

CAMHS SPA Improvement and Development

Quarterly bulletin

Issue 1 | June 2019

We are delivering significant improvements and developments in the CAMHS Single Point of Access (SPA). In this issue, we share some of the most recent highlights and the areas for future focus.

Improvements in available advice and guidance

An online Good Referral Guide to Mindsight Surrey CAMHS has been developed to assist professionals in providing the key pieces of information at the point of referral. By providing this information upfront, it enables timelier processing of referrals and prevents delays caused by the teams needing to request further key details. The guide also highlights specific access criteria to services. GP clinical leads and CYA have helped develop this.

The CAMHS SPA is able to provide schools and GPs with general advice over the phone on how to make referrals for support or information on accessing services and resources available within Surrey.

The CAMHS SPA actively promotes self-help resources such as Kooth and self-referral services e.g. Youth Counselling.

Supplementary referral documentation now available online

Supplementary referral documentation is now available on line which can be downloaded and submitted at the point of referral. This makes it easier for professionals to provide all of the necessary information at the point of referral and prevents delays in processing the referral.

Supplementary forms are currently available to download for the BEN Service, CAMHS Learning Disabilities and other supporting needs. Please note that Mental Health Exam and

Developmental History are not designed for young people and parents/carers to complete as these are clinician rated tools.

Working to reduce the backlog of referrals

We have employed agency workers at Band 7 to help clear the referrals backlog and the CAMHS teams have also picked up some of the backlog to process. We have also recruited to vacancies.

The number of referrals remains above forecast due to consistently high levels of new referrals. We anticipate new referrals will be processed at a BAU rate by the summer.

Active GP and CYA engagement

We have so far met with two GP clinical leads to share our improvement plans, gain feedback on focus areas and proposals for future work. We would like regular attendance at locality meetings going forward to maintain a direct link with GP practices.

SABP jointly with SCC, have meet with Dr Suzanne Moore, CAMHS Lead for Surrey Downs and Dr Paul Hamilton, East Surrey Clinical Lead for Mental Health, Children's Mental Health and Learning Disability to review the improvement and development plans for the CAMHS SPA.

CYA have been actively involved in a number of areas. They have focused on looking at transition and have produced a transition magazine and leaflets. They are also looking at how we gain better referrer and service user feedback regarding access to CAMHS. The Participation strategy, addressing how we involve service users, their families and careers, is now finalised and ready to share.

Digital algorithms assist with pathway selection

Using a CYP IAPT tool (Current View), we have developed evidence-based clinical pathways supported by digital algorithms allowing for more reliable, dynamic and less subjective decision making. This will go live in August. The senior SPA clinician can over-ride the final decision and make their own pathway selection if they feel necessary. This supports the need to have good information at the beginning of the referral.

Standardised processing of referrals

SytmOne has been re-configured to enable a more standardised process for dealing with referrals. It is now less subjective and increases consistency in processing referrals. The changes have made the system more intuitive, reduced errors, improved business intelligence and provides a better clinician experience.

Workforce modelling & capacity

We have remodelled the workforce and introduced more senior clinicians in the SPA, creating a better multi-disciplinary team structure. We have also increased the number of administrators from 1 to 7 WTE and have recruited to these.

Access to the BEN pathway

There is a now quicker response to BEN referrals by offering support from Barnardo's and National Autistic Society before schools and parents complete the indicative criteria information. This enables CYPs to access the pathway earlier.

Future focus areas

Self-referral pilot for schools

A self-referral pilot is planned for September allowing parents and carers to self-refer into the CAMHS Learning Disabilities team. This pilot will focus on four schools, one in each locality, and the pilot will help shape how we roll this out more widely across CAMHS services.

Better system integration

Work is underway to understand whether it is possible to integrate EMIS with our referral portal, Riviam. This would enhance the referral experience as GPs would be able to access the portal directly from EMIS. We are also investigating whether Riviam can integrate with SytmOne which would reduce data input, increase data quality and save time.

Transitioning to adult services

Transitioning from children's to adult services continues to be an area of concern. We are producing a SOP for CYPs aged 18-25 and continue to focus on better interfacing CAMHS and adult services. Some CAMHS services, e.g. Mindful and Youth Counselling, already interface well but we need to look holistically across all CAMHS services. Children's Eating Disorders and Adult Eating Disorders are already working together to ensure there is a specific pathway for transitioning service users.

Engagement with school professionals

We intend to work with schools on their Primary Mental Health service. Through this liaison they will be able to book a CYP directly into a clinical slot and the CYP will not need to be referred and triaged by the SPA as this will have already been carried out by the Primary Mental Health team.

Pathway review

All professional leads and clinicians have been reviewing their pathways which will lead to greater consistency in services across localities.

Co-location with Surrey County Council

ADs for CAMHS and SCC are working together to identify 'quick wins' in terms of service interfaces with a view that the SPA and possibly other services will be co-located in future. We are also looking at whether Mental Health could be a telephone option for SCC's SPA.

Your feedback

If you have any feedback or queries about the CAMHS SPA Improvement and Development work, please contact:

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