

Access to CAMHS Tayside

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Introduction

This work aims to reduce the number of cancelled referrals to the service in line with the recommendations from Rejected Referrals to CAMHS: A Qualitative and Quantitative Audit (2018).

Children, young people and their families and carers expect to receive a service that meets their needs and which, through design of the service and the approach and attitudes of the staff, demonstrates that helping and supporting the young person is the primary focus. (Commissioning a Better CAMHS – NHS South West)

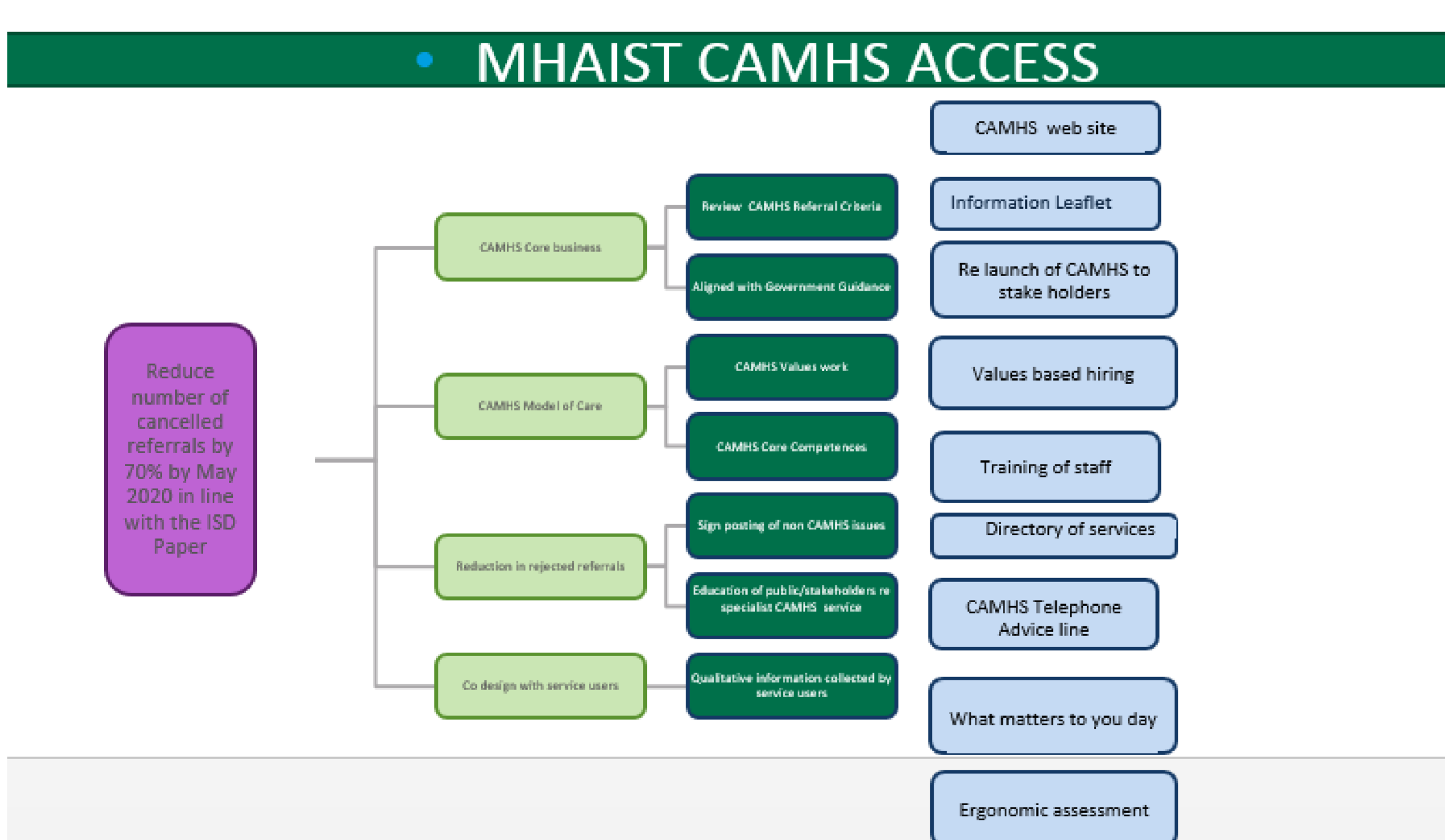
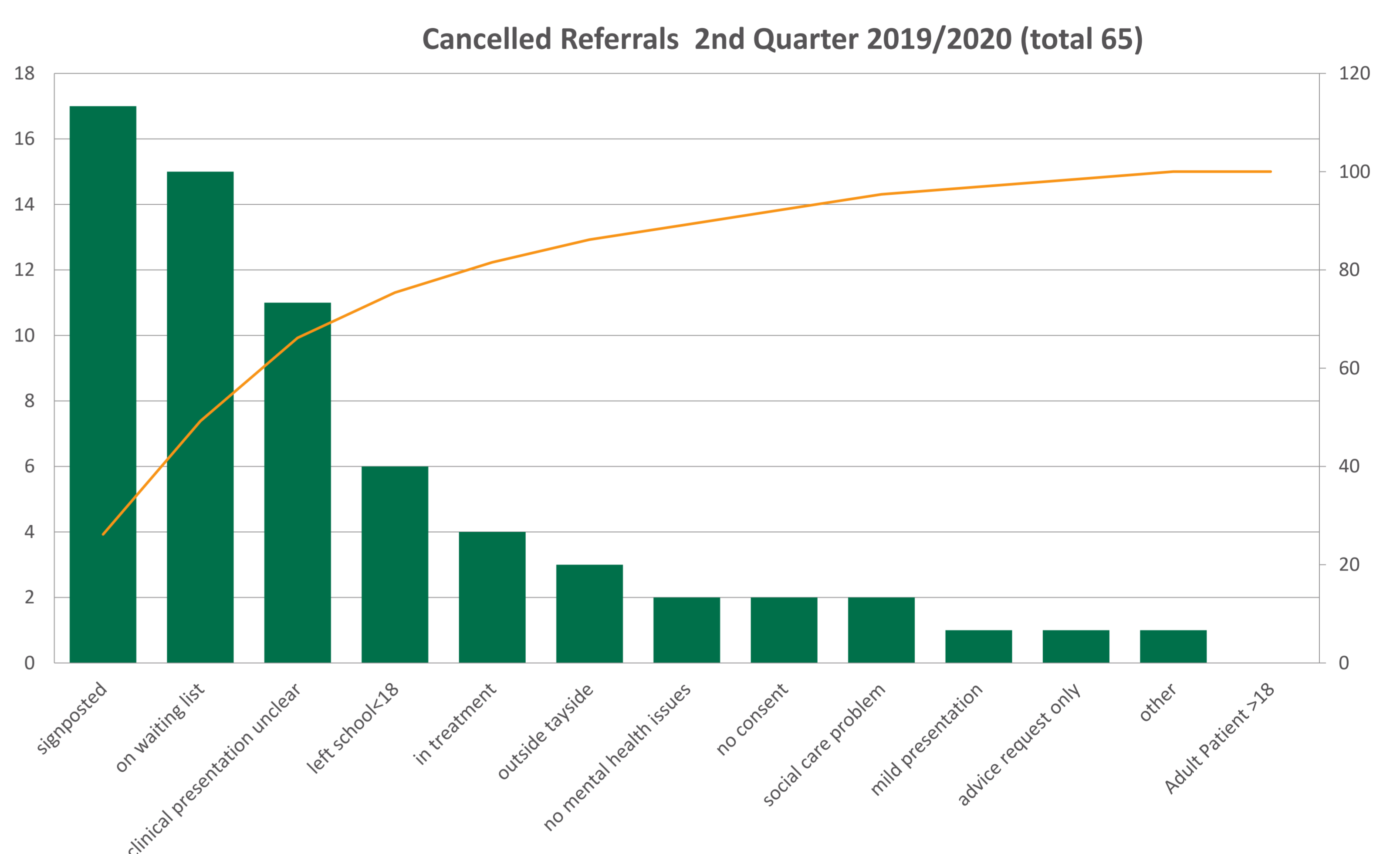
Method

The team has been working on:

- improving data collection
- revising referral criteria
- developing a CAMHS website

Results

By collecting reasons for referral rejection the team found that a large number were rejected for administrative reasons. This included duplicate referred, too old, did not live in area or a request for an expedite. A significant number are signposted to a more appropriate service. A pareto chart was used to analyse the most common reasons for cancelled referrals.



Conclusions

We have learned-

- You have to play the ball where it is dropped - competing demands and priorities within the service.
- The importance of good operational definitions for data collection.

Next Steps

The team will be testing a telephone advice line for referrers and continuing the development of a CAMHS website.



(Art Work Produced by a CAMHS Service User)