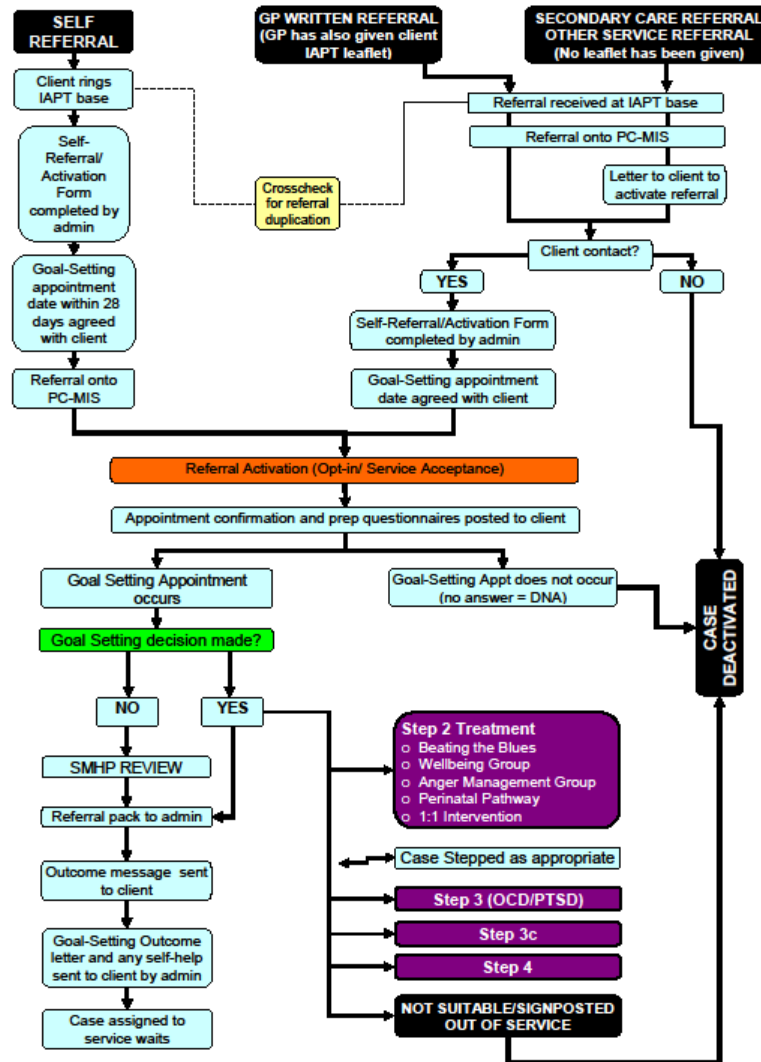




Making Self Referrals Work

Sort of.....

IAPT GOAL-SETTING PROCESS (July 2013)



We developed the following tools for Staff to aid our self referral process

- ❖ A Referral Activation Form
- ❖ Goal Setting Appointment calendar
- ❖ A Structured interview template
- ❖ A Goal Setting Record Form
- ❖ A Goal Setting Outcome Form
- ❖ Service Inclusion criteria

The following tools aid patients in preparing for their Goal Setting Appointment and are posted with confirmation of their telephone Goal setting appointment

- ❖ Telephone Interview Preparation Form
- ❖ IAPT minimum data set Questionnaires

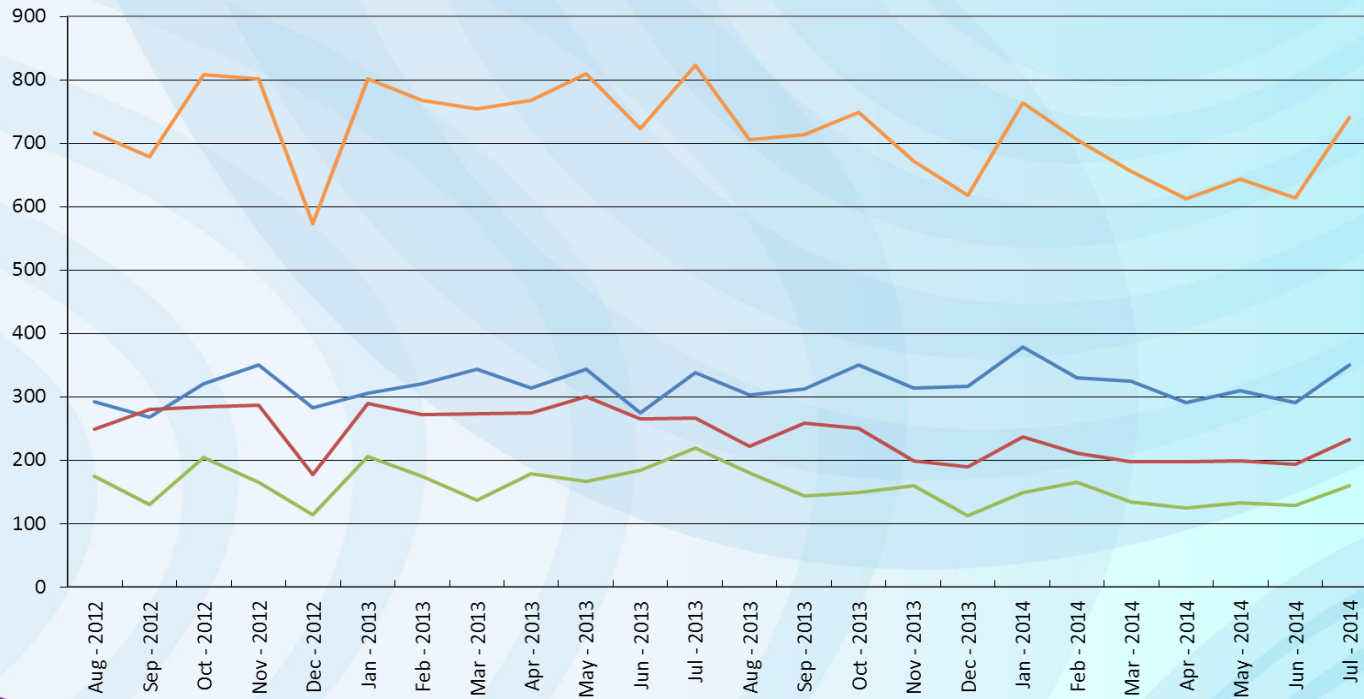
Practical Issues

- ❖ Heavy admin load – average 39 – 46 self referral calls per week but volume variable can be as many as 21 calls per day . Calls take on average 10 minutes
- ❖ Needed to invest in high quality telephone equipment for PWP telephone GSA
- ❖ Found that GSA work best in consulting rooms not open offices therefore no gain re accommodation pressures
- ❖ Need to provide some face to face GSA for patients who cannot easily manage phone contact

Referral rates

ALL AREA & LOCALITIES
Referral Rates

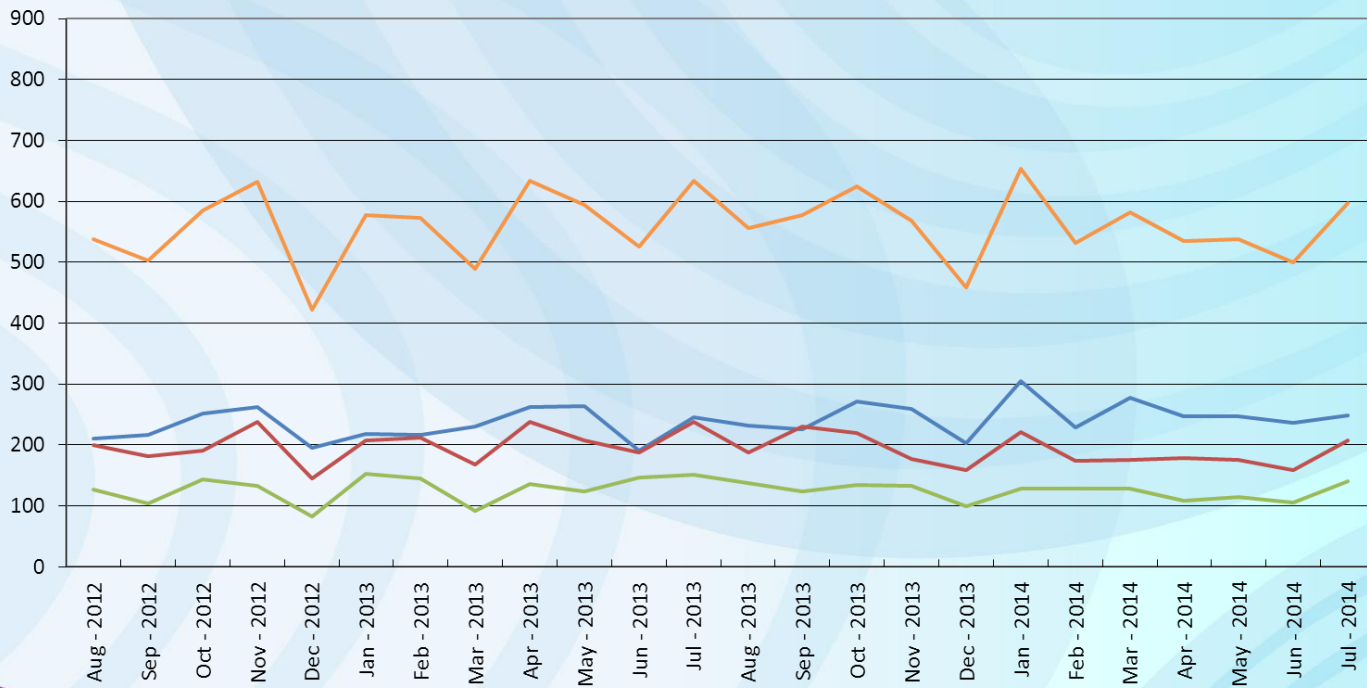
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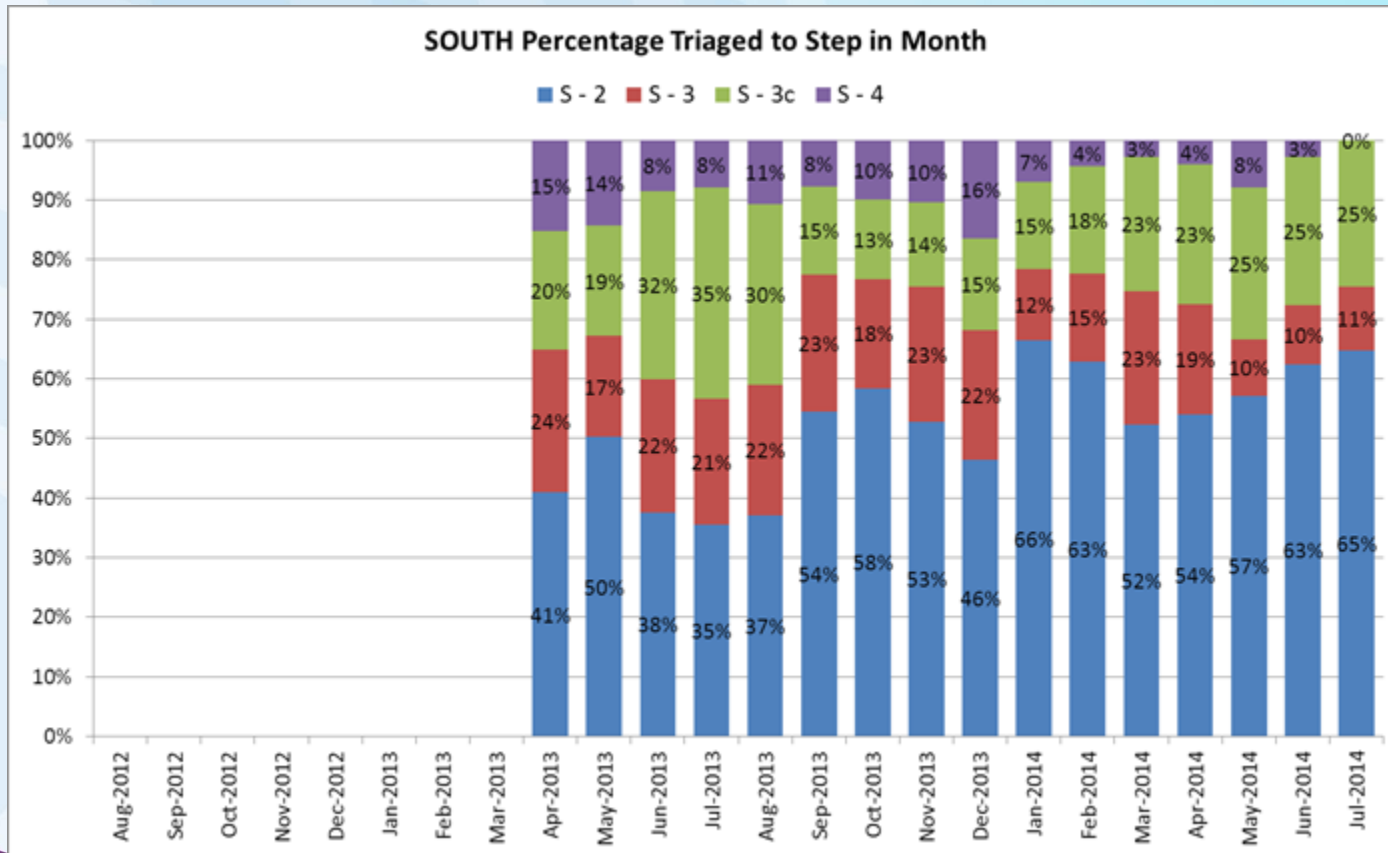
Activations

ALL AREA & LOCALITIES
Activation Rates

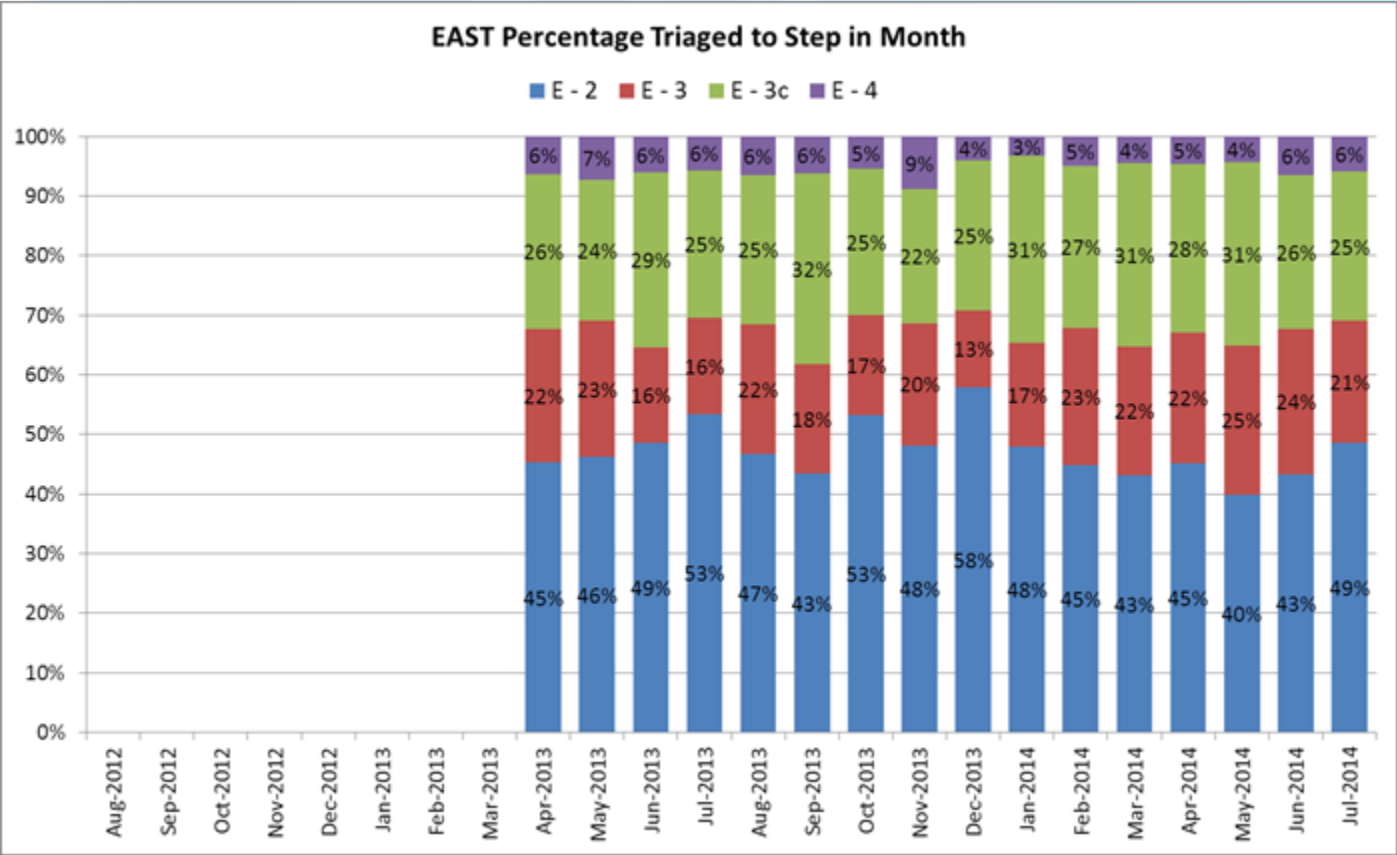
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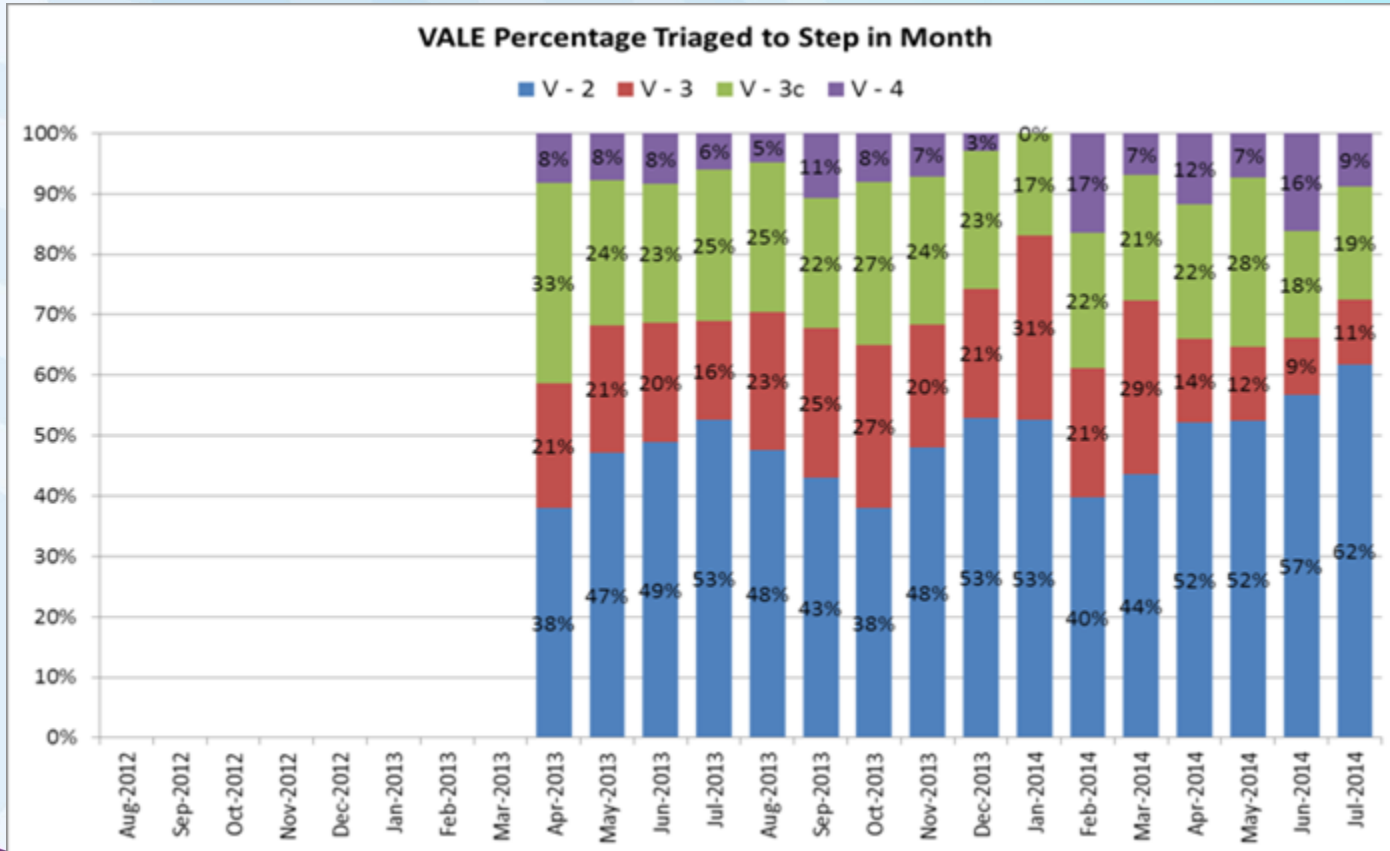
Percentage triaged to Step via GSA - South Team



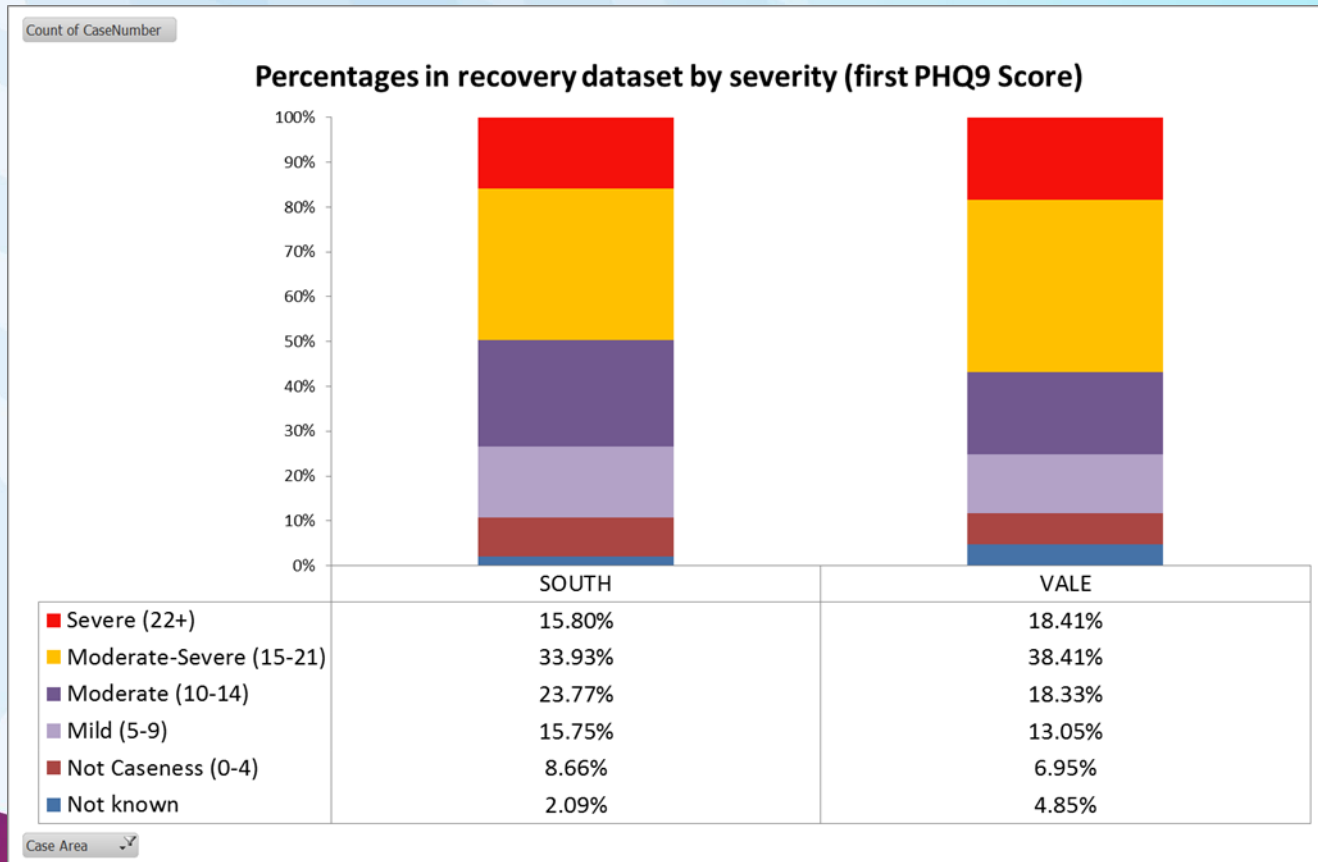
Percentage triaged to Step Paper triage - East Team



Percentage triaged to Step via GSA -Vale Royal



Complexity as evidenced by first PHQ9 Score



Further Actions

- ❖ Explore issues of complexity further
- ❖ Broaden access to service –
 - development of leaflets advertising stress management for distribution to gyms and leisure centres and other community venues
 - placing Step 2 staff in Family centres and Care Homes
 - Active promotion of service via University open days
 - greater engagement with major local employers eg Bentley