

Waiting Well

Wednesday 13 November 2019

Involvement Centre, DMH

Present: Jonathan Wright, Lyndsy Jones, Liz Gethings, Gordon, Irene, Richard, Glenis

Apologies: Liz Gethings

Welcome & Introductions

We started this project in the summer, work has moved slowly but it does seem that some clear areas of work have emerged and are coming to completion. The three areas that the groups has been concentrating on are:

1. Waiting Room environments
2. Patient experience of waiting
3. Administrative process

Updates

1. Waiting Room environment

Lyndsy has pulled together an audit tool/questionnaire for waiting rooms. We had some discussion about adding extra questions into the questionnaire in order to include some of the Trauma Informed Care standards, some of the questions will be added to the service user part other questions will be for the volunteer who goes along to complete.

Lyndsy is going to pull this together.

Venues and dates for when volunteers will start to go along to waiting areas.

Venue	Date	Volunteers

2. Patient experience of waiting

Posters have been put up in all waiting areas for the LMHTs and it has also gone out on twitter.

There has been no response as a result of these posters.

What did it feel like; waiting?

The Involvement Team at Nottinghamshire Health are looking into the experience of waiting for your mental health assessment. Whether it's a one hour wait, when the waiting room isn't the best, how letters or phone calls make you feel or what help there is to ease the pain, but what could be improved.

If you would be happy to share your experience and thoughts about what could be improved please let the reception staff know you are happy to be contacted, or email gordon.wright@nhs.uk, jones.lyndsy@nhs.uk.

A member of the Involvement Team will contact you via telephone/whatsapp/face time or your preference to arrange a convenient time and venue to meet with you.

The hope is to improve the experience for those waiting to have their assessment in community adult mental health services.

For further information contact:
jonathan.wright@nhs.uk
01509 555555

However the LMHT at Bassetlaw collected their own feedback which was shared with the group. We also looked at a piece of work Alice Birch had pulled together for us which themed Care Opinion postings from June 2016 to June 2019.



Comments on waiting Care Opinion waiting
- Oct 2019.pdf



comments themed.doc

It is worth adding this 'patient intelligence' to the initial document at the start of this project which was a conversation with service users & carers at one of the Involvement Centres.



From a brief 20mins
conversation 12 Marc

The group considered all the feedback we had gathered and identified these key themes:

Appointments changed or cancelled was a real problem (often it felt appointments were just being moved further into the future)

- There is an emotional and psychological cost to having appointments cancelled
- There was a huge appreciation of kindness and compassion when this was displayed by reception staff
- The scenery! Often the rooms you're left to wait in are awful

3. Administrative process

Liz had already sent her apologies for the meeting but provided an update on the 'process mapping' which is one of the QI Team's (Quality Improvement) tools to understand the process of the paperwork of referrals in different teams.

"We have nearly finished mapping all the LMHT around waiting list and process we just have 3 more to do which will be done hopefully in the next couple of weeks. Once finished I will contact you with copies of the flow diagrams as I maybe a little late for the Dec meeting." - Liz

Next meeting

Hopefully by the next meeting we will have some data from the questionnaires volunteers are taking to the waiting rooms and we will be able to see some of the results of the process mapping

Next meeting

2pm Wednesday 11 Dec