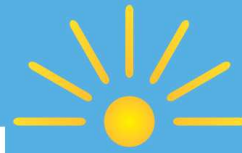




# better pathways

Bringing emergency treatment to early resolution



Issue 1 - Spring 2009

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## Thank you!

We visited your ward for the first time in December and January 2008/9.

We really appreciate everyone's help; in particular those who agreed to complete the questionnaires

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**University of London**

## Welcome

Better Pathways looks at the effects of two models of admission: one in Lambeth, one in Lewisham. Our aim is to learn about staff and service users' views of nine acute mental health wards: Lloyd Still, AL3, ES3, LEO, and Luther King in Lambeth; Clare, Powell, Triage and Wharton in Lewisham.

Lewisham wards have adopted a triage model of care: all admitted patients are intensively assessed on a separate triage ward for whether they need inpatient or other services

In contrast, a more mainstream approach to acute care is offered in Lambeth. This means that service users usually remain on the same ward for the duration of their inpatient stay. Better Pathways assesses the impact of these two models of service to discover the benefits and limitations of both.

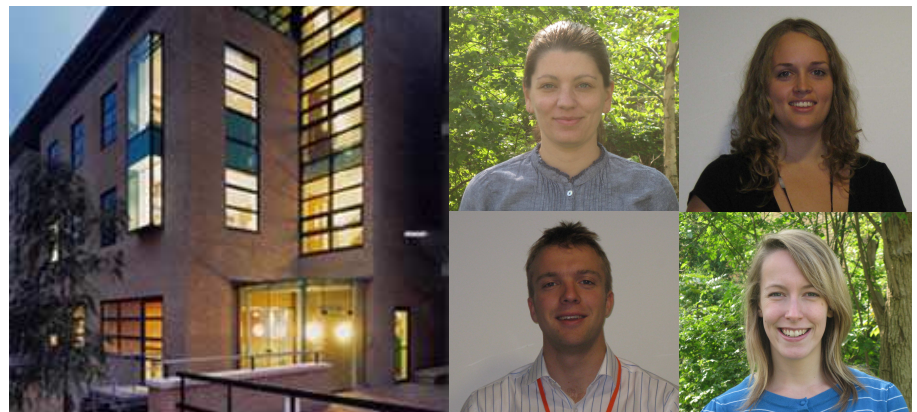
Each ward will take part four times at 6 month intervals. Taking part involves talking with researchers and answering questions about your experiences on your current ward.

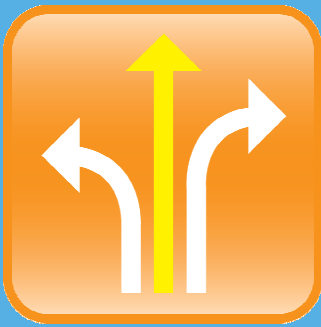
## Who are the team?

Our team are based at the Institute of Psychiatry, Kings College London. There are forty people working on this project including clinical advisors, statisticians and researchers. The lead investigator is *Professor Til Wykes*

We work in partnership with SLAM NHS Trust who have given their full support to the project. You are most likely to meet the following research workers (*pictured below*):

*Ann Wood, Hannah Kelland, Doug Pearman, and Helen Glossop.*





*“ I really enjoyed talking with you about my time on this ward”.*

*Patient on AL3*

*“ It felt like you became part of the team”.*

*Ward manager*

*“ I like the fact that taking part in the study could help others who come to hospital in the future”*

*Patient on Wharton*

## Progress and next steps

We started Better Pathways in December 2008, and will return to the wards every six months to offer staff and service users the opportunity to do the questionnaires again to see if their views change.

**228 people have already taken part**, including 118 staff and 110 service users.

We made many improvements to data collection during the last 6 months. Look out for us:

- presenting at business meetings
- during night and weekend shifts
- multiple researchers recruiting
- asking your ward manager for time so you can complete the measures

**We aim for 1080 people to take part** by the end of the project—so we still need your help!

The next data collection will take place between June and July 2009

## How did we develop the questionnaires?

Staff & service users were instrumental to the process. Each measure was built step-by step through more than 10 consultations with staff and patients.

A big thank-you to everyone who took part

## Better Pathways news

### Service User Measures

Better Pathways began in March 2007 and focuses on patient contributions. Two new measures have been developed which allow service users to feed back about meaningful contact with staff and their views of ward atmosphere. These measures are known as ‘CITRINE’ and ‘VOICE’ (LIAISE).

*Jo Evans (pictured right)* presented the VOICE measure at the MHRN Service users in Research conference in March, and publication of the VOICE measure is due in Autumn 2009.



### Change on its way

Our best wishes go to Lloyd Still ward who are settling into their new purpose-built ward at Lambeth Hospital, and to ES3 ward who will be moving later this year.

Also — two of the research team (Hannah Kelland and Helen Glossop) have recently gained prestigious places to train as clinical psychologists at the Salomons Centre and University of Oxford from September 2009.

Congratulations to them both!

