

Waiting List Action Plan

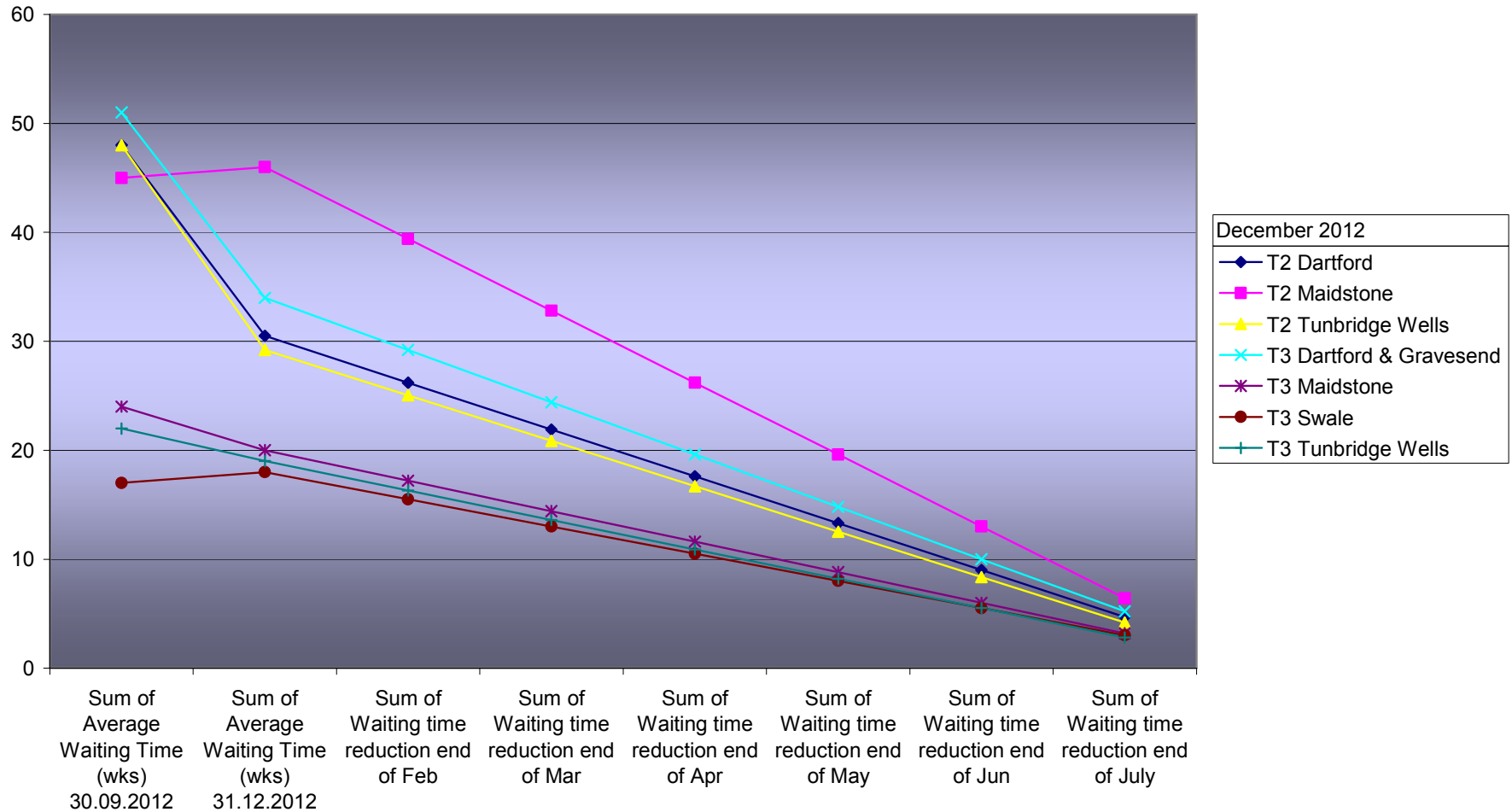
Action	Milestones	Lead	Target date	Achieved/ update comment
All teams to have a standard approach to acceptance of referrals	New referral criteria circulated to all teams and used for screening referrals	Peter Joyce/ Managers	October 2012	achieved
Achieve clarity regarding real numbers of families waiting for a service	All families waiting for longer than 3 months contacted	Managers	October 2012	achieved
Increase staff capacity and recruitment to vacancies to focus on waiting lists whilst ensuring this does not disadvantage KM staff ahead of outcome from consultation process	<ul style="list-style-type: none"> Recruit to clinical bank Recruit to vacancies – largely through fixed term contracts 	Managers	End October 2012	11 staff recruited to bank but includes work on OOH service Only partial achievement leading to difficulties meeting set waiting time trajectory
Joint working with other agencies to support appropriate referral allocation and build relationships	<ul style="list-style-type: none"> Active attendance of local SPA meetings Establish single point of access/ CAP in each referral base (coterminous with hubs when in place) Establish regular practice forums between wider tier 2 and tier 3 	Clinical leads/ local managers	End November End November	Achieved CAPs in Thanet; C'bury; F'stone; Dover; Maidstone (for T/Wells and M'stone) Further work required to further support SPA in Medway

Ensure good caseload management systems in place to encourage throughput and increase capacity	<ul style="list-style-type: none"> • Robust and audited Clinical and management supervision to evaluate content and size of caseload and ensure cases where appropriate are discharged and closed • Audit to identify reduction in service caseload 	<p>Clinical leads/ managers</p> <p>Interim business manager – AK-L</p>	November	ongoing	audit showed reduction from 8,603 to 6,814.
Monitoring systems in place	<ul style="list-style-type: none"> • Action plan formally monitored through leadership meeting monthly and management meetings fortnightly • Performance report discussed with commissioners monthly in performance contract meeting 	<p>KMLT</p> <p>AK-L/ SB</p>	<p>Monthly</p> <p>monthly</p>	<p>Ongoing</p> <p>ongoing</p>	
Introduction of CAPA to all teams	<ul style="list-style-type: none"> • Team based training on CAPA • Implement team action plan for CAPA including individual and team job plans • All staff to complete a skills audit 	<p>PJ</p> <p>PJ</p> <p>SB</p>	<p>April 2013</p> <p>April 2013</p> <p>Dec 2012</p>	<p>Cannot be fully actioned until correct staffing skill mix in place</p> <p>Achieved as part of staff consultation exercise regarding skill mix</p>	
Implement additional actions to create capacity to enable waiting list reduction. NB This action is a consequence of slower progress than had been anticipated on w/list reduction in West	<ul style="list-style-type: none"> • Identify staff from other parts of service to work some hours in teams with w/list pressures • New discharge checklist added to all team meetings to ensure proactive discharge of cases where appropriate • Calculation of number of 	<p>PJ/ PH</p> <p>PJ/ PH</p>	<p>Jan 2013</p> <p>Jan 2013</p>	<p>A minimum of 10 additional staff identified as well as some capacity from OOH staff</p> <p>NB these actions will</p>	

	<p>assessment and treatment appointments needed to clear waiting list to provide trajectory</p> <ul style="list-style-type: none"> • Weekend and evening assessment clinics established • Introduction of new assessment paperwork created by SPFT to speed up the assessment process • Staff to consider necessity of attendance at all meetings and avoid duplicate attendance • East Sussex staff approached regarding additional working hours • Clinics to be closed one week in Feb and one week in March for all but emergency appointments so whole teams can focus on assessments 	<p>PJ</p> <p>PJ/ Managers</p> <p>PJ</p> <p>Managers/ clinical leads</p> <p>PJ</p>	<p>Jan 2013/ ongoing</p> <p>Jan 2013</p> <p>Ongoing</p> <p>Jan 2013</p>	<p>deliver a waiting list of no greater than 4-6 weeks by end July 2013.</p> <p>Should the service be able to recruit a further 5 wte then this reduction can be achieved by April 2013.</p>
--	---	---	---	--

Trajectory of Recovery

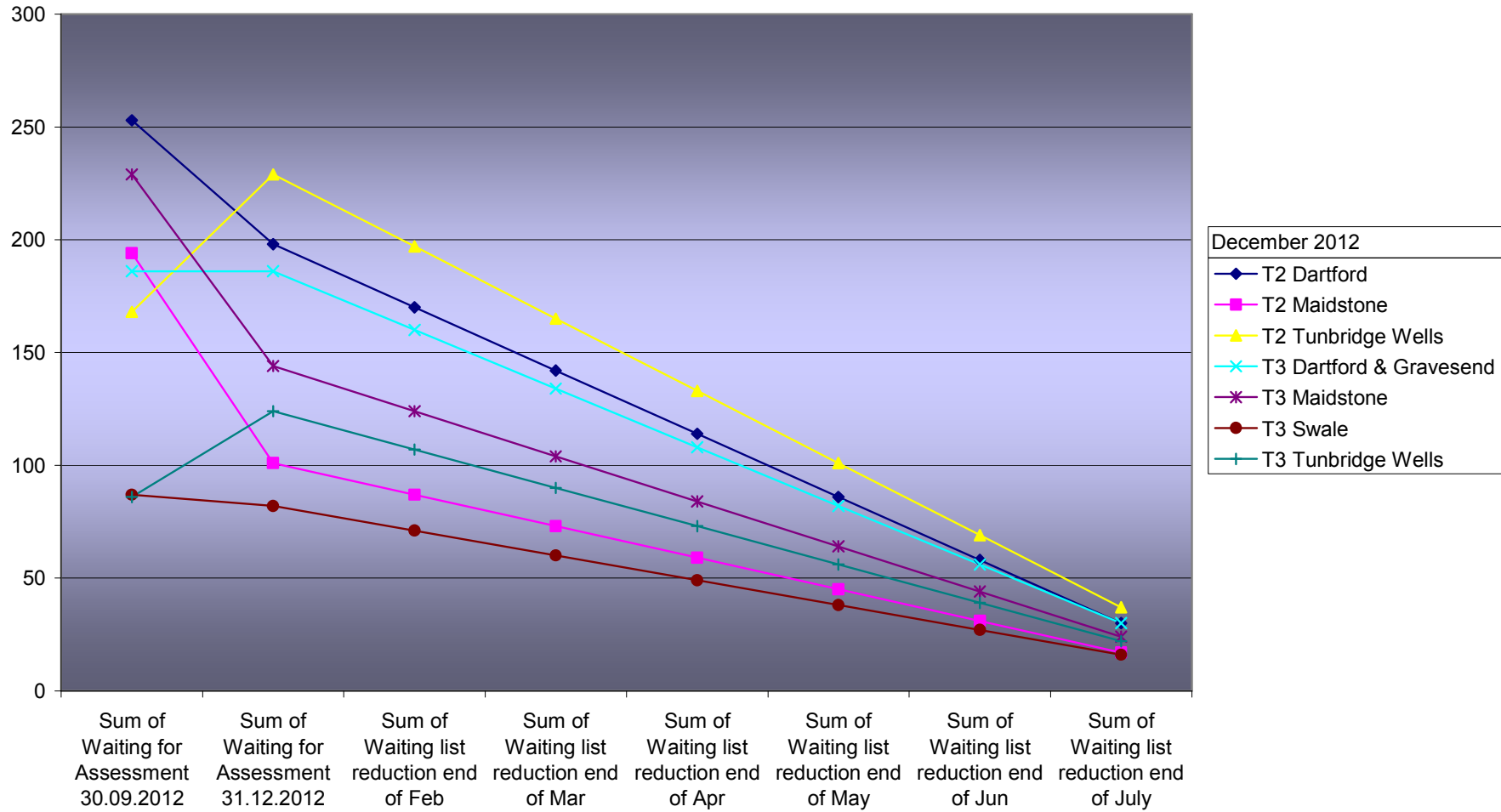
6 month trajectory of average assessment waiting time reduction for Kent



Data

Trajectory of Recovery

6 month trajectory of assessment waiting list totals reduction for Kent



Data