

Havering Mental Health and Wellness Teams

North-East London NHS Foundation Trust

Change idea

Form a task and finish group across North, South and Central to agree pathways for triage, appointment booking, caseload management, and short term and long-term pathway management, by March 2024.

Learning so far

- N/A

Predictions

By operating one model across Havering, we expect this to lead to:

- Improvement in waiting times
- Improved job satisfaction through effective caseload management.
- Improvement on data to support service
- All leading to an improved patient experience

What we are doing

- Task and Finish Group will be formed – operational leads and clinicals leads from the North, South and Central Teams, as well as head of service, integrated care director, and admin.
- To commence with patient involvement meeting to support co-production
- Will meet weekly, starting in late October 2023, with PDSA cycles to commence in late November

Outcome measures

- % patients meeting 48 hour, 2 week and 6 week targets

Process measures

- Number of patients on long and short-term caseload by team
- Number of f/up appointments per short term patient per team

Balancing measures

- Survey of patients attending appointments
- Number of incidents reported by SPA relating to access issues

Next steps

- N/A