

Freedom of Information Act 2000 disclosure log entry

Reference

16-17341

Date sent

03/03/2017

Subject

Tier 3/ Specialist CAMHS Missed appointments

Details of enquiry

Information required in regards to access and missed appointments to your CAMHS services for children and young people aged 10 to 17 (inclusive) **within the period between 1 January 2016 and 31 December 2016**

Response Sent

1. Please tell us the Local Authorities and/or Clinical Commissioning Groups you work with to deliver your CAMHS services.

We have contracts with local authorities and CCGs across London, as listed below. In addition the Trust accepts named patient agreements (NPAs) from all over the UK

CCGs:

- Camden CCG
- Barnet CCG
- Enfield CCG
- Haringey CCG
- Ealing CCG
- Central London CCG
- Islington CCG
- Hounslow CCG
- Hammersmith & Fulham CCG
- West London CCG
- Brent CCG
- Hertfordshire CCG
- City & Hackney CCG

Local Authorities:
Wakefield Council
London Borough of Brent

2. Referrals received and accepted

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS^[1] in your area, please can you provide the following information on referrals a) **received**, b) **assessed and accepted**?

If possible, please input your information into the table below or alternatively provide this as recorded in your area.

If you cannot provide a breakdown by age, please provide total numbers for young people aged 10-17 (inclusive)

Ages:	10-15 year olds (inclusive)	16-17 year olds (inclusive)	Total number of 10-17 (inclusive)
a) Total number of young people who were referred for support to Tier 3/specialist CAMHS services by age group	969	387	1356
b) Total number of young people whose referral was assessed and accepted by Tier 3/specialist CAMHS services by age group	945	379	1324

Rates of missed appointments

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide the following information on the numbers of children and young people aged 10-15 (inclusive) and those aged 16 and 17 who missed their appointment or Did Not Attend (DNA)?

If possible, please input your information into the table below or alternatively provide this as recorded in your area.

If you cannot provide data for the period we have specified, please provide total numbers for the latest recorded data by your service.

3. Rates of missed appointments for children and young people aged 10 to 15

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide a breakdown of missed appointments by young people aged 10-15 (inclusive) by the financial quarters we have specified?

Total number of missed appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
a) Total number of <u>initial appointments</u> missed by children and young people aged 10 to 15 (inclusive)	44

^[1] A definition of what we mean by Tier 3/specialist CAMHS is available in the annex of this FOI request. Please see page 12.

b) Total number of <u>follow-up appointments</u> missed by children and young people aged 10 to 15 (inclusive)	1103
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Total number of children and young people who miss appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
c) Total number of children and young aged 10 to 15 (inclusive) who have missed an <u>initial appointment</u>	44
d) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>one subsequent</u> appointment	242
e) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>two subsequent</u> appointments	109
f) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>three subsequent</u> appointments	44
g) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>four subsequent</u> appointments	24
h) Total number of children and young aged 10 to 15 (inclusive) who have missed <u>five or more</u> <u>subsequent</u> appointments	56

4. Rates of missed appointments for children and young people aged 16 and 17

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide a breakdown of missed appointments by young people aged 16-17 (inclusive) by the financial quarters we have specified?

Total number of missed appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
a) Total number of <u>initial appointments</u> missed by children and young people aged 16 and 17 (inclusive)	30
b) Total number of <u>follow-up appointments</u> missed by children and young people aged 16 and 17 (inclusive)	595

Total number of children and young people who miss appointments	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
c) Total number of children and young aged 16 and 17 (inclusive) who have missed an <u>initial appointment</u>	30
d) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>one subsequent appointment</u>	82
e) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>two subsequent appointments</u>	56
f) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>three subsequent appointments</u>	30
g) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>four subsequent appointments</u>	24
h) Total number of children and young aged 16 and 17 (inclusive) who have missed <u>five or more subsequent appointments</u>	31

5. Referrals received and Did Not Attend (DNA) by source of referral

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide a breakdown of a) the total numbers of referrals received and b) the total numbers missed initial appointments by source of referral?

Source of referral	a) Total number of children and young people aged 10 to 17 (inclusive) who were referred for support to Tier 3 /specialist CAMHS in the period between 1 January 2016 and 31 December 2016 by source of referral	b) Total number of children and young people aged 10 to 17 (inclusive) who have missed an initial appointment for Tier 3/specialist CAMHS in the period between 1 January 2016 and 31 December 2016 by source of referral
GP	We do not collect data in this way See totals for this table	We do not collect data in this way See totals for this table
Paediatric health service	See response above	See response above
Other health service, please specify	See response above	See response above
Educational psychologist	See response above	See response above
School (including referrals from school nurse)	See response above	See response above

Source of referral	a) Total number of children and young people aged 10 to 17 (inclusive) who were referred for support to Tier 3 /specialist CAMHS in the period between 1 January 2016 and 31 December 2016 by source of referral	b) Total number of children and young people aged 10 to 17 (inclusive) who have missed an initial appointment for Tier 3/specialist CAMHS in the period between 1 January 2016 and 31 December 2016 by source of referral
Further Education or other educational establishments	See response above	See response above
Social services	See response above	See response above
Police	See response above	See response above
Local Safeguarding Children's Board	See response above	See response above
Voluntary sector organisations	See response above	See response above
Other, please specify	See response above	See response above
Total	1356	63

6. Did Not Attend (DNA) cases and risk assessments^[2]

- a) Does your Tier 3/specialist CAMHS undertake a risk assessment for all initial appointments missed by children and young people aged 10-17 (inclusive)?
[The Tavistock and Portman NHS Foundation Trust carries out risk assessments on all patients as and when necessary, especially with our high risk cases.](#)
- b) Does your Tier 3/specialist CAMHS undertake a risk assessment for all subsequent appointments missed by children and young people aged 10-17 (inclusive)?
[A patient's risk assessment will be valid until a circumstance changes and it needs to be revised.](#)
- c) Who in your area undertakes the risk assessment following a missed appointment and how is it done? (*Screening by clinician, screening by manager, use of risk checklist etc.*)
[The primary clinician for the case will complete the risk assessment and share it with the multi-disciplinary team and the team Manager. Service Managers are made aware of high risk cases in some instances.](#)

^[2] The [NHS England Service Specification for CAMHS Tier 2/3](#) outlines the requirement for a risk assessment and follow up for all children and young people who fail to attend their appointment. It is crucial these assessments include a review of their case file and identify any risk indicators requiring follow up or onward referrals to other agencies including social care services.

- d) In the period between 1 January 2016 and 31 December, and in relation to Tier 3/specialist CAMHS in your area, please could you provide the following information on Did Not Attend (DNA) cases that have or have not been risk assessed involving young people by age groups 10- 15 and 16 and 17.

If possible, please input your information into the table below or alternatively provide this as recorded in your area. If you cannot provide a breakdown by age, please provide total numbers for young people aged 10-17 (inclusive).

Total number of missed appointments risk assessed	Total number for the period between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016
e) Total number of children and young people aged 10 to 15 (inclusive) who have missed an appointment and have been risk assessed by your service	20
f) Total number of children and young people aged 10 to 15 (inclusive) who have missed an appointment and have <u>not been risk assessed</u> by your service	24
g) Total number of children and young people aged 16 and 17 (inclusive) who have missed an appointment and have been risk assessed by your service	13
h) Total number of children and young people aged 16 and 17 (inclusive) who have missed an appointment and have <u>not been risk assessed</u> by your service	17

7. Did Not Attend (DNA) cases and discharge

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS services in your area, please could you provide the following information on Did Not Attend (DNA) cases involving young people by age groups 10- 15 and 16 and 17 that have resulted in a discharge from services ?

Total number of children and young people aged 16 and 17 who missed appointments and were discharged from services between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016	
a) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services	98
b) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services <u>with</u> a risk assessment	40

Total number of children and young people aged 16 and 17 who missed appointments and were discharged from services between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016	
c) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services without a risk assessment	58
d) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services and signposted or referred onwards	We do not record data in this way
e) Total <u>number of children and young</u> aged 10 to 15 (inclusive) who have missed an appointment and were discharged from your services without being signposted or referred onwards	We do not record data in this way

Total number of children and young people aged 16 and 17 who missed appointments and were discharged from services between 1 January 2016 (Q.4) – 31 December 2016 (Q.3) of 2016	
f) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services	70
g) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services <u>with</u> a risk assessment	31
h) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services without a risk assessment	39
i) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services and signposted or referred onwards	We do not record data in this way
j) Total <u>number of children and young</u> aged 16 and 17 (inclusive) who have missed an appointment and were discharged from your services without being signposted or referred onwards	We do not record data in this way

8. The cost of missed appointments

- a) Please provide an estimate of the average cost to the Mental Health Trust as a result of a missed appointment in Tier 3/specialist CAMHS for the period between 1 January 2016 and 31 December 2016? *Please could you tell us how you calculated this estimate?*

[Please see our response below](#)

b) Please provide an estimate of the total cost per year to the Mental Health Trust as a result of the total number of missed appointments in Tier 3/specialist CAMHS for the period between 1 January 2016 and 31 December 2016? *Please could you tell us how you calculated this estimate?*

[Please see our response below](#)

c) What is the estimated total cost per year to the Mental Health Trust as a result of the total number of missed appointments in Tier 3/specialist CAMHS as a percentage of your total allocated budget for children's mental health? *Please could you tell us how you calculated this estimate?*

- There were 2,719 DNA'd appointments in the whole of the Children, Young Adults and Families Directorate in 2016.
- 2,719 attended appointments (chosen as random) in the same period cost £339,708.4655
- Dividing that amount by 2719 gives £124.9387516 (Approximate value per appointment)

9. Waiting times

In the period between 1 January 2016 and 31 December 2016, and in relation to Tier 3/specialist CAMHS in your area, please could you provide the following information on:

- Average waiting time for an initial assessment
- Average waiting time from referral to first treatment by a Tier 3/specialist CAMHS for young people aged 10-17 (inclusive) for children and young people referred in the financial quarters specified below.

If you cannot provide an average waiting time for this age group, please provide the waiting time across all child population.

Financial period	Q.4 (1 January 2016 -31 March 2016)	Q.1 (April 2016 -31 June 2016)	Q.2 (1 July 2016 – 31 September 2016)	Q.3 (1 October 2016 -31 December 2016)	Average waiting for the period between Q.4 – Q.3 2016.
a) Average waiting time from referral to initial assessment	38 days	29 days	35 days	30 days	33 days
b) Average waiting time from initial assessment to first treatment	28 days	30 days	26 days	21 days	26.25 days
c) Average waiting time from referral to first treatment	67	58 days	61 days	49 days	58.75 days

Policies and procedures

10. DNA policy

Please could you enclose a copy of your area's latest Did Not Attend (DNA) policy for CAMHS?

This is publicly available on our website, and may be located at: [Managing DNA \(did not attend\) and cancelled appointments procedure](#)

11. Measures used to ensure patients keep to their appointments

a) Please provide details of the measures you have in place to reduce the number of missed appointments, in general and involving children/parents in particular.

If consent has been given, we endeavour to text all patients to remind them of their appointment.

b) Has your Tier 3/specialist CAMHS service explored or established the reasons why children and young people miss appointments or disengage from your service?

We have been working very hard to keep our DNA rates low. If a young person or family DNA's the team will meet with them to discuss steps to help them re-engage.

12. Does your Tier 3/specialist CAMHS service consult with children and young people in the design and delivery of CAMHS services?

We have a very active Patient and Public Involvement team who work with patients around creating our services. All patients also work with their therapist to create a care plan which is then shared with their GP to help include all the health care professionals.

13. Does your Tier 3/specialist CAMHS service have an established youth participation group to consult with or provide feedback into the commissioning and improvement of services?

Yes, this work is done with our Patient and Public Involvement Team, through monthly Young People's reference group. This information is shared Quarterly newsletters informing CAMHS patients how to get involved and what changes young people have implemented.

14. Arranging appointments

Does your Tier 3/specialist CAMHS services negotiate appointment times and locations with children, young people and their parents? (Please circle or tick beside the answer)

Never

Rarely

Sometimes

Most of the time

Always

15. Advocacy

a) Does your service offer independent advocacy support for children and young people accessing Tier 3 CAMHS/specialist service? (please circle or tick beside the answer)

Never

Rarely

Sometimes

Most of the time

Always

We have an in-house PALS service, this is not quite the same as independent advocacy, but is similar.

b) Following a missed Tier 3/specialist CAMHS appointment, does your service refer vulnerable groups of young people to advocacy services? For example advocacy for looked after children or children and young people with disabilities. (Please circle or tick beside the answer)

Never

Rarely

Sometimes

Most of the time

Always