

Publication Report



Child and Adolescent Mental Health Services Waiting Times in Scotland

Quarter ending 30 June 2012

Publication date – 28 August 2012

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Introduction

This publication contains information about how long children and young people waited for mental health services provided by the NHS in Scotland. It is the first time that this information has been published. The information in this publication covers the period April to June 2012.

The NHS in Scotland provides mental health services for children and young people with a wide range of mental health conditions including Attention Deficit Hyperactivity Disorder (ADHD), anxiety, behaviour problems, depression and early onset psychosis.

This treatment is provided through Child and Adolescent Mental Health (CAMH) services. These services, which are mainly outpatient and community based, are provided by a range of staff including psychiatrists, mental health nurses, clinical psychologists, child psychotherapists, occupational therapists and other allied health professionals.

The Scottish Government requires the NHS in Scotland to measure the time people wait for treatment and this includes people waiting for CAMH services. The Scottish Government has set a target for the NHS in Scotland to deliver a maximum 26 week waiting time from a patient's referral to treatment for specialist CAMH services from March 2013, reducing to 18 weeks from December 2014.

Waiting times in other NHS services in Scotland are adjusted if a patient was unavailable or did not attend an appointment and had to be given another. The Scottish Government is reviewing whether waiting times for CAMH services should be adjusted or not, so this publication includes both adjusted and unadjusted waits. Many of the NHS Boards are not able to report both measures so we have shown whichever is available.

The systems for collecting data locally are still being developed and as a result some people who attended a CAMH service are not included in this publication. However the information in this publication does give a good indication of waiting times in most areas of Scotland. Over the coming months, we expect to increase the volume of information that we can collect from NHS Boards.

Key points

- Waiting times information for CAMH services is still at an early stage of development. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information. The target is due for delivery from March 2013.
- To report on CAMHS waiting times, NHS Boards have had to develop, for the first time, systems to measure CAMHS waiting times from referral to treatment.
- During the quarter ending June 2012, over 2600 children and young people started treatment at CAMH services in Scotland.
- The initial estimates from data at an early stage of development indicate that around 92% of people were seen within 26 weeks.

Results and Commentary

Adjustment of waiting times

Waiting times for most NHS services are worked out using a calculation that takes into account any periods a person is unavailable and missed or cancelled appointments. The Scottish Government is currently reviewing whether waiting times for CAMH services should be adjusted in this way or not.

The main adjustments that are made to waiting times are:

- If a person is unavailable (for example on holiday), the period for which they are unavailable is subtracted from their total waiting time.
- If a person does not attend an appointment and has to be given another, their waiting time is reset to zero, where it is reasonable and clinically appropriate and they start their wait again.
- If a person rearranges an appointment, their waiting time is reset to zero, where it is reasonable and clinically appropriate, on the day they contact the service to rearrange their appointment.

When the Scottish Government announced the target for CAMH service waiting times, NHS Boards were asked to adjust waits in this way. Some NHS Boards are not yet able to do this and can only report unadjusted waits, i.e. the total time the person waited to be seen. Some NHS Boards are able to report their waits both ways, in which case both have been included in this report.

It is not yet possible to report accurate waiting times information for CAMH services at Scotland level due to these inconsistencies. All Scotland level information includes both data which has been adjusted and data which has not been adjusted.

How long people waited to start their treatment

This section shows waiting times for patients who started their treatment during the period April - June 2012. During that period, in the areas for which data are available (see Table 1a):

- Over 2600 children and young people started their treatment at CAMH services in Scotland.
- Using adjusted waits where possible, 92% of people seen by a CAMH service started their treatment within 26 weeks of being referred. If all NHS Boards were able to adjust waits appropriately the percentage seen within 26 weeks would be slightly higher than this.
- Using unadjusted waits where possible, 90% of people seen by a CAMH service started their treatment within 26 weeks of being referred. The actual percentage seen within 26 weeks discounting adjustments is likely to be slightly lower than this.

Information by NHS Board is shown in Table 1b.

Table 1a. Waiting times for people who started their treatment in April - June 2012, NHS Scotland (excluding NHS Grampian and NHS Highland)

Reporting period	People seen	People seen within 26 weeks (%)	
		Adjusted ¹	Unadjusted ²
June 2012	785	93%	90%
May 2012	1004	92%	89%
April 2012	851	90%	90%
Total	2640	92%	90%

Notes

1. Includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. Includes adjusted waits for NHS Boards where unadjusted waits are not available.

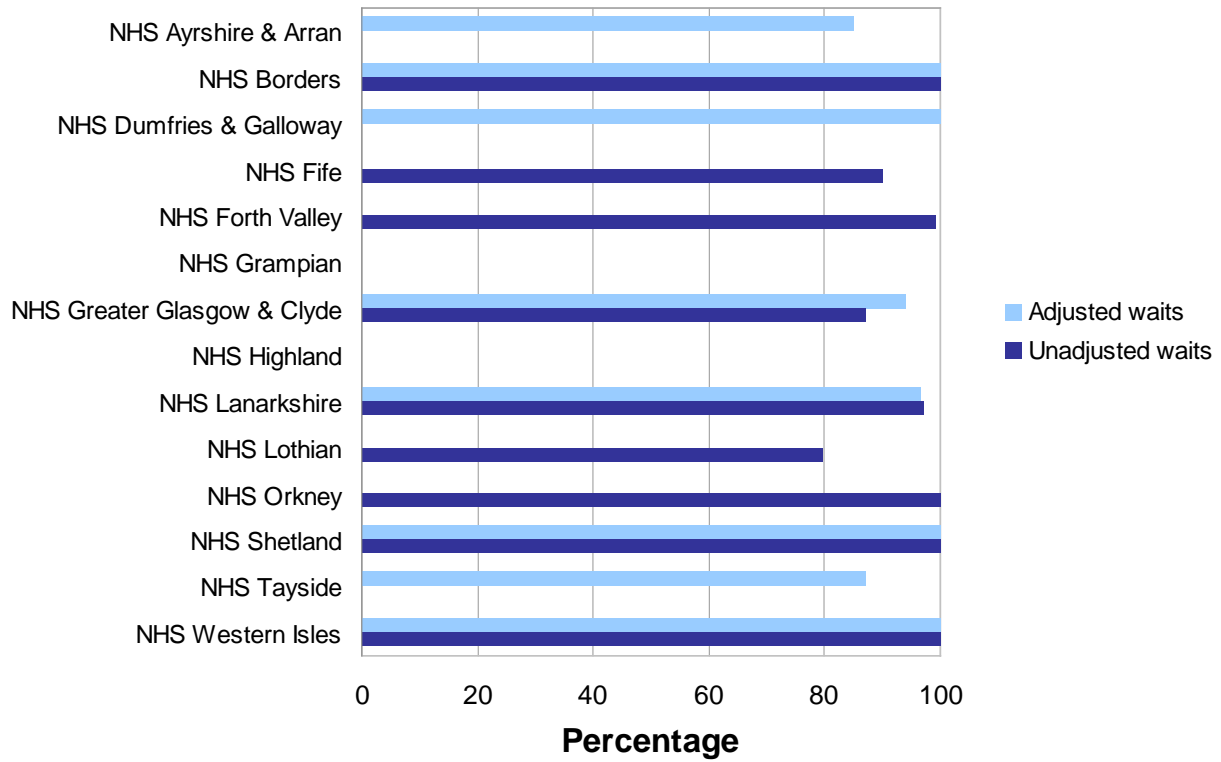
Table 1b. Waiting times for people who started their treatment in April – June 2012 by NHS Board

NHS Board of Treatment	People seen	People seen within 26 weeks (%)	
		Adjusted	Unadjusted
NHS Ayrshire & Arran	170	85%	..
NHS Borders	164	100%	100%
NHS Dumfries & Galloway	123	100%	..
NHS Fife	201	..	90%
NHS Forth Valley	152	..	99%
NHS Grampian
NHS Greater Glasgow & Clyde	799	94%	87%
NHS Highland
NHS Lanarkshire	294	97%	97%
NHS Lothian	310	..	80%
NHS Orkney	13	..	100%
NHS Shetland	14	100%	100%
NHS Tayside	371	87%	..
NHS Western Isles	29	100%	100%

Notes

- .. Data not available

Chart 1. Percentage of people who started their treatment within 26 weeks by NHS Board, April – June 2012



Notes

1. Data not available for NHS Grampian and NHS Highland.

Further information by NHS Board can be found [here](#).

People waiting at the end of the month

The section presents a summary of waiting times information for CAMH services for people who are waiting at the end of each month.

This is a useful measure for managers of these services as it can help them take early action to ensure that patient waits do not exceed the target. However this measure does not show how long people actually wait before they received care.

At the end of June 2012:

- Over 3700 people were waiting to start treatment at CAMH services in Scotland.
- Using adjusted waits where possible, 347 of these had been waiting for more than 26 weeks.
- Using unadjusted waits where possible, 388 of these had been waiting for more than 26 weeks.

Information by NHS Board is shown in Table 2b.

Table 2a. Waiting times for people waiting at the end of the month in Scotland (excluding Lanarkshire)

Month End	Total People Waiting	Less than 26 weeks (%)		More than 26 weeks (number)	
		Adjusted ¹	Unadjusted ²	Adjusted ¹	Unadjusted ²
June 2012	3706	91%	90%	347	388
May 2012	3934	89%	88%	422	480
April 2012	4012	89%	89%	451	451

Notes

1. Includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. Includes adjusted waits for NHS Boards where unadjusted waits are not available.

Table 2b. Waiting times for people waiting at 30 June 2012 by NHS Board

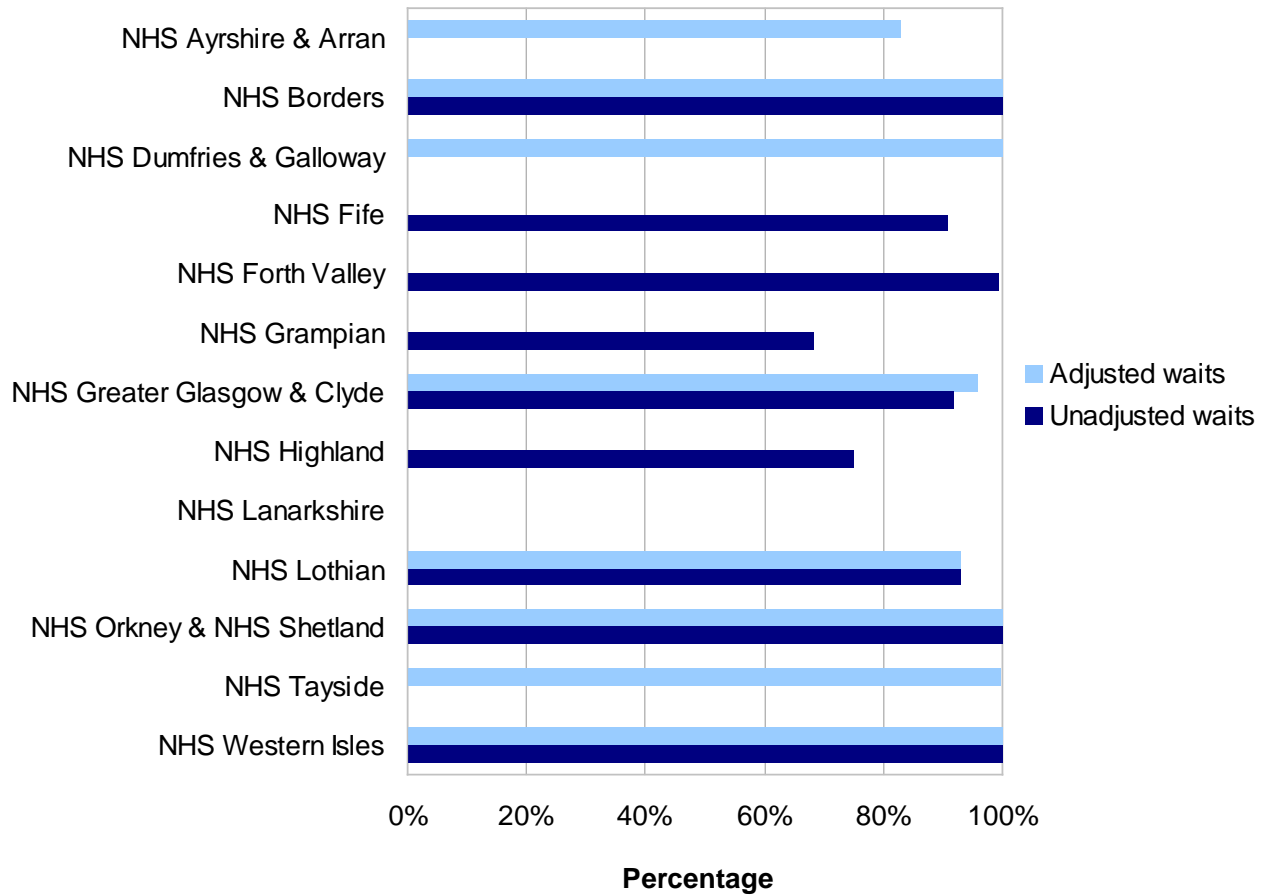
NHS Board of treatment	Total People Waiting	Less than 26 weeks (%)		More than 26 weeks (number)	
		Adjusted	Unadjusted	Adjusted	Unadjusted
NHS Ayrshire & Arran	230	83%	..	39	..
NHS Borders	41	100%	100%	0	0
NHS Dumfries & Galloway	80	100%	..	0	..
NHS Fife	365	..	91%	..	32
NHS Forth Valley	202	..	100%	..	1
NHS Grampian	264	..	68%	..	84
NHS Greater Glasgow & Clyde	1060	96%	92%	45	86
NHS Highland	353	..	75%	..	88
NHS Lanarkshire
NHS Lothian	827	93%	93%	..	57
NHS Orkney & NHS Shetland ¹	8	100%	100%	0	0
NHS Tayside	263	100%	..	1	..
NHS Western Isles	13	100%	100%	0	0

Notes

.. Data not available

1. Due to small numbers, NHS Orkney and NHS Shetland have been combined.

Chart 2. Percentage of people waiting less than 26 weeks by NHS Board, 30 June 2012



Notes

- 1. Data not available for NHS Lanarkshire.
- 2. Due to small numbers, NHS Orkney and NHS Shetland have been combined.

Further information by NHS Board can be found [here](#).

Number of people referred to CAMH Services

This section has information on how many children and young people are referred to CAMH services. Waiting lists can build up where demand for services exceeds the capacity of that service, so the number of referrals is a key measure for managing waiting times.

During the period April - June 2012 for which data are available over 4700 children and young people were referred to CAMH services. The numbers of referrals by NHS Board are shown in Table 3. However please note that this information is developmental and may contain inaccuracies. We expect the quality of data to improve over the coming months.

It is not possible to give a direct comparison of referral rates across the NHS Boards as CAMH services vary in the age of population served. Some areas provide services for all those under 18, while others offer services to those over 16 only if they are in full time education (for more detail see [Workforce Information](#)). The 'referral rates per 1,000 people under 18' give an indication of the relative differences in demand.

Table 3. Referrals to CAMH services by NHS Board, April – June 2012

NHS Board	Number of referrals ¹	Referrals per 1,000 people under 18 ²
NHS Scotland	4734	4.6
NHS Ayrshire & Arran	192	2.7
NHS Borders	131	5.8
NHS Dumfries & Galloway	173	6.3
NHS Fife	352	4.8
NHS Forth Valley	250	4.1
NHS Grampian	600	5.5
NHS Greater Glasgow & Clyde	954	4.1
NHS Highland	229	3.8
NHS Lanarkshire	550	4.6
NHS Lothian	826	5.1
NHS Orkney	13	3.3
NHS Shetland	15	3.1
NHS Tayside	408	5.2
NHS Western Isles	41	8.2

Notes

1. Excludes referrals that were rejected.
2. Population data taken from mid-year population estimates, National Records of Scotland (NRS).

Glossary

CAMH services

These are the Child and Adolescent Mental Health (CAMH) services provided by NHSScotland. Services are provided by teams of clinicians including psychiatrists, mental health nurses, clinical psychologists, child psychotherapists, occupational therapists and other allied health professionals. These services are based mainly in outpatient clinics and in the community.

Children and young people

These are the people served by CAMH services. Some areas provide services for all those under 18, while others offer services to those over 16 only if they are in full time education (for more detail see [Workforce Information](#)).

Start of treatment

This is when treatment starts or the person is removed from the waiting list. There are a number of reasons why a person might be removed from the waiting list without starting treatment. It might be that the treatment is not appropriate or the person is offered treatment but decides not to go ahead.

Adjusted waiting time

This is how long a person waited after taking into account any periods they were unavailable and any appointments that they missed or rearranged. The adjustments are described on Page 3. If a person has no periods of unavailability and attends on the first date that they accept then no adjustments are made and their adjusted waiting time is the same as their unadjusted waiting time.

Unadjusted waiting time

The total time from the date the referral was received by the CAMH service to the date treatment commenced.

HEAT targets

A set of targets agreed between the Scottish Government and NHSScotland relating to Health Improvement, Efficiency, Access or Treatment (HEAT).

List of Tables

Table No.	Name	Time period	File & size
1	Completed waits for people seen	April 2012 – June 2012	Excel [770kb]
2	Waiting times for people waiting	April 2012- June2012	Excel [690kb]

Note: in order to view the tables to full effect, your macro security settings will need to be set to medium. To change macro security settings using Tools, Macro, Security - set security level to Medium and re-open the report.

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Further Information

Further information can be found on the [ISD website](#)

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Appendix

A1 – Background Information

Why are waiting times important?

The main function of CAMH services is to develop and deliver services for those children and young people (and their parents and carers) who are experiencing the most serious mental health problems. They also have an important role in supporting the mental health capability of the wider network of children's services.

Delivery of good quality CAMH services depends on timely access to healthcare. Early action is more likely to result in full recovery and, in the case of children and young people, minimises the impact on other aspects of their development such as their education, so improving their wider social development outcomes.

Mental Health Policy and Targets

Developments in mental health care have been driven by a series of reports and policy recommendations:

The [Scottish Needs Assessment Programme \(SNAP\) Report on Child and Adolescent Mental Health](#) (2003) highlighted the importance of CAMH services and the need for development of these services within Scotland.

[Mental Health of Children and Young People: A Framework for Promotion, Prevention and Care](#) (Scottish Executive, 2005) set the policy direction and a commitment to developing these services.

A [HEAT target](#) for CAMH services was set in April 2010. The target is that no child or young person will wait longer than 26 weeks from referral to treatment in a specialist CAMH service from March 2013, reducing to 18 weeks from December 2014.

The [Mental Health Strategy for Scotland: 2012-2015](#) (2012) sets the policy direction for the next four years and includes a commitment to achieving and maintaining waiting times targets.

Workforce Information

[CAMH Workforce Information](#) (2012) presents the latest information on numbers of clinical staff working in CAMH Services.

A2 – Data Quality

CAMHS waiting times data has been collected nationally from January 2010, although initially data was very incomplete and of poor quality. There have been significant improvements in data quality and completeness over time, but some systems for collecting data locally are still being developed and as a result the data is not yet complete. Over the coming months, we expect the quality and completeness of data to continue to improve.

Data completeness by NHS Board is shown on Page 15.

Adjusted and unadjusted waiting times

When the HEAT target was announced, NHS Boards were asked to adjust waiting times where patients were unavailable or did not attend an appointment and had to be given another. This “New Ways” calculation of wait is used in other NHS services such as inpatients, outpatients and audiology.

Some NHS Boards developed systems to enable this calculation for CAMH services. However not all systems are able to do this yet, and some NHS Boards that had developed systems to adjust waits (NHS Ayrshire & Arran, NHS Dumfries and Galloway, NHS Tayside) have not been able to recalculate waits removing the adjustments.

It is not yet possible to report accurate information at Scotland level for either adjusted or unadjusted waits. All Scotland level information includes both data which has been adjusted and data which has not been adjusted. The impact is this:

- Scotland level estimate of numbers seen within 26 weeks (adjusted waits): actual numbers are higher than reported here.
- Scotland level estimate of numbers seen within 26 weeks (unadjusted waits): actual numbers are lower than reported here.

Data quality issues by NHS Board

This section lists any quality issues with data held by ISD. For data completeness see Page 15.




NHS Grampian: Only able to report summarised data, not distribution of waiting times.

CAMHs Data Completeness - April - June 2012

The completeness of the data submitted for each NHS Board is summarised in the table below:

NHS Board	Adjusted (A) or Unadjusted (U)	April 2012	May 2012	June 2012
NHS Ayrshire & Arran	A			
NHS Borders	A&U			
NHS Dumfries & Galloway	A			
NHS Fife	U			
NHS Forth Valley	A&U ⁴			
NHS Grampian	U	1	1	1
NHS Greater Glasgow & Clyde	A&U			
NHS Highland	U	2	2	2
NHS Lanarkshire	A&U	3	3	3
NHS Lothian	U			
NHS Orkney	U			
NHS Shetland	A&U			
NHS Tayside	A			
NHS Western Isles	A&U			

Key

	No Data Submitted
	Partial Data Submitted
	All Data Submitted

1. Data for patients seen not available. Distribution for patients waiting not available.
2. Data for patients seen not available.
3. Data for patients waiting not available.
4. Locally held data on adjusted waits has recently been updated and is not yet available to ISD.

A3 – Publication Metadata (including revisions details)

Metadata Indicator	Description
Publication title	Child and Adolescent Mental Health Services Waiting Times
Description	Monthly and quarterly summary of waiting times and waiting lists for Child and Adolescent Mental Health Services
Theme	Health and Social Care
Topic	Access and Waiting Times
Format	Excel workbooks
Data source(s)	Aggregate counts accredited and derived from individual NHS Scotland Boards are submitted monthly to ISD using a defined Excel template.
Date that data are acquired	Deadline for data submission is the 22 nd of each month, though files can be resubmitted up to 3 weeks before publication where the quality assurance process identifies differences with local figures.
Release date	The last Tuesday of the month for each publication
Frequency	Quarterly
Timeframe of data and timeliness	Data from April 2012
Continuity of data	Information has been collected nationally since January 2010 with a revised dataset introduced in April 2012.
Revisions statement	-
Revisions relevant to this publication	-
Concepts and definitions	Definitions not contained in this report are available here .
Relevance and key uses of the statistics	<p>Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of targets for maximum waiting times.</p> <p>Other uses of the data include information requests for a variety of customers, e.g. research charities; public companies; Freedom of Information requests; information support to Boards; health intelligence work; parliamentary questions and HEAT targets.</p>
Accuracy	These data are classified as developmental. ISD only receives aggregate data from each NHS Board. Although aggregated data cannot be systematically validated by ISD, reported data are compared to previous figures and to expected trends. Derivation of the figures and data accuracy are matters for individual NHS Boards.
Completeness	100% of submitted data is used for analysis and publication.
Comparability	Comparative waiting times information is not possible at present using these data due inconsistencies in definitions of waiting times for treatment across the four countries.

	Collaborative efforts by the health departments of the four countries to produce comparable figures on waiting times is currently underway by the UK Comparative Waiting Times Group.
Accessibility	It is the policy of ISD Scotland to make its web sites and products accessible according to published guidelines .
Coherence and clarity	Key statistics for the latest quarter are linked to on the main Waiting Times page www.isdscotland.org/Health-Topics/Waiting-Times/ . Statistics are presented within Excel spreadsheets. NHS Board and national figures are presented. Further features to aid clarity: 1. Tables are printer friendly. 2. Key data presented graphically.
Value type and unit of measurement	Number and percentage of patients seen, number and percentage of patients waiting, median and 90 th percentile waits; by NHS Board.
Disclosure	The ISD protocol on Statistical Disclosure Protocol is followed.
Official Statistics designation	Official Statistics
UK Statistics Authority Assessment	Awaiting assessment
Last published	-
Next published	27 November 2012
Date of first publication	28 August 2012
Help email	Nss.CAMH@nhs.net
Date form completed	28 August 2012

A4 – Early Access details (including Pre-Release Access)

Pre-Release Access

Under terms of the "Pre-Release Access to Official Statistics (Scotland) Order 2008", ISD are obliged to publish information on those receiving Pre-Release Access ("Pre-Release Access" refers to statistics in their final form prior to publication). The standard maximum Pre-Release Access is five working days. Shown below are details of those receiving standard Pre-Release Access and, separately, those receiving extended Pre-Release Access.

Standard Pre-Release Access:

Scottish Government Health Department
NHS Board Chief Executives
NHS Board Communication leads

Extended Pre-Release Access

Extended Pre-Release Access of 8 working days is given to a small number of named individuals in the Scottish Government Health Department (Analytical Services Division). This Pre-Release Access is for the sole purpose of enabling that department to gain an understanding of the statistics prior to briefing others in Scottish Government (during the period of standard Pre-Release Access).

Scottish Government Health Department (Analytical Services Division)

Early Access for Management Information

These statistics will also have been made available to those who needed access to 'management information', ie as part of the delivery of health and care:

Scottish Government Reshaping Care and Mental Health Division

Early Access for Quality Assurance

These statistics will also have been made available to those who needed access to help quality assure the publication:

NHS Board Information and Delivery leads for CAMH Services

A5 – ISD and Official Statistics

About ISD

Scotland has some of the best health service data in the world combining high quality, consistency, national coverage and the ability to link data to allow patient based analysis and follow up.

Information Services Division (ISD) is a business operating unit of NHS National Services Scotland and has been in existence for over 40 years. We are an essential support service to NHSScotland and the Scottish Government and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

Purpose: To deliver effective national and specialist intelligence services to improve the health and wellbeing of people in Scotland.

Mission: Better Information, Better Decisions, Better Health

Vision: To be a valued partner in improving health and wellbeing in Scotland by providing a world class intelligence service.

Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of 'Official Statistics'. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. The Code of Practice is produced and monitored by the UK Statistics Authority which is independent of Government. Under the Code of Practice, the format, content and timing of statistics publications are the responsibility of professional staff working within ISD.

ISD's statistical publications are currently classified as one of the following:

- National Statistics (ie assessed by the UK Statistics Authority as complying with the Code of Practice)
- National Statistics (ie legacy, still to be assessed by the UK Statistics Authority)
- Official Statistics (ie still to be assessed by the UK Statistics Authority)
- other (not Official Statistics)

Further information on ISD's statistics, including compliance with the Code of Practice for Official Statistics, and on the UK Statistics Authority, is available on the [ISD website](#).