

# Tackling the waiting list – a trauma informed initiative

CAMHS Meadows Sexual Trauma Team

Gillian Radford and Elayne McBride

## Quality issue / initial problem

CAMHS Meadows Trauma Team is a Lothian wide therapeutic service for children and young people (0-18yrs) and their families who have alleged or experienced sexual trauma. Referrals come from a variety of sources including GP, SCAN clinic, social work, and education. Increasing demand on the service has led to longer waiting times for many without increased staffing capacity. The evidence base for working with people who have experienced trauma indicates that a long wait for a service is detrimental to trauma recovery. Feedback from patients and staff confirms this. Working within our existing staffing capacity, are we able to work in a more trauma informed way?

## Specific aim

To understand the variation in waiting times and where possible ensure equity and equality of access to service.

## Measurement of improvement

Data of the 30 most recently assessed patients shows considerable variation in length of wait, varying between 2 weeks and 57 weeks!

Improvement will be shown by:

- a reduction in this variation

Process measures will include:

- DNA and CNA rates
- Clinical decision making
- Impact on staff time and wellbeing

## Tools

- Driver diagram
- Pareto chart
- PDSA cycle

## Test of change

Through discussion with team, initial test of change will be to offer an early assessment appointment for all new referrals

## Effects of change

- Early psychoeducation /signposting = trauma informed
- Reduced wastage
- Improved patient experience
- Staff working to trauma informed principles

## Lessons learned and message for others

- Access to data
- Importance of balance measures e.g. potential for negative impact on staff, demand on admin and clinical time, potential for patients to experience one-off early appointment as unhelpful
- Start small!!
- Be prepared to Adopt, Adapt or Abandon

