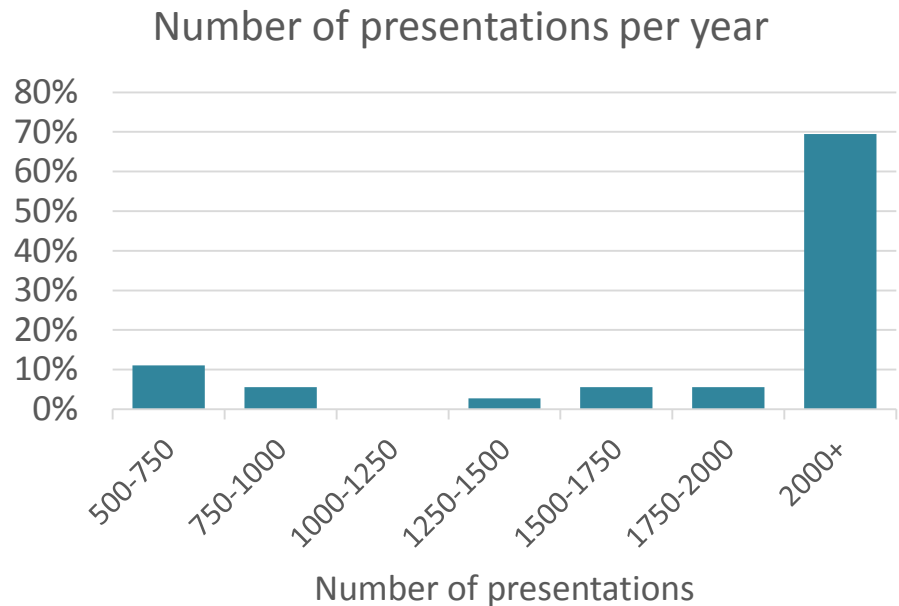
Visits and accreditation

- Data covers all teams who carried out their self-review from October 2015 – present (n=33)
- Feedback from the liaison team, patients, carer and acute colleagues
- 30 services received an accreditation decision
- 24 peer review visits took place



Context

- Majority of teams work with working age and older adults (n=30)
- Increasing number seeing
 - young people (n=19)
 - 3 (n=33) teams see older adults only



Funding

Compared to the previous year

- 1/3 (n=12) services reported improved funding
- 1/3 (n=12) said funding was the same
- Of the remaining
 - 8 said funding was uncertain
 - 1 service said funding had declined

Feedback from patients

- 99% (n=737) patients were treated with dignity, respect and understanding
- 92% (n=742) felt where they had their assessment was private enough
- 95% (n=713) said they felt involved in discussions about their problems and treatment options
- National report noted that there was high levels of satisfaction with patient engagement however..

Feedback from patients

- Feedback was less positive about the provision of information

Since October 2015:

- 96% (n=717) satisfied with information given
- 73% (n=654) offered written summary of assessment and what would happen next
- 73% (n= 592) were offered written information about their problems

They have been really helpful. I felt the love. Have not been judged. Felt welcomed and honest.

*[The liaison professional] saved me and has put me on to a path of recovery!
Thank you
thank you
thank you*

Carers

- 99% (n=223) found liaison staff supportive and helpful
- 97% (n=210) felt involved in patient's care
- 93% (n = 196) satisfied with information given about accessing emergency out-of-hours support
- 98% would recommend the service

The liaison nurse fully explained what was happening and advised treatment. Very good service and eased my fears.

Found for the first time someone listened.

Acute colleagues

- 93% (n=857) agree the liaison team improves patient outcomes
- 2/3 (n=575) satisfied with amount of training provided by liaison team

Acute colleagues

- An increase in number dissatisfied with response times
 - 19% for emergency referrals (n= 687)
 - 19% for urgent referrals (n=718)
 - 16% routine referrals (n= 622)

Patients tend to be much brighter after seeing a member of [the liaison team] as the staff...take their time to talk to them and try and help improve their mood in hospital and long term.

We cannot successfully treat a patient's physical problems without their mental health needs being addressed too.

Our plans for 2017



- Publish 5th Edition of the Standards for Psychiatric Liaison Services
- Introduce developmental membership option
- CARS – online College Accreditation and Review System
- Special interest days
- Continuing involvement with NHS England's Five Year Forward View for Mental Health programme

Not forgetting PLAN-Chat, newsletters, resources, peer-reviewer training....

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Thank you!

Any questions?

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