

Change idea

Identify referrers with high rates of inappropriate referrals and meet with them and the Care Home Support Service (CHSS).

Predictions

- Reduce the number of inappropriate referrals to the CMHT that should have gone to the CHSS.
- We predict that we can bring the figure down from 4 per month (average over 6-month period) to 2 per month.

What we are doing

- Identify which GP practices have the highest number of referrals which are identified as being suitable for CHSS.
- Meet with CHSS to plan GP intervention/dialogue.
- Deputy team manager and CHSS clinical lead attend business meeting of GP practice with highest number of referrals to educate and inform on which service they should refer care/nursing home residents to and in what circumstances.

How we are measuring change

- Monitor rate and reason for rejected referrals monthly, broken down by GP practice.

Learning so far

- Meeting took place on 2 August 2023 and was well attended with the relevant professionals.
- GPs understood criteria for referring to CMHT but there was a lack of clarity around the role of CHSS.
- Since the meeting took place, we have received only one referral in August and none in September from the GP practice that should have gone to CHSS (down from an average of 4 a month from this practice).

Next steps

- Attendance at another GP business meeting – target the main reason for inappropriate referrals.
- Look at feasibility of changing referral proforma.
- Preliminary work on clarifying referral criteria document given to GPs.