

Freedom of Information Request- Hertfordshire Partnership University NHS Foundation Trust

Please include data for all 4 tiers of CAMHS, including those in tier four beds, for young people up to the age of 18.

CAMHS...	2014/2015	2015/2016	2016/2017	2017/2018
Annual Budget (£000's)	7,064	7,528	9,338	9,241
Annual Expenditure (£000's)	7,789	7,827	9,257	9,350
Number of service users (inpatient and outpatient included)	3345	3250	3445	3765
Total number of referrals to CAMHS	4322	4158	4456	4875
Total number of referrals that met CAMHS entry criteria/ accessed the service	3049	3026	3257	3652
What percentage of users have emotional disorders*?	1.0%	1.1%	1.0%	0.6%
How many serious incidents** were reported within the service?	2	1	1	3
How many complaints were received?	23	34	25	17
How many compliments were received?	96	225	342	331
What did/do your service users say you do well?	Levels of feedback were very poor at this time with teams relying on their outcome measures as their means of feedback.	"Good" "Helpful services". "Great staff, just not enough of them!"	"Polite" "A good attitude" "Professional"	Staff are "friendly" and "supportive". Emotional support.
What did/do your service users say you need to improve?		Would like some music in the waiting room. "Just took too long to get here". Would like more	Continuity of care in community settings. The food at Forest House	Waiting times can be too long. Feeling safe on the inpatient unit is often dependent on

		activities on the inpatient unit.	(inpatient). Timeliness of appointments, people being kept waiting.	other service users on the unit and also young people do not like bank and agency staff. Comments about community settings often relate to the environment.
What action was taken to improve service users experience?	The Friends and Family Test measure was brought in as a mandatory requirement in 2015 for mental health services , this helped to massively increase the amount of feedback received. Teams were then also required to produce quarterly "you said, we will" posters and monitor their feedback locally.	Timetable for activities was revised to include activities off the unit, when appropriate. Music in the waiting rooms was introduced in some areas.	Increase in satisfaction in St Albans and Borehamwood clinics following work done to ensure people were seen in a more timely way. The Youth Council held a food tasting and made senior management aware of the issues around food. Some changes took place as a result including introducing new vegan meals and a salad bar.	Training is being done with bank and agency staff which is co-facilitated by the young people. The CAMHS Participation Group are working on improving the waiting area environment with the youth council.
Average number of sick days per member of staff	5.05	10.35	13.2	6.14
% of staff members that have attended at least one training course in the given year	Compliance Rate CAMHS staff are expected to complete up to 18 modules on an annual basis			
	76%	78%	82%	81%

*anxiety disorders (ICD10 Code F41.9) and depression (ICD10 Code F41.2)

**death of a young person or attempt to end life