

So You've Met Your Response Times - Now What?!

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Outcomes

1. The Sunderland PLT - An Overview
2. Data Collection
3. Evolution and Learning
4. Working Smarter and Education

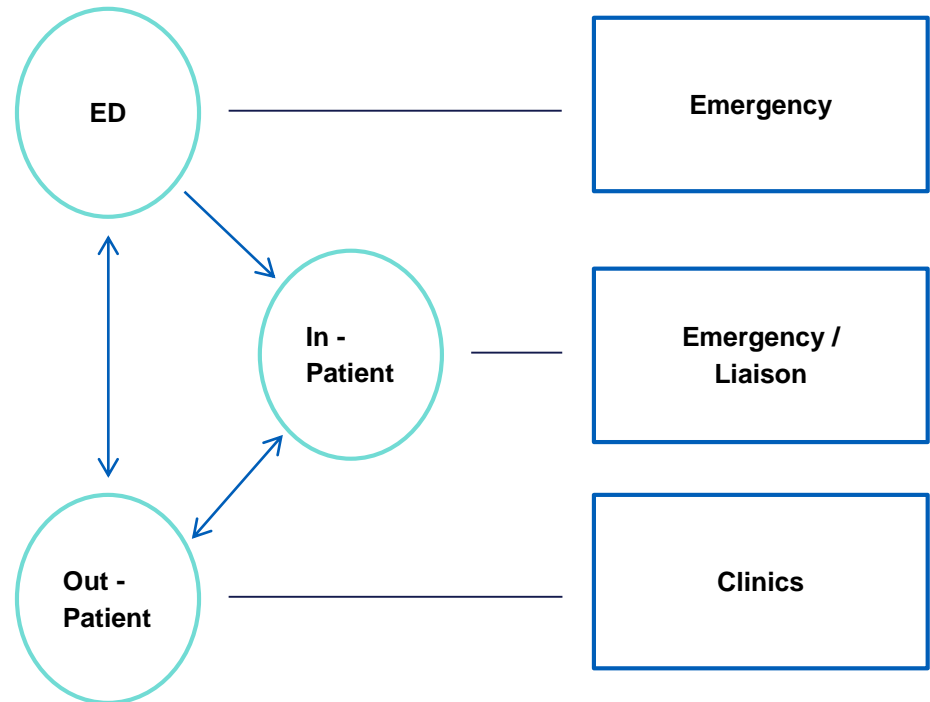


Service Overview

Emergency Team - A 24/7 service responding to emergency referrals within the hospital.

Liaison Team - A 24/7 service responding to inpatient referrals.

Outpatient Clinic Team - 7 days a week working in a clinic setting or patients homes.



Data - What? Why? How?

Service User Demographics

- Age, Gender, Substance Misuse

Clinical Information

- Admission Reason, Referral Reason, Self Harm Status, First Episode of Self Harm, Discharge Pathway, MSET, Clustering

Performance

- Arrival/Referral/Response Date & Time, Daily and Hourly Patterns, Response Time, Breaches, Duration of Assessment, Acute Admissions

Clinical Outcome Measures

- CGI-I, CGAS, Core-10, PHQ-9, ACE-III, GAD-7, HADS, DRS, Patient Satisfaction, Friends and Family Scale, WASA, RCADS



Evolution - Emergency

- Initially split by age and ED was a component according to age.
- Hit the response time target 95% in the first 3 months
- Follow up clinics
- Templates - keen to write to patients and copy in the GP
- Paediatric component



Evolution - Liaison

- Initially split by age – Kanban board configuration
- Clinical leads
- Named link nurses
- Ward based teaching sessions
- Training in psychological therapies
- COPD / Stroke
- Cardiac
- Ward MDT attendance
- Group work



Evolution - Outpatients

- Clinics
- Designated Clinical Lead
- Streamlined Admin
- Stepped care approach
- Transfer care between clinicians
- Upskilled workforce



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Education

Informal Training:

- Gentle challenging of negative views / STIGMA
- At every interaction
- When delivering feedback to a patient
- With staff working in clinics
- Mental health drop in / reflective practice group
- Mental Health Symposium



Education

Formal:

- Train everyone? Online, face to face, group work, symposium, reflective practice etc....
- Stroke pilot
- COPD
- ICU



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Working smarter

- ‘Lean Event’ - waste / repetition / breach points
- ‘Perfect Week’ - RiO diary review
- Balancing generic and specific roles
- Joined up working - frequent attendees
- Clear pathways
- Upskilling acute nursing and medical teams
- Liaison Advanced Pharmacist Practitioner



Pressures

- Internal
- External
- Organisational
- Working across organisations
- STP
- Commissioning



Solutions

Work in small groups...



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Solutions

Feedback



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The Future For Sunderland

- Moving Outpatient base site (cohesion)
- Developing group work for outpatients
- Carer and Service User support groups - particularly with the families of children and young persons
- Closer relationship with Health Psychology
- Improving interventions within Liaison and Emergency streams

