

Content

Department Name: ND CAMHS

Process Name: Referral to Initial Assessment

Change History:

| Version | Draft | Date | Author | Comments |
|---------|-------|------------|-------------|---|
| 0.1 | Y | 11/07/2024 | Jenny Poole | First draft issued following mapping meeting |
| 0.2 | Y | 30/07/2024 | Jenny Poole | Revised draft issued following feedback |
| 1.0 | N | 23/09/2024 | Jenny Poole | Final map issued following sign off from Jude Chedzoy |



Improvement team

● **Improve health** ● **Better care** ● **Lower costs**

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Improvement team


● **Improve health** ● **Better care** ● **Lower costs**


Legend


| | |
|--|---|
| | Symbol used to Indicate the start or end of a process |
| | Symbol used to indicate an event, task or action |
| | Symbol used to indicate whiteboard actions |
| | Symbol used to indicate e-whiteboard actions |
| | Symbol used to indicate paper documents and proforma activity excluding patient Case Notes |
| | Symbol used to indicate Case Note activity |
| | Symbol used to indicate a decision point. The question is shown in the icon and there will be two options |
| | Symbol used to indicate a choice as to which path to take. There can be multiple outputs. |
| | Symbol used to indicate a point whereby all output paths should be actioned. |
| | Symbol used to illustrate Diary/Whiteboard Updates , labelled accordingly i.e Admission Diary = AD Receptionist Diary = RD Transfers Whiteboard = TW Patient Whiteboard = WB |


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|--|---|
| | Symbol used to Indicate the start or end of a process |
| | Symbol used to indicate a system where data is captured inc. emails |
| | Symbol used to indicate a reporting point i.e. system generated reports or escalation points to management etc. |
| | Symbol used to indicate a link to another map |
| | Symbol used to indicate a link from another map |
| | Symbol used to illustrate link to maps within other Visio documents |
| | Symbol used to include a comment or additional information |
| | One-way arrow used to show sequence of events and what is produced by an event. |
| | Symbol used to illustrate multiple issues , numbered accordingly |
| | Symbol used to illustrate multiple ideas , numbered accordingly |

 Symbol used to Indicate Happy

 Symbol used to Indicate Indifferent

 Symbol used to Indicate Unhappy

 Symbol used to Indicate Worried

 Symbol used to Indicate Angry

 Defects

 Over Production

 Waiting

 Un-utilised Skills

 Transportation

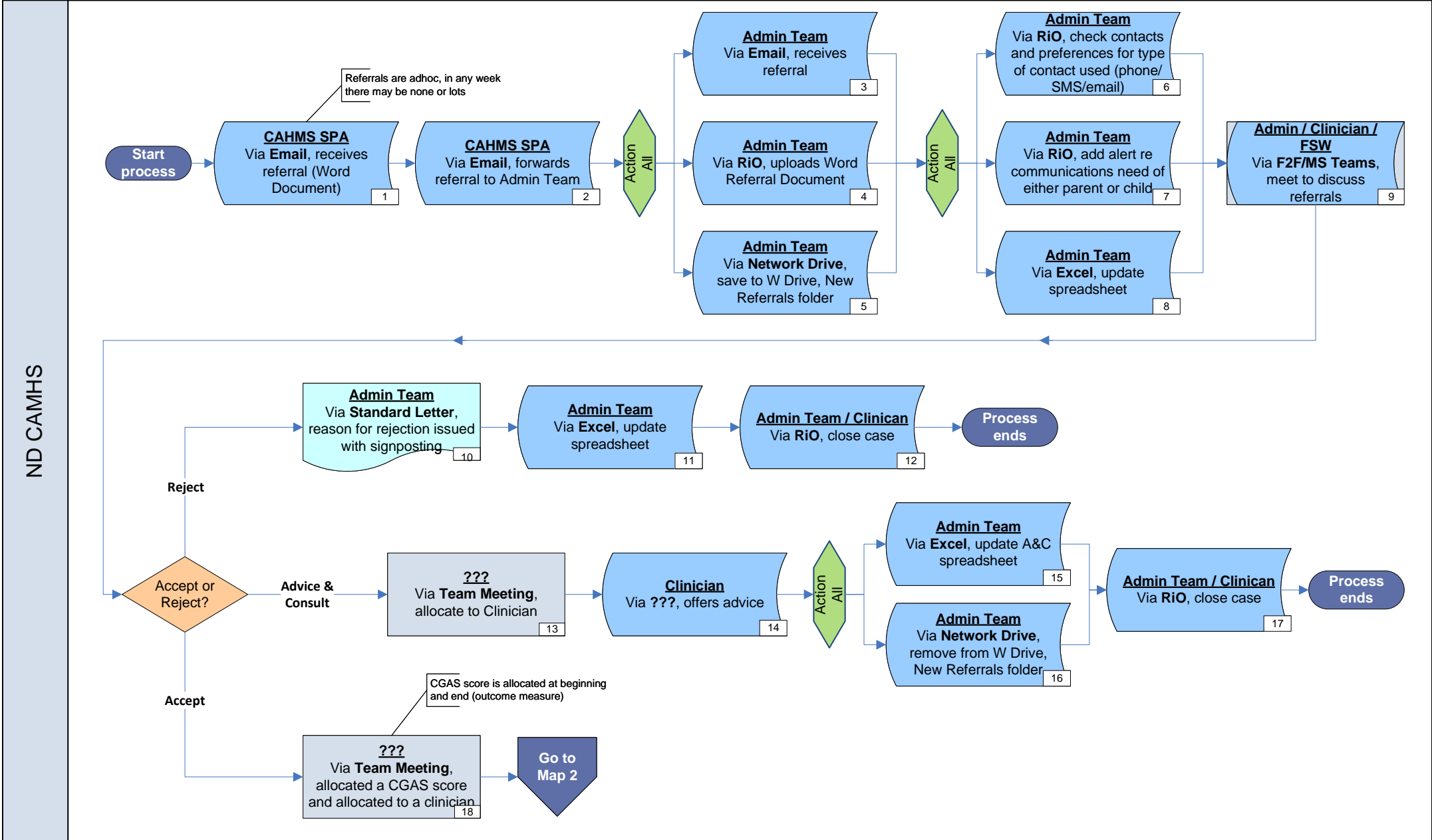
 Inventory

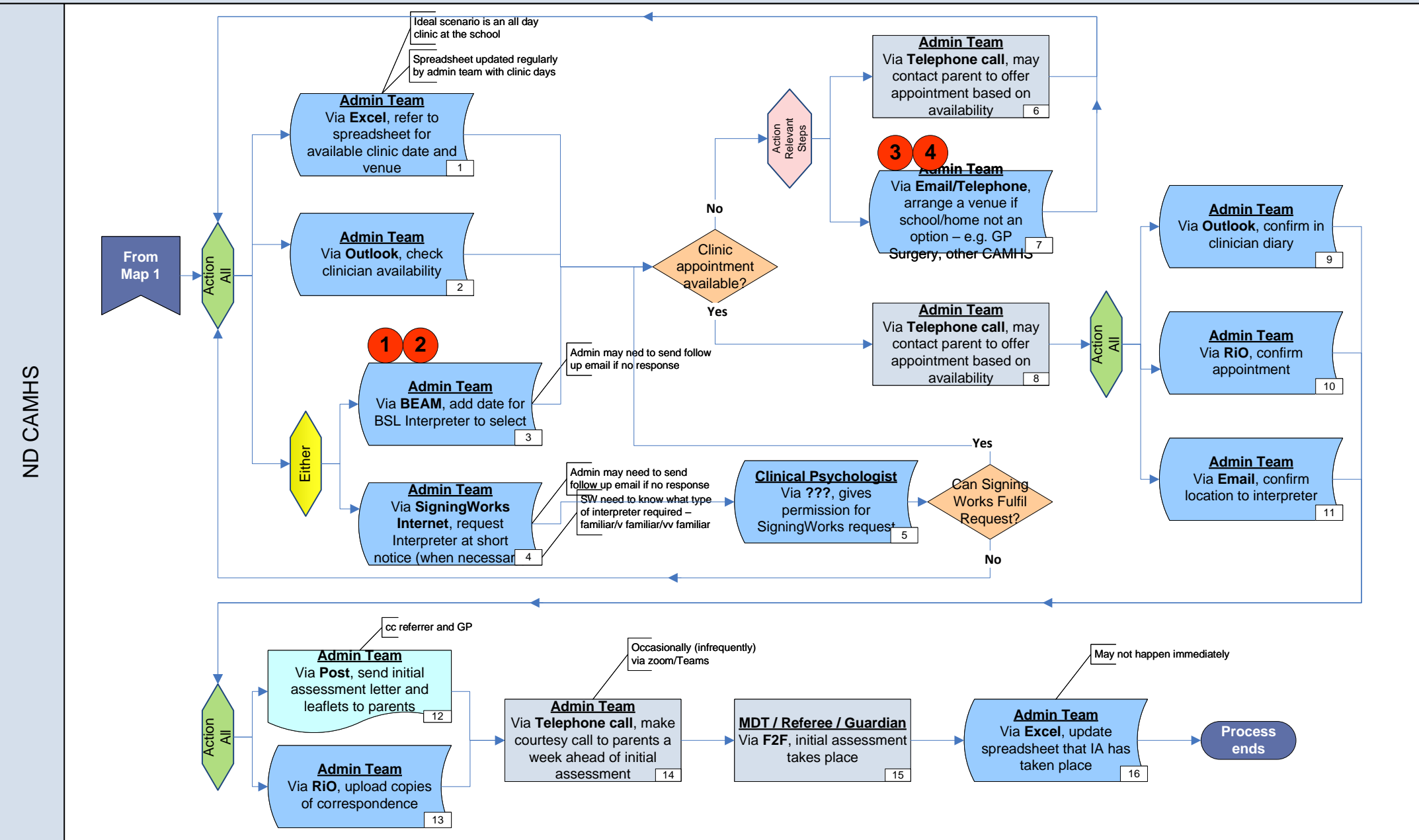
 Motion

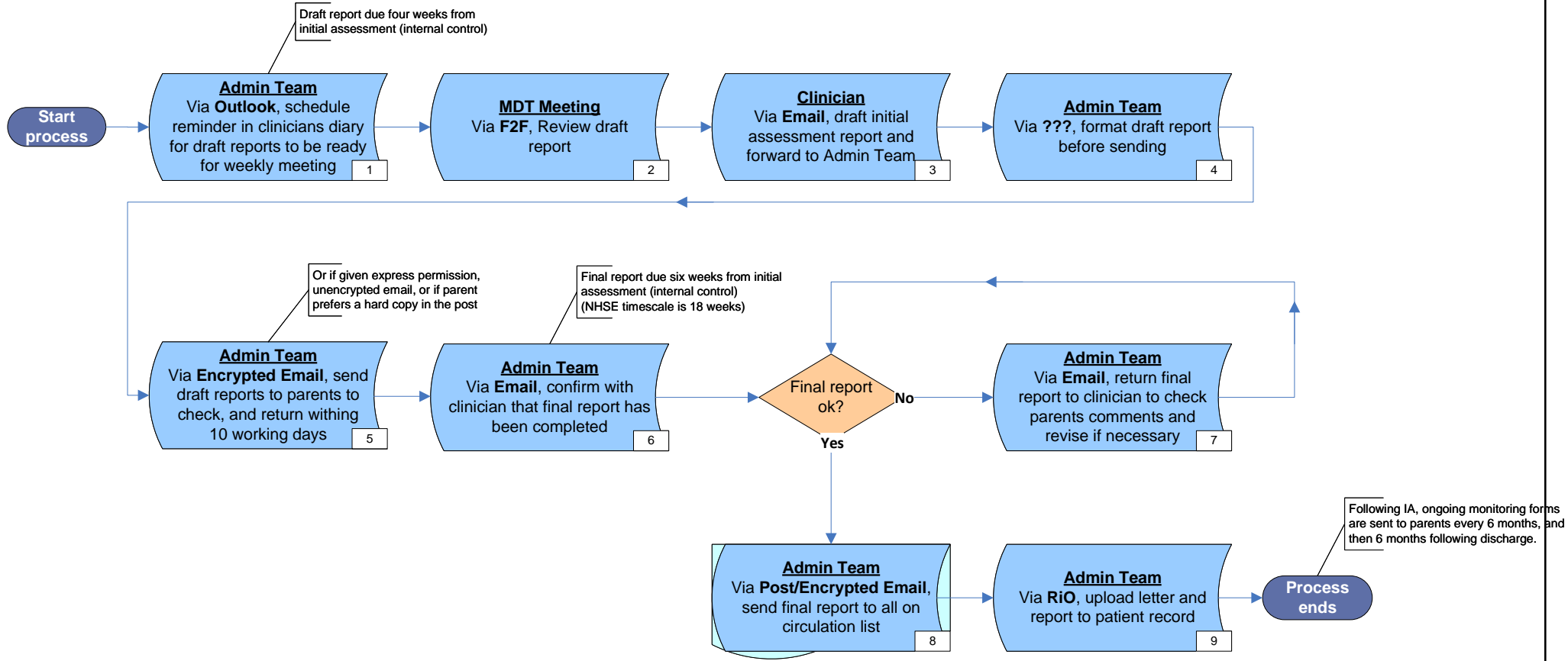
 Extra Processing

CAMHS – ND CAMHS – Referral and Triage – Map No 1 – As Is

A&C – Advice & Consult | CGAS – Clinical Global Assessment Scale | FSW – Family Support Worker |







Email correspondence kept in Outlook Admin folder under child's name

Issues Log:

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|---|--|
| 1 | Interpreters tend to be unavailable on a Wednesday, causing an added restriction. |
| 2 | Travel expenses means that people may not want to travel and the process has to start over. |
| 3 | School holidays can make finding a venue difficult as schools are closed. |
| 4 | If not all done in one go (at school) may need to book more appointments (or with parent if child not to be present) |
| | |
| | Reduced staff capacity and increased demand. |
| | Volume and clinician capacity is causing delays - Referrals have increased from 30 to 52 per year. |
| | No funding increase in 15 years - TAP funding was issued but not made substantive. |
| | Pairing diaries can be very tricky and time consuming. Team can only book 4 clinicians. |
| | Clinician annual leave can be tricky (when booked with reduced notice) because interpreter, etc, dates are booked 6 months in advance. |
| | Booked interpreter may ask to be released, this causes problems for booking a replacement. |
| | If no interpreters are available, the process begins again in full. |
| | If appointment is cancelled all other arrangements must also be cancelled – location / parents / professionals / interpreters etc. |
| | |

Ideas Log:

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|--|---|
| | Can a look up table be added to the spreadsheet to reduce duplication and input time? |
| | Could a dashboard be created to meet Gemma's reporting requirements? |
| | |