

BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST AND CAMDEN & ISLINGTON NHS FOUNDATION TRUST - DEVELOPMENT OF A PATHWAY PATIENT TRACKING LIST (PTL)

- *BEH and CANDI were keen to introduce a set of systems to consistently record, monitor and report whole pathway waiting times (from referral to treatment) for all service users in community services at both Trusts.*
- *At commencement of the project, the Trusts only measured waits to first patient contact and then a separate wait to second patient contact. Therefore, a move towards a pathway waiting time measurement was a brand new technical and operational development for the organisations.*



THE OBJECTIVE

1. Acumentice were commissioned to build a process and set of technical systems allowing for **whole pathway waiting times to be published in a single patient tracking list (PTL)**.
2. The client also requested the design and **production of a set of relevant performance dashboards** which would represent a joint picture across both Trusts to the senior management teams.
3. The Trusts were eager to do so to **understand the total waiting times of their service users, help plan services better and be early adopters of the new waiting times standards** being introduced for community mental health nationally in April 2024.



THE SOLUTION

This was a relatively new field of work for the organisations concerned, as a result of mental health trusts traditionally being less accustomed to providing pathway waiting time information in the same level of detail as physical health providers.

At commencement, there were only two waiting lists in place at these organisations – a wait to first contact or appointment and a separate wait to second contact or appointment. These were disjointed and therefore, although they offered indicative insight into patient waiting times, the whole waiting time since referral was not visible to the organisation.

We were able to mobilise the project and bring together stakeholders, internal and external to the organisation, to work collaboratively whilst bringing to bear our considerable experience and expertise in his field.

The solution included:

- **Pathway mapping** touch points in a patient's journey and establishing key milestones which impact waiting times
- **Development of technical architecture** to draw on EPR datasets
- **Clinical, operational and performance management workflow reform** to support the effective recording and monitoring of pathways



THE IMPACT

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