

Bradford CAMHS

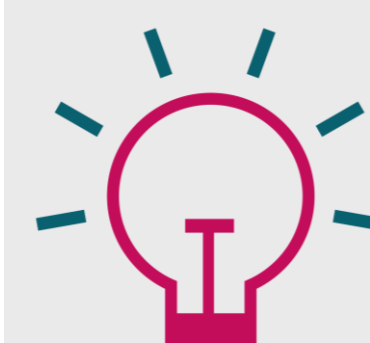
Background and aim



The aim of the project was to ensure 90% of young people accepted to Core CAMHS accessed intervention within 18 weeks of referral.

As for many services, the service experienced a significant increase in referrals linked to the COVID-19 pandemic which pre-existing processes and procedures were failing to manage. Waiting lists had therefore incrementally increased to exceed 60 weeks.

Change ideas we have tested and key learnings



1. Reduce the number of inappropriate referrals by: Co-producing a new referral form
2. Standardise Core pathway according to clinical presentations
3. Support service-users to develop realistic expectations of our service
4. Admin week to facilitate discharges

Challenges we faced and how we overcame them



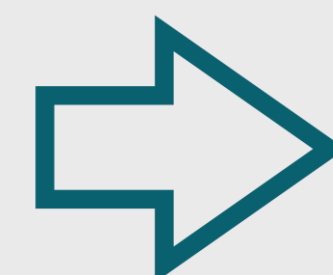
- High staff turnover in 2023 requiring the team to go into business continuity at the start of 2024.
- Changes in leadership resulting in project drift and revision of priorities as new leads came in.
- Recovery and transformation processes required in parallel.
- Other teams experiencing similar challenges impacting on each other.

The impact of the project

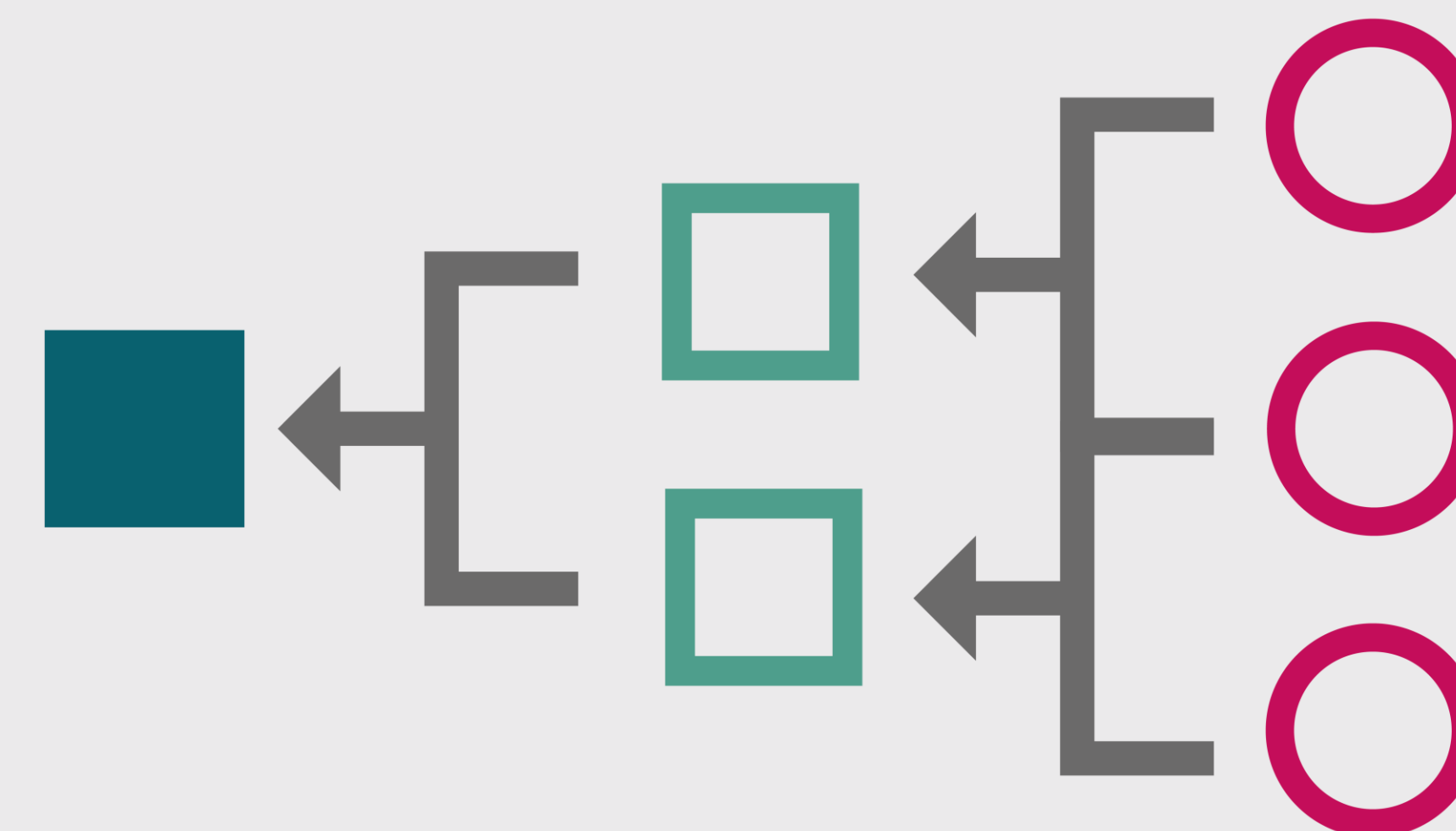


- Co-produced referral form has now been developed and in pilot phase with key referrers but impact on appropriateness of referrals not yet known.
- Separate standard Core assessment and intervention pathways launched in March 2024 with positive preliminary findings in terms of throughput and discharge rates.
- Admin weeks stood down in favour of business as usual based on staff feedback.

Looking to the future



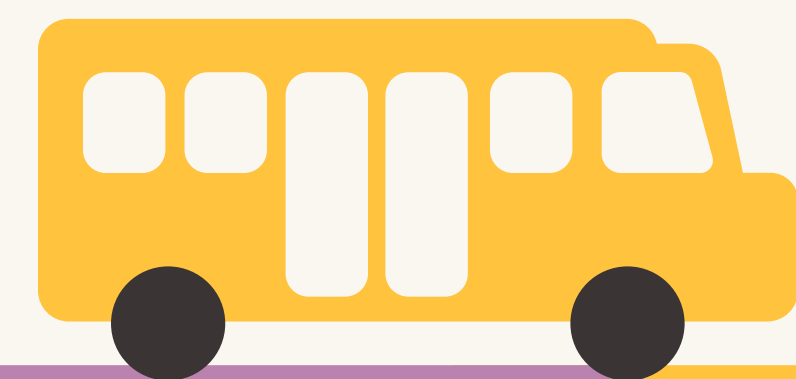
- Revised service information leaflet deferred to ensure on-going service transformations are captured to promote clear service user expectations.
- Roll out effective change ideas to other parts of the service that are struggling.
- Embed QI principles at team level.
- Evolve change ideas once embedded to facilitate on-going quality improvements.



Find out more:
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THE JOURNEY TO CHANGE FOR BRADFORD CAMHS

01



AIM for 2023: To reduce waiting times to 18 week target by June 2024

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HOW?:

- Referral Form
- Standardising care
- Resetting expectations

03

CHALLENGES:

- Rising demands
- Staff and leadership changes
- Mandated priorities

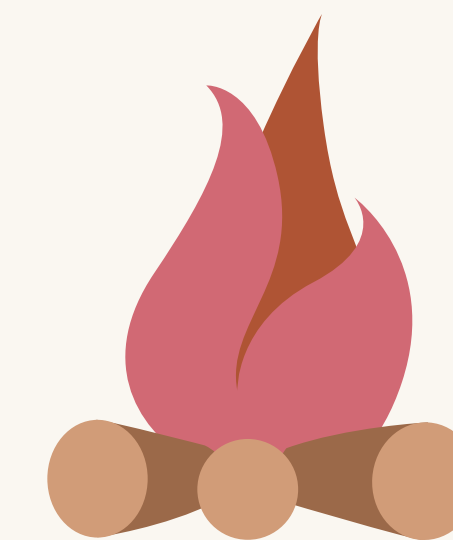
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The Onward Journey:

- Change couched in local and national drivers
- Measurable change and routine data collection
- Rooting QI methodology as standard for teams
- Rolling out service wide learning

04



2024:

- The challenge of inheriting projects
- Change ideas reviewed and revised
- A different route to change elected
- Recovery and transformation in parallel