Improving Access – An Overview

Ruth Glassborow
National Lead, Mental Health, QuEST
Psychological Therapies HEAT

Delivering a maximum waiting time of 18 weeks referral to treatment for Psychological Therapies from December 2014 whilst maintaining or improving the quality of care delivered.
Delivering target is complex and means working on a mixture of Systems, People, Systems, and Processes.
Which is why QuEST and NES are working together

QuEST
- System Redesign
- DCAQ
- Information for Improvement

NES
- Evidence based therapies
- Workforce development
- Effective supervision systems
- Clinical Outcomes
It’s a large and significant agenda which means redesigning

- IT Systems
- Services and Processes
- Roles
- Information Reporting
It’s a large and significant agenda which involves changing cultures

- Accountability and Transparency
- Outcomes focused
- Evidence based
- Informed by data
It’s a large and significant agenda which involves changing what we do

• Assessing for suitability
• Developing the skills to deliver evidence based therapies
• Collecting and using data
And all this at a time when finances are tighter than they’ve ever been
So it’s not surprising if the challenge can sometimes feel a little overwhelming.
So what are QuEST doing to help you along the way

£1.5 million to support redesign work
Developing tools and guidance
Redesign Toolkit

Effective and Efficient Toolkit

“I think this is a tremendous piece of work. There was a need to bring all of this material together in one place, and I think you’ve managed to do that in a way that’s clear and accessible. It should be published as a book!”

NHS Board Psychiatric Lead

Version 2.0 Coming Shortly
Developing tools and guidance

Automating Activity Tracking

Coming soon – new web based database that will automate activity tracking analysis

![Percentage of average hours per week by activity - All Charge Nurses](image-url)
Developing tools and guidance

DCAQ Tool

Developing Tools and Guidance
Draft Team Level Reporting
Supporting Spread of Learning
NHS Lothian Report

Access to Psychological Therapies
DCAQ in NHS Lothian
Phase 2 Report

Version: Final
January 2013
Supporting Spread of Learning

- Mental Health Data for Improvement Network
- Website
- Learning Events
- Summary of lessons learnt from QuEST MH funding
Supporting Skills Development

- Mental Health Improvement Game
- DCAQ Training Days
- Tailored Support and Coaching
- Mental Health Webex Series
Can we meet the target without additional investment?
In summary – the challenge is considerable but if ever there was a group of people capable of meeting this challenge...

- We’ve always had to redesign to progress
- We are thirsty for meaningful information
- We know and understand the importance of collaborating with those using our services
- We’ve always had to adapt to survive