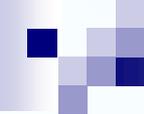




Improving quality of care for patients under S136

using QI methodology

Dr Lida Panagiotopoulou
ST4 in psychiatry



How did it all start...

ELFT was inspected by the CQC in spring 2016.

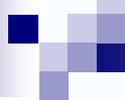
The overall rating for the Trust was outstanding!

However, one of the areas that was identified as requiring improvement was the care received by patients under S136.

We also became aware that this is an area that the CQC is interested in....



Ideas?



Relevant documents

Code of practice

London's section 136 pathway and Health Based Place of Safety specification.

Standards on the use of section 136 of the MHA (RCPsych).

Local policies.



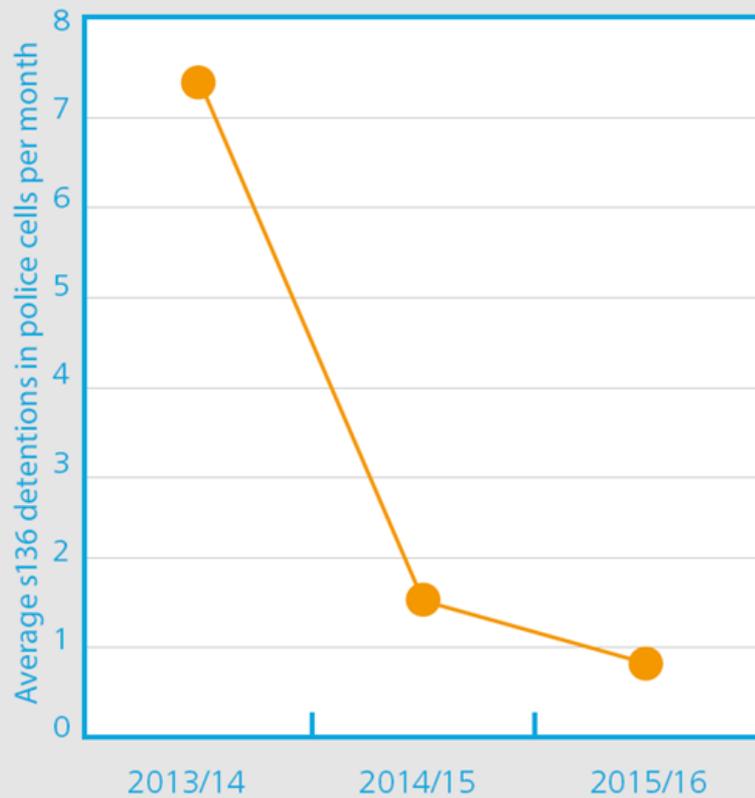
Mental Health Crisis Care for Londoners

**London's section 136 pathway
and Health Based Place of
Safety specification**



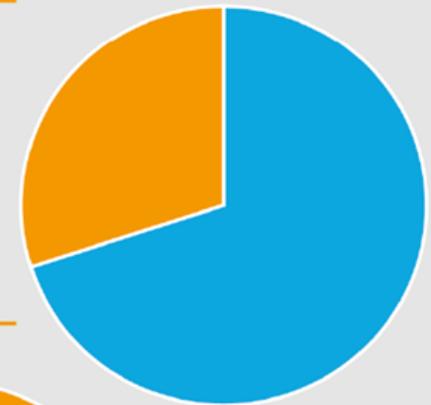
December 2016

Use of the police cells for s136 detentions in London



LAS conveyance of s136 detentions

2014



2016



Nearly **70 per cent** of Londoners feel there are missed opportunities to prevent their mental health deteriorating to crisis point.

FACT

People with mental health problems are **three times more likely** to attend A&E; the peak times for these presentations are between 11pm and 7am

FACT

People with mental ill health have **3.6 times** preventable emergency admissions than those without mental ill health

FACT

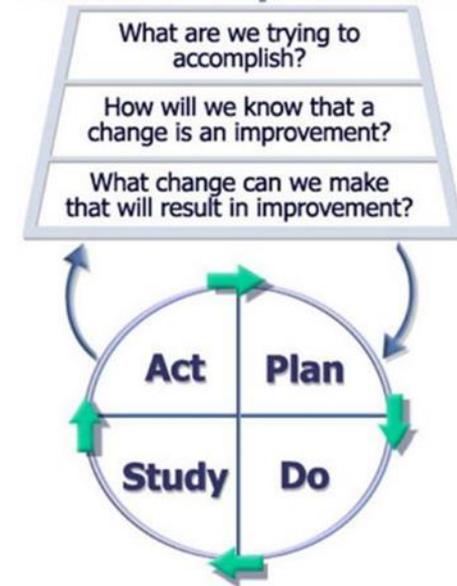


Small group work

QI – some basic terms

- Aim
- Driver diagram
- Change ideas
- The PDSA cycle
- Outcome measures
- Run chart

Model for Improvement

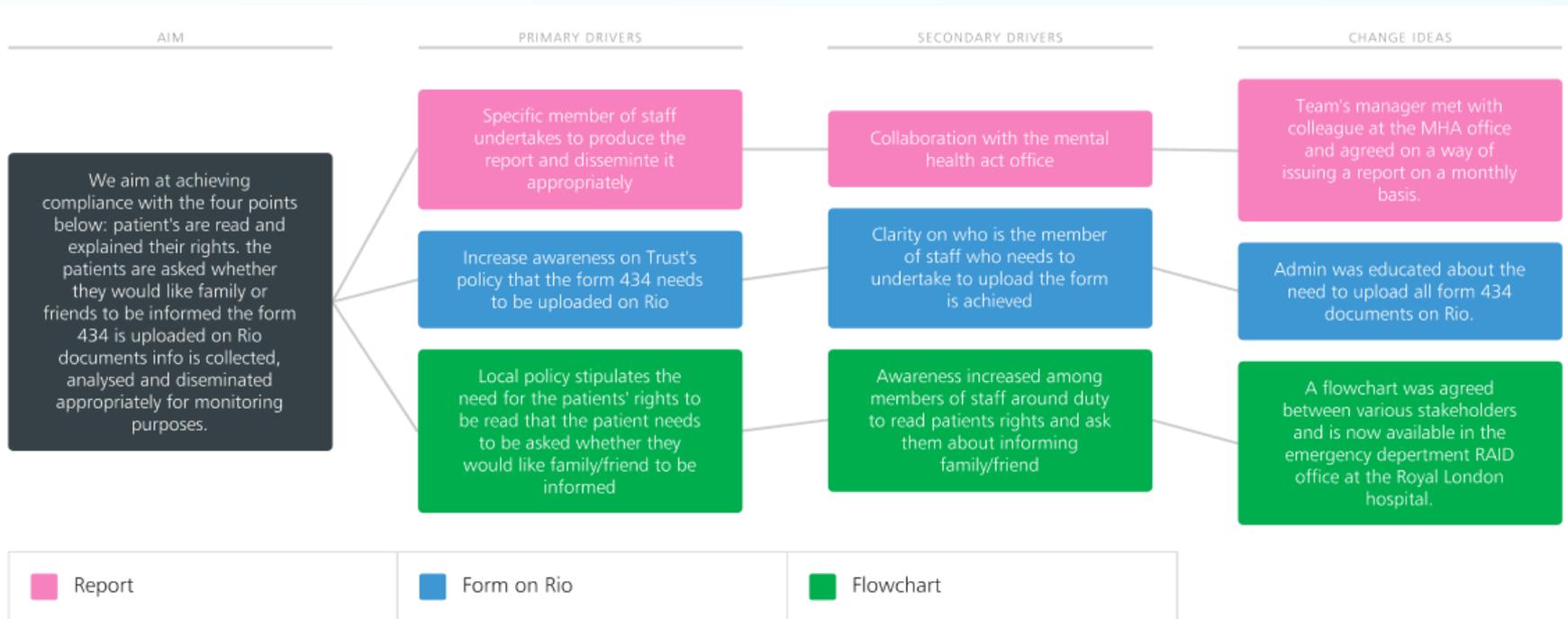




Small group work

Change ideas.

Driver diagram



What did we do...

Total number of patients brought in under section 136

The number of occasions that the police took patients to places of safety in your MHT in the following categories :

Patient detained by police using Section 136 but no formal paper record supplied by police

Patient taken to place of safety in reliance on the Mental Capacity Act

The number of occasions (during office hours 0900 - 1700 Mon - Fri) that more than 4 hours elapsed between the time that an AMHP was requested to attend the place of safety (because of a section 136 detention) and the time that an AMHP arrived

The number of occasions (outside office hours) that more than 4 hours elapsed between the time that an AMHP was requested to attend the place of safety (because of a section 136 detention) and the time that an AMHP arrived

The number of occasions (during office hours 0900 - 1700 Mon - Fri) that more than 3 hours elapsed between the patient's time of arrival in the place of safety (because of a section 136 detention) and the the time that an assessment by a doctor began

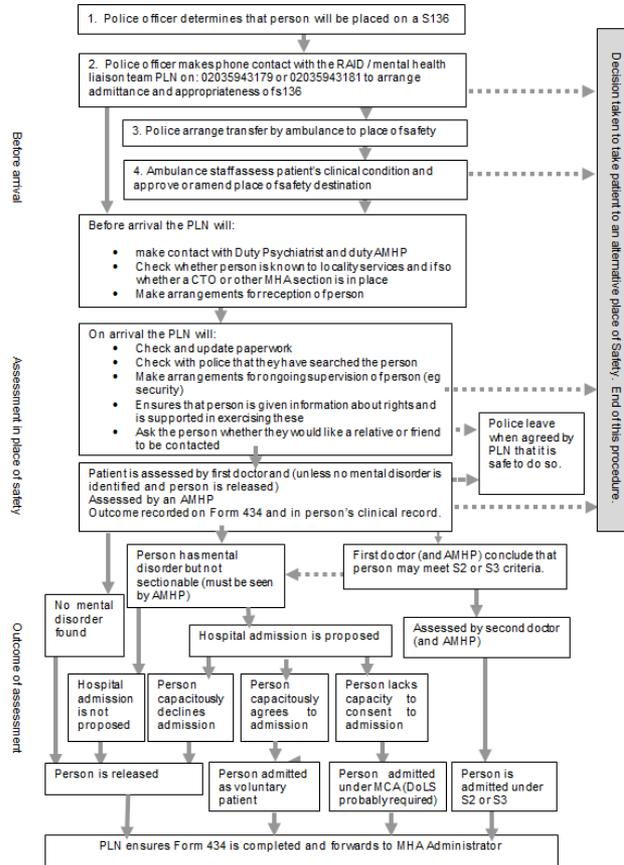
The number of occasions (outside office hours) that more than 3 hours elapsed between the patient's time of arrival in the place of safety (because of a section 136 detention) and the the time that an assessment by a doctor began

Total number of 136 where patients understanding of rights is recorded

How many further detained on a s2 or s3

Flowchart

Section 136 process



Regular emails with updates

From: Panagiotopoulou Lida
Sent: 23 February 2017 14:23
To: _Department of Psychological Medicine
Subject: FW: Section 136 process - QIP update

Dear all,

I am writing to you with an update on our QIP on S136 patients.

I would like to thank all members of staff for their effort and contribution.

Data show that during the first half of February we did better than the second half of January.

As you can see our compliance with **patients' rights being read** increased from 88% to 92%!

Our compliance with **asking the patients if they would like family/friends informed** was increased from 33% to 58%!

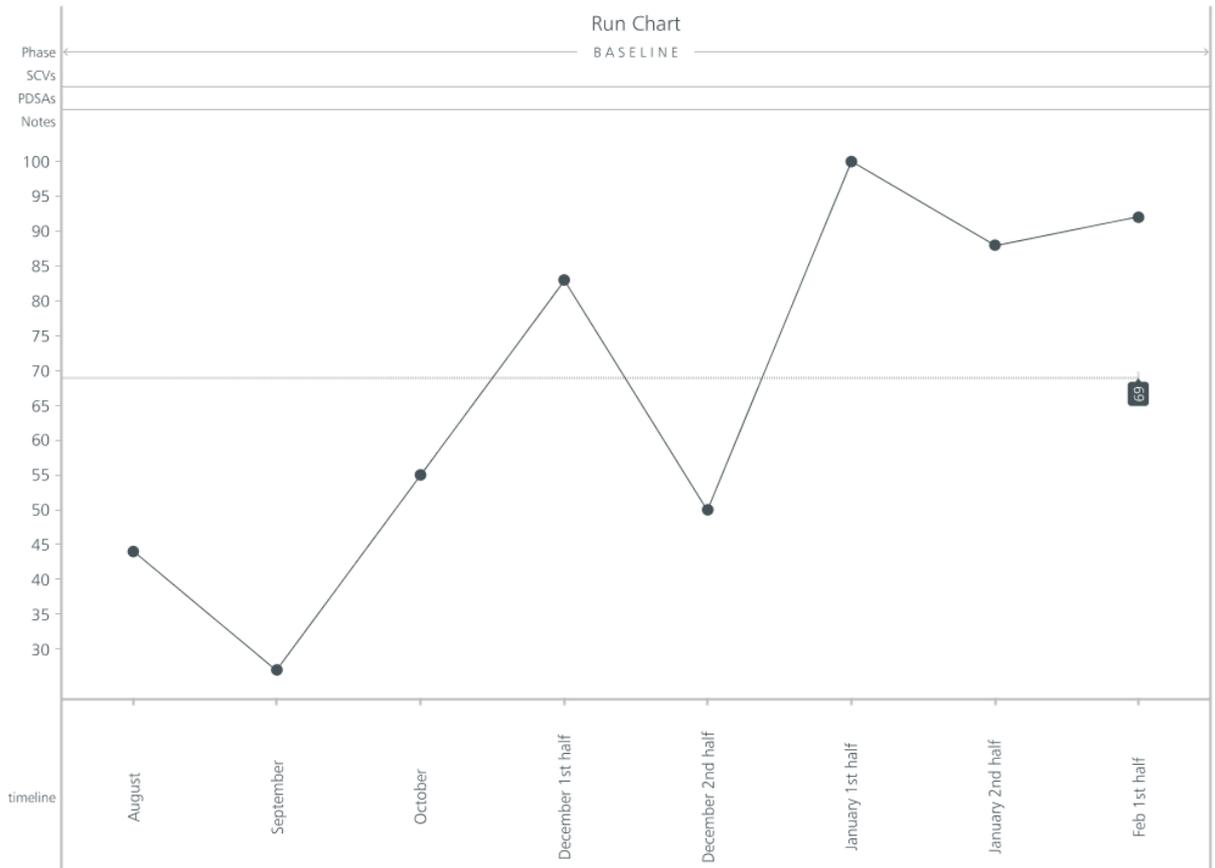
Please find attached the relevant charts and keep up the good work!

Thank you
Regards

Lida

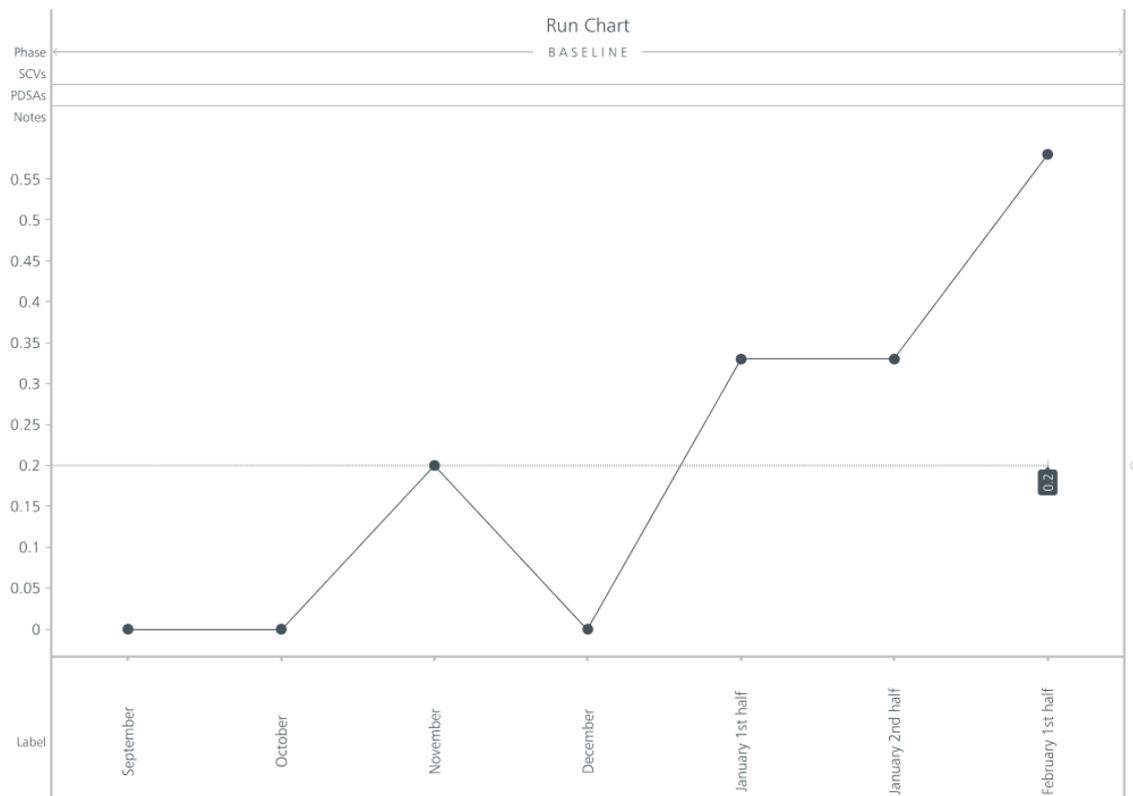
Our data on a run chart

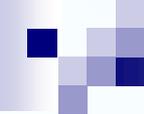
Percentage of patients who had their rights read



Our data on a run chart

Percentage of patients who were asked if they would like family/friends informed





Interpreting variation basic run chart rules

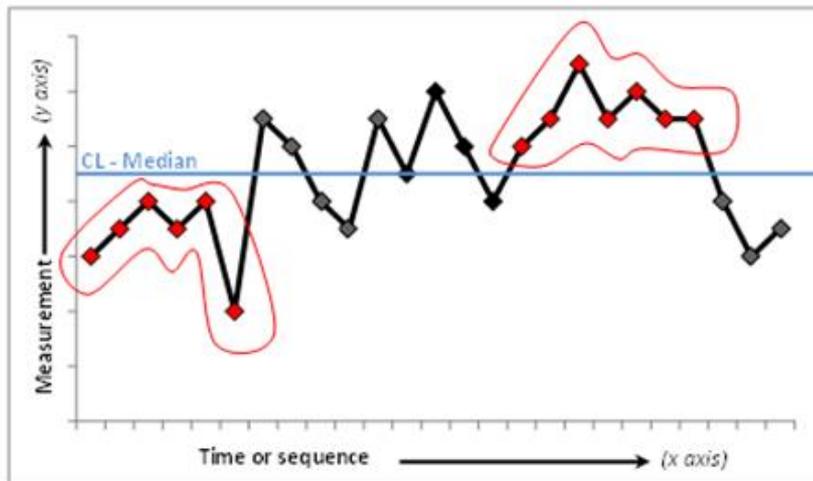
<https://qi.elft.nhs.uk/resource/run-charts/>

<https://qi.elft.nhs.uk/resource/whiteboard-divergent-convergent-thinking-part-2/>

Interpreting variation basic run chart rules

- **Rule 1 – Shift**

Six or more consecutive points either all above or all below the centre line (CL). Values that fall on the CL do not add to nor break a shift. Skip values that fall on the median and continue counting.



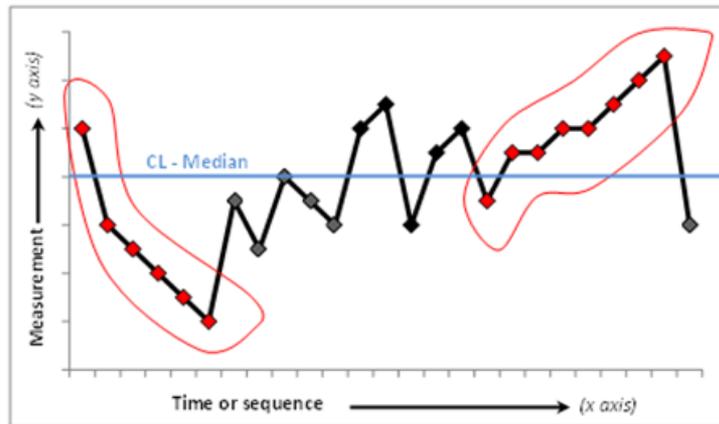
Rule 1 - shift

Interpreting variation

basic run chart rules

Rule 2 – Trend

Five or more consecutive points all going up or all going down. If the value of two or more successive points is the same (repeats), ignore the like points when counting.



Rule 2 – trend



If interested in QI work in mental health:

3rd Annual Quality Improvement Conference
at CentrEd, Excel London on 31st March.



Questions - comments