

East Lancashire Hospitals NHS Trust

A journey to best practice in children and young people's mental health teams



Background

East Lancashire Child and Adolescent Service (ELCAS) is a specialist mental health service for children and young people run by East Lancashire Hospitals NHS Trust.

It offers a number of different services such as specialist outpatient, intensive support, diabetes and primary mental health services. The main specialist outpatient service is provided by teams across three areas covering **Burnley and Pendle**, the **Ribble Valley** and **Blackburn with Darwen**.

ELCAS initiated quality improvement and staff training initiatives when it joined the **Children and Young People's (CYP) Improving Access to Psychological Therapies programme** in 2017. The service committed to implementing best practice in the use of routine outcome measures (ROMS) and feedback from children and young people to improve service delivery and service user experience. ELCAS is a member of the **Child Outcomes Research Consortium (CORC)** and uses the CORC best practice framework. ELCAS is accredited by the **Quality Network for Community CAMHS (QNCC)** which is hosted by the **Royal College of Psychiatry**.

The challenge

ELCAS reviewed the software systems it was using to manage clinical records, supervise practitioners and record outcomes for children and young people. ELCAS considered that it required a system that could guide therapists to routinely collect ROMS and feedback. The system had to enable team members across community locations to access and securely share clinical records.

ELCAS also needed to start making monthly data submissions to **NHS Digital**, in order to meet the national requirement on providers of NHS-funded mental health care for children and young people to report on the **Mental Health Services Data Set (MHSDS)**.

The system

ELCAS selected **iaptus CYP**, the bespoke digital clinical system designed for children and young people's mental health (CYPMH) services.

iaptus CYP supports teams to manage referrals, monitor waiting times and efficiently record information in patient records. A flexible care pathway tool means the system can be tailored to reflect our service's treatment pathways, giving visibility of activity and patients' progress.

The system enables therapists to set goals with young people, enter ROMS in sessions using questionnaires and showing results on-screen immediately for discussion with a young person and their family. iaptus CYP ensures the collection of complete data for the MHSDS. It maps data to the relevant CYPMH fields in the dataset and can be used to produce data extracts for our monthly submission to NHS Digital.

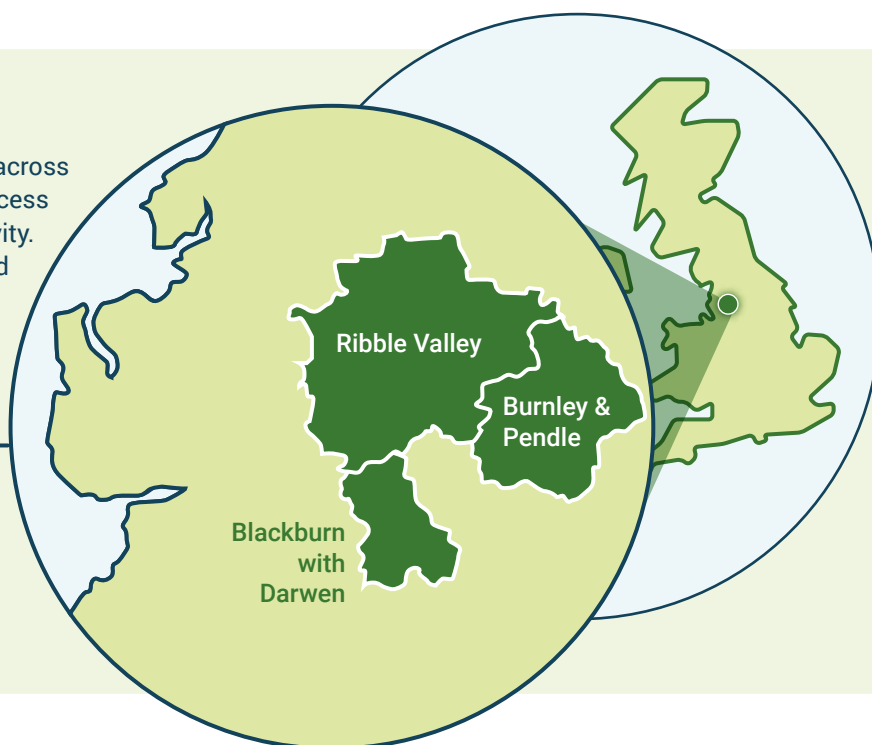
One of the key benefits of iaptus CYP is that it is cloud-based, enabling teams working across community locations to securely access records and add data at any time and from any location.



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“iaptus CYP supports our teams to work across community locations, giving them live access to data and visibility of referrals and activity. It’s an integrated system that collects and reports against the national dataset. We’ve been doing shadow reporting until recently, now we’re reporting fully on the MHSDS”

Michael Sharples
Systems Developer
East Lancashire Hospital NHS Trust



Key learning and outcomes

ELCAS is committed to developing a culture of valuing feedback from service users and regular use of patient-reported outcome measures with children and young people. Adopting iaptus CYP in our service supported us on our best practice journey. We find it very helpful to use an integrated system that supports clinical work, generates reports for a wide range of needs and collects data on the national dataset.

In the first 12 months of using iaptus CYP at ELCAS we have learnt:

Our therapists have really benefited from being able to share records across sites and any community location where they meet children and young people. Therapists have live access to data in iaptus CYP, helping them to discuss and review referrals and have visibility of activity.

We were able to quickly transition from the ‘home-grown’ software we had previously used to iaptus CYP. The team at Mayden imported clinical records and provided training for clinical teams and administrators that helped to get us started.

Establishing a ROMS working group supported by service leads has helped to embed collection of ROMS by our therapists at the start and end of treatment. We recently shared our journey to best practice in ROMS collection and our use of iaptus CYP with other services at the CORC Annual Members Forum.

For the first time we’re offering an online self referral so that young people and their families can complete a form on our website rather than seeing a GP or other professional. Data from the form is automatically added to iaptus CYP ready for review. We’ve also started using the NHS number lookup feature which allows us to search and pull patient details into iaptus CYP from the NHS Spine.

Next steps

ELCAS is continuing to develop a culture of regular use of session by session outcomes measures with patients across the service to ensure that we are providing personal and effective care. As part of the Lancashire and Cumbria transformation plan, ELCAS will start to follow the THRIVE model with the aim of having this in place by April 2020.

Find out more

Visit the ELHT website www.elht.nhs.uk/ to learn more about ELCAS services offered in East Lancashire.

To find out more about how iaptus CYP is supporting NHS providers to manage digital clinical records across community locations and report on the MHSDS, please contact Helen Barnes: helen.barnes@mayden.co.uk or visit www.iaptus.co.uk