



# CAMHS NETWORK

## **Provider Report for Swansea Bay Commissioning Meeting November 2021**

## KEY PERFORMANCE INDICATORS – October 2021

		Date relating to:
Indicator		Oct-21
Patients waiting	PCAMHS Number waiting over 28 days	64
	PCAMHS Longest wait (weeks) to first appointment	12
	PCAMHS Median waiting time for new seen in this month (weeks)	4
	<b>Total number of patients waiting</b>	179
	SCAMHS Number waiting over 28 days	111
	SCAMHS Longest wait (weeks) to first appointment	22
	SCAMHS Median waiting time for new seen in this month (weeks)	13
	<b>Total number of patients waiting</b>	114
Referrals	<b>Number of referrals accepted</b>	102
	<b>Number of referrals not accepted</b>	96
	Referral signposted to School Counsellor (ET)	6
	Referral signposted to CRUSE (EV)	0
	Referral signposted to TAF (FL)	3
	Referral signposted to ASD Teachers (FJ)	0
	Referral signposted to Facing the Challenge (FK)	0
	Referral signposted to Young Minds (FM)	3
	Referral signposted to Telephone Consultation with PMH (FR)	0
	Referral signposted to PCAMHS (FD)	0
	Referral signposted to Early Help (FS)	6
	Referral signposted to Barnardo's (FN)	0
	Referral signposted to Evolve (ZQ)	0
	Referral signposted to YOS (GQ)	0
	Referral redirected to ND Service (FW)	1
	Referral redirected to Paeds/Child Health (FG)	0
	Inappropriate Referral - Signposted for Tel Consultation (FR)	0
	Inappropriate Referral - Advice given to GP (QB)	16
	Inappropriate Referral - Missing Information (MM)	4
	Inappropriate Referral - Referral Redirected (QE)	1
	Inappropriate referral - No direct assessment by referrer (ZL)	2
	Inappropriate Referral - Other	60
SCAMHS Activity	<b>Total number of referrals received during this month</b>	198
	<b>New seen</b>	65
	<b>FU seen</b>	516
	<b>% compliance at month end</b>	<b>3.0%</b>
	Number of New case DNA	5
	Number of Follow up case DNA	55
	% of New case DNA	5.6%
	% of Follow up case DNA	7.0%
	% Overall DNA Rate	7.7%
	Total number of cancellations by CAMHS - New	13
	Total number of cancellations by CAMHS - Follow up	68
	Total number of cancellations by patient	59
	Total number of cancellations by hospital	81

	<b>Total number of contacts undertaken during the month</b>	571
<b>Discharged</b>	<b>Total number of SCAMHS patients discharged during the month</b>	13
	<b>Total number of PCAMHS patients discharged during the month</b>	5
<b>MHM</b>	Total Number of Patients with a valid CTP Care Plan at the end of the month	31
	% of Health Board residents in receipt of CAMHS who have a Care and Treatment Plan	83.7%
	<b>Total number of patients on Part 2 of MHM</b>	37
<b>LPMHSS</b>	% of LPMHSS assessments undertaken within 28 days from receipt of referral	65.0%
	% of therapeutic interventions started within 28 days following assessment by LPMHSS	0.0%
	<b>Total Number of cases waiting</b>	178
<b>Crisis</b>	New seen	34
	FU seen	34
	% of urgent assessments undertaken within 48 hours from receipt of referral	97.0%
	<b>Total number of crisis Contacts</b>	68
<b>ND</b>	Number waiting over 26 weeks	1
	Longest wait (weeks) to first appointment	26
	<b>Total number of ND patients waiting</b>	45

### **WAITING TIMES**

The current performance against the 28 day target, as at 16 October 2021

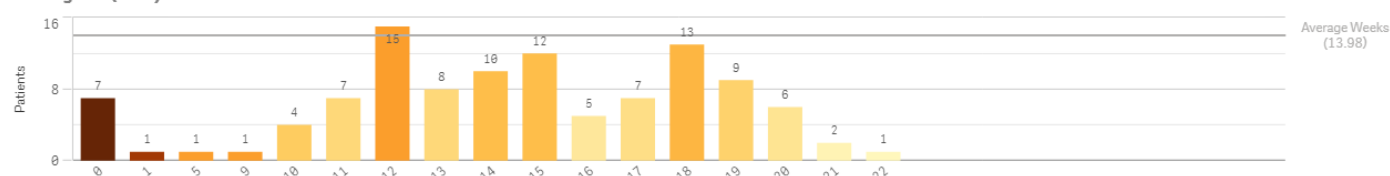
<b>Team</b>	<b>Total waiting</b>	<b>Waiting &gt;28 days</b>	<b>% compliance</b>	<b>Average wait (weeks)</b>
<b>SCAMHS Swansea Bay</b>	109	101	7.3%	14.0
<b>PCAMHS Swansea Bay</b>	202	110	45.3%	4

#### **1. Waiting list profile- as at 16 October 2021**

##### **Swansea Bay SCAMHS**

#### **2. SCAMHS total waiting and longest waiter over time**

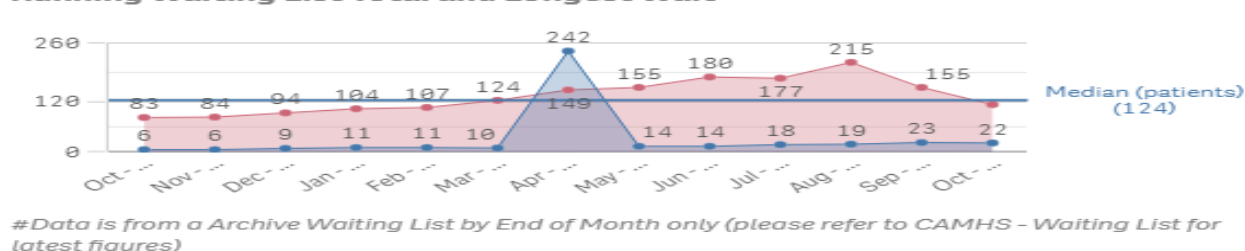
Waiting List (LIVE)



Includes: Child & Adolescent (711000), YPDAS (711017), ED (711020), CTP (711024), Crisis (711045)

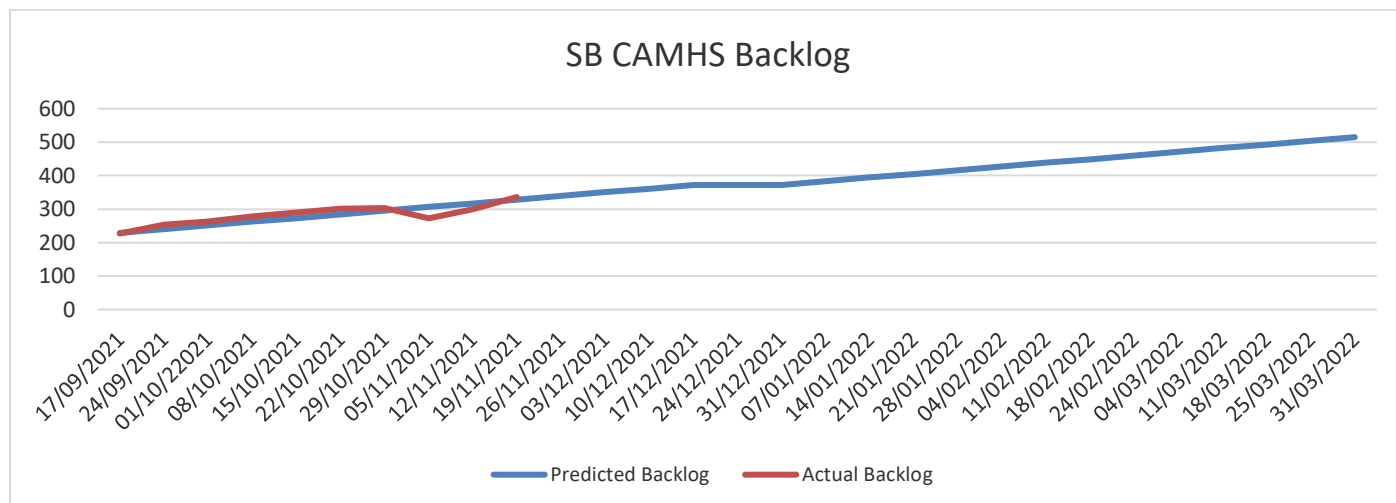
#### **3. % compliance and patients waiting >4 weeks**

Running Waiting List Total and Longest Wait



\*Validation/corrected error in April

The SCAMHS compliance has deteriorated significantly more recently due to vacancies and high levels of sickness. The service has also seen an expected increase in demand. The Team are moving towards a merged Waiting List. The team have identified 6 clinicians who are able to do assessments within the new service model, there are another 4.6wte vacancies within the Assessment and Treatment Team. If approved, the locality will plan a WLI/PCR scheme to increase the capacity of new assessment slots holding sessions in the evenings/Saturdays or Sundays.

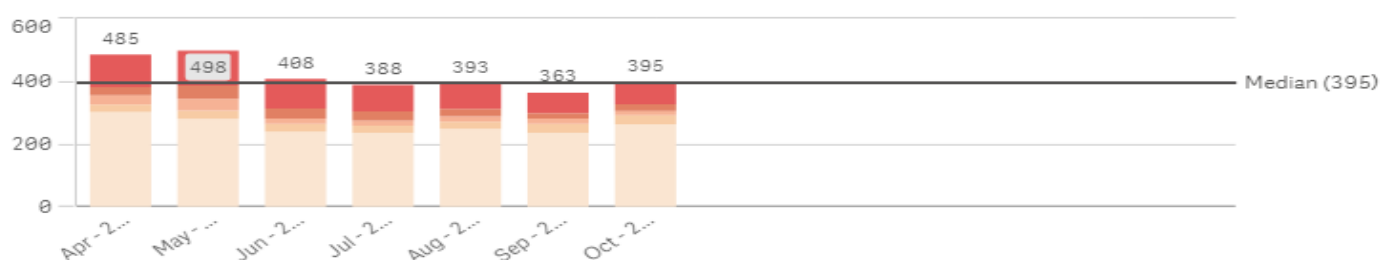


**Predicted Trajectory based on current capacity (15 New Patient Slots full compliment) and 30% expected increase in demand.**

#### 4. Total Caseload - (excluding ADHD)

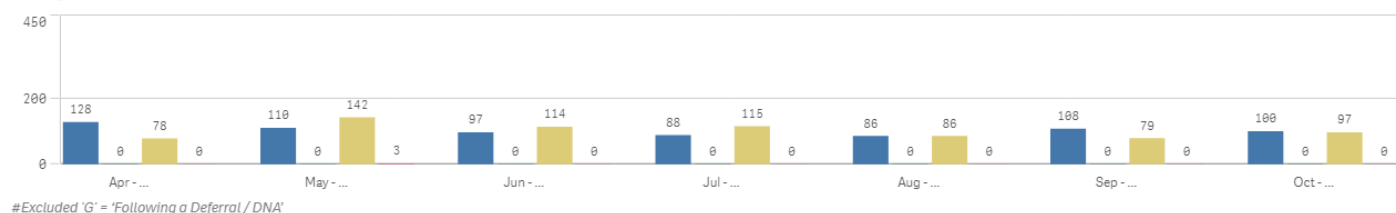
The caseload has maintained a relatively stable position. However, the current ADHD caseload is 386.

**Archive Case-Load for all Health Boards**  
Combination of the Waiting List and FUNB patients



#### 5. CAMHS Referrals

**The number of referrals made for an assessment to CAMHS received during the month of:**  
showing 'Accepted' and 'Declined' referrals



All referrals into CAMHS from 01/09/21 are triaged as CAMHS referrals as opposed to P&SCAMHS. Currently SPOA is still busy with a steady number of referrals through into October.

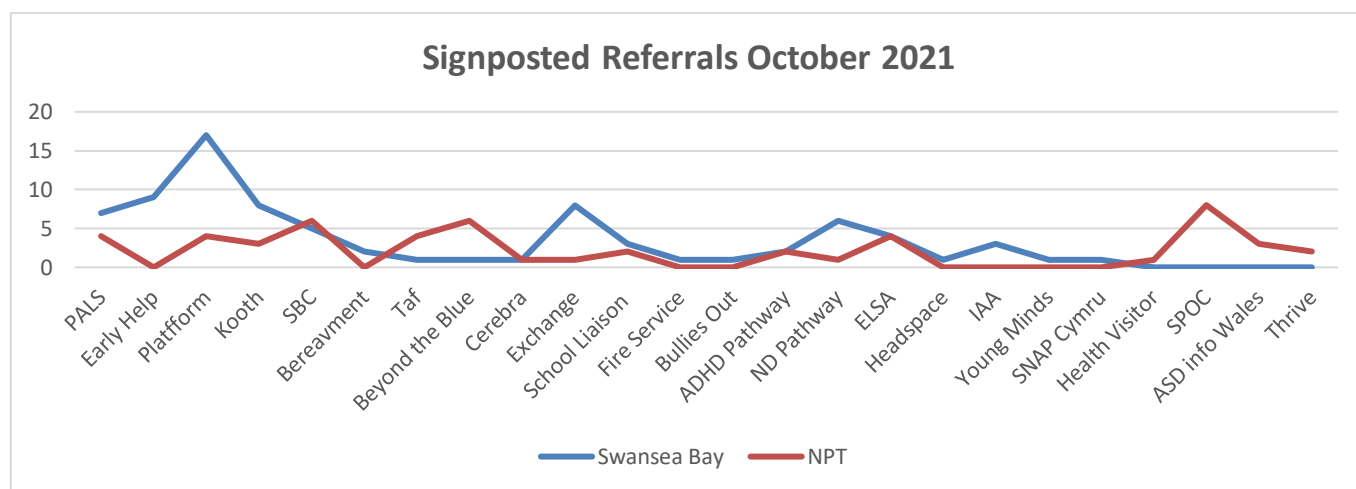
Parents and GPs are contacting the telephone advice service prior to referring/referral, enabling the SPOA team to signpost to more appropriate services.

Average accepted per month 2020/21  
% acceptance rate 2021/22

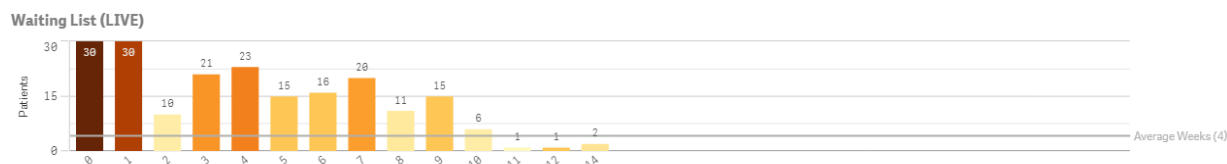
**61%** (P&SCAMHS Combined)  
**54%** (to date)

## 6. Redirected Referrals

Unfortunately we are unable to pull detailed reports of redirected referrals into the KPI submission. Please see below a detailed report on all referrals which were not accepted/signposted to other services during the month of October 2021. OTHER- refers to referrals that are duplicates, already open, for information and if bespoke letters are needed. The non-accepted data has since increased following the above stated position due to process issues within WCP.

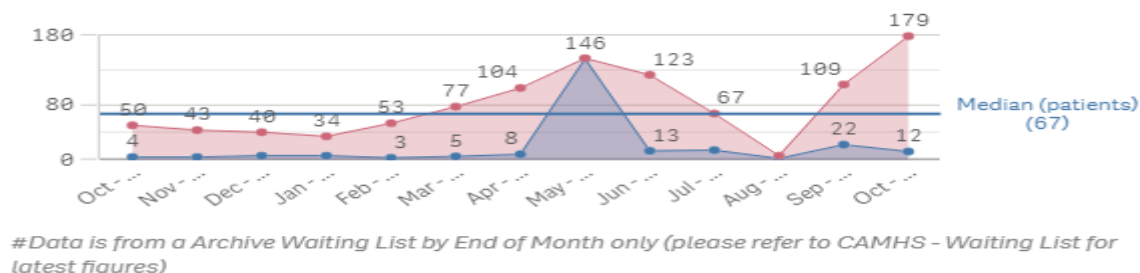


## 7. PCAMHS waiting list- as at 16 October 2021



## 8. PCAMHS total waiting and longest waiter over time

**Running Waiting List Total and Longest Wait**



\*Validation/corrected error in April.

## 9. PCAMHS % of routine assessments undertaken within 28 days from receipt of referral

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21
<b>HB Total</b>	21%	41%	73%	29%	97.3%	45.7%	0%	0%	0%	5%	37%	89%	65%
<b>Target</b>	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%

The team had reduced the PCAMHS waiting list during the summer period. PCAMHS liaison work has restarted following a period of stepping down to focus on improving Part 1A compliance. The Part 1A waiting list is growing as all referrals coming into the service from 1st September are being accepted as Part 1. The SCAMHS waiting list has been frozen to ensure we are following a treat in turn policy. The PCAMHS waiting list will subsequently grow as the team merge into one waiting list.

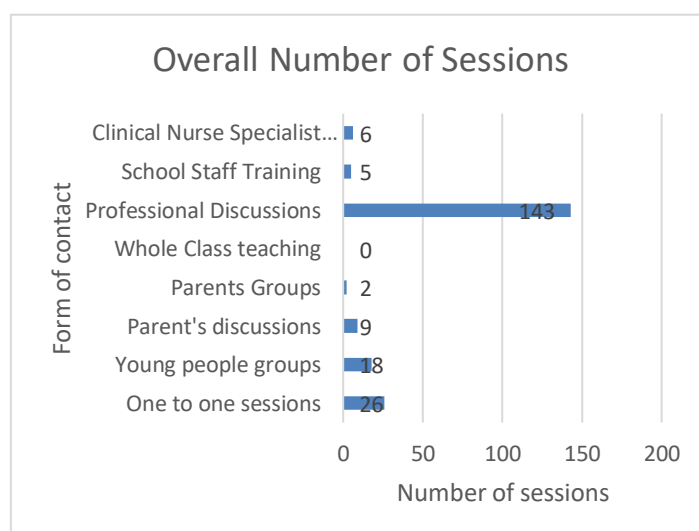
## 10. In-Reach – Prevention and Liaison Service

Swansea Bay Prevention and Liaison Service has 4 WTE band 5 practitioners and 1.6wte Clinical Nurse Specialists. There is currently 1.0wte band 5 vacancies and in October there was 1.0wte B5 off for 3 weeks due to COVID.

The team have completed a number of sessions with young people, families and schools across Neath Port Talbot and Swansea. They have covered a wide range of issues but predominantly themes of anxiety, emotion regulation, anger and self-esteem and resilience. The contacts are broken down in to a number of categories including overall number of sessions, total number of groups, and total number of children seen

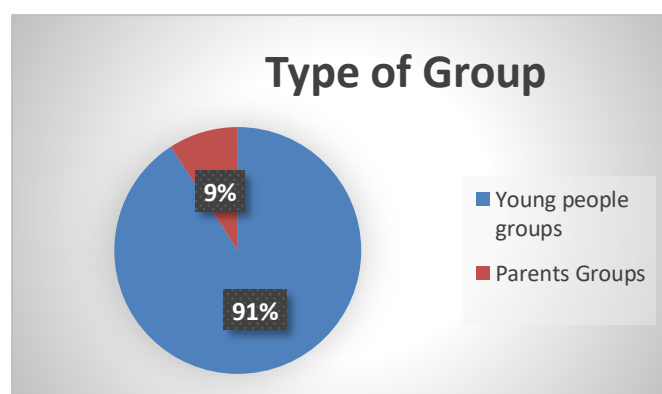
Overall Number of sessions/contacts during October 2021

Type of Intervention	Overall number of sessions
One to one sessions	26
Young people groups	18
Parent's discussions	9
Parents Groups	2
Whole Class teaching	0
Professional Discussions	143
School Staff Training	5
Clinical Nurse Specialist Screening	5



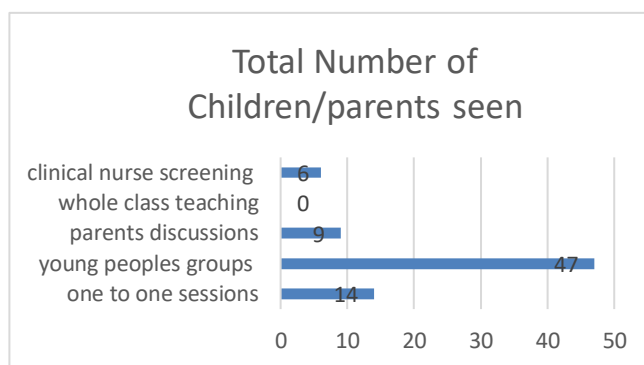
Total Number of Group Programs October 2021

Type of Intervention	Overall number of group programs
Young people groups	10
Parents Groups	1



## Total number of parents/children seen in October 2021

Type of Intervention	Overall number of sessions
One to one sessions	14
Young people groups	47
Parent's discussions	0
Parents Groups	30
Clinical Nurse Specialist Screening	5



There have been 11 referrals redirected from SPOA to Prevention and Liaison Service. There have been 0 referrals from Prevention and Liaison Service in to CAMHS and 1 taken from the CAMHS waiting list following a screening appointment in school.

## 11. Vacancies

	WTE	Band	Status
<b>Medical</b>			
Consultant	0.5		Swansea Consultant has currently decreased hours and works partly in NDD
Specialty Doctor/GP	0.7		0.2wte GP with an Extended Role – JD to be developed
<b>Nursing</b>			
CAMHS Nurse	5.6	6	Out to advert. 0.6wte awaiting start
CAMHS Nurse	5	7	Band 7 ED post out to advert. B7 Complex Care Nurse – JD in development.
Crisis Nurse	4.64	6	0.64wte – appointed.
Deputy Senior Nurse	0.6	7	Was B5 Nurse. Ongoing discussions around post.
EHW Practitioners	7.83	5	7 term time staff - 1 full time.
<b>Therapy</b>			
Dietitian	0.3	7	Budget with SB Adult Dietetics – SLA set up. Currently vacant.
Family Therapist	1.4	B8A	To go out on Trac. One post appointed to awaiting start date.
Psychologist	1	B8A	One Appointed, awaiting start date (March 2022).
CAMHS Therapist	0.7	B7	To go on Trac.
CAMHS Psychologist (SIM)	1	B8A	Change post to CAMHS Therapist.
Lead Consultant Psychologist (SIM)	1	B8C	Out to advert.
<b>Admin</b>			

Support Secretary	3	3	Appointed.
Medical Secretary	1	4	At interview stage.
Clinic Coordinator	3	2	Appointed.

**Vacancy rate 40%**