

Publication Report



Child and Adolescent Mental Health Services Waiting Times in Scotland

Quarter ending 30 September 2013

Publication date – 26 November 2013

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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. This information has been published quarterly since August 2012. The information in this publication covers the period July to September 2013, with figures from April to June 2013 for reference.

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. Information for both targets are included in the report.

Following the conclusion of previously planned work on a tolerance level for CAMH service waiting times and engagement with NHS Boards and other stakeholders, the Scottish Government has determined that the CAMH services target should be delivered for at least 90% of patients.

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. The volume of information we have been able to collect from NHS Boards has increased each quarter and we expect this to continue to increase in the coming months.

Key points

- Waiting times information for CAMH services is still in development. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information. The 26 week target was due for delivery from March 2013, reducing to 18 weeks from December 2014.
- To report on CAMHS waiting times, NHS Boards have had to develop, for the first time, systems to report on CAMHS waiting times.
- During the quarter ending September 2013, around 3,300 children and young people started treatment at CAMH services in Scotland.
- The initial estimates from data still in development indicate that around 94% of people were seen within 26 weeks and 85% of people were seen within 18 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. These are referred to as adjustments. Some NHS Boards are not able to make all the appropriate adjustments to waiting times for CAMH services so we have included information on what adjustments each NHS Board has made.

Waiting time adjustments allow fair reporting of waiting times which have been affected by factors outside the NHS Board's control. However the timing of appointments is always based on clinical need. For CAMH services, resetting the waiting time to zero is done for reporting purposes only and does not impact on the timing of any further appointments.

The main adjustments that are made to CAMH services 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.
- If a person rearranges an appointment their waiting time is reset to zero on the day they contact the service to rearrange their appointment.
- If a person is offered several appointments and declines them all their waiting time is reset to zero. NHS Boards report that this happens very rarely as most appointments are agreed by telephone.

This report also shows unadjusted waiting times. These are the actual times people have waited. Unadjusted waiting times are available for all NHS Boards except for one.

The [Summary Report on the Application of NHSScotland Waiting Times Guidance](#) provides more explanation on the main adjustments that are made to waiting times for CAMH services.

How long people waited to start their treatment

This section shows waiting times for patients who started their treatment during the period July - September 2013. Waiting times information for CAMH services is still in development. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information. Appendix A2 provides NHS Board level information on the completeness of the data and any data quality issues to be aware of. During July - September 2013 (see Table 1):

- Around 3,300 children and young people started their treatment at CAMH services in Scotland.
- Using adjusted waits where available, 94% of people seen by a CAMH service started their treatment within 26 weeks and 85% were seen within 18 weeks of being referred. Half started their treatment within 7 weeks.
- In the NHS Boards that are able to report unadjusted waits, 92% of people seen by a CAMH service started their treatment within 26 weeks and 79% started their treatment within 18 weeks of being referred. Half started their treatment within 9 weeks.

There has been a slight decrease in the percentage of people seen within 26 weeks (adjusted figures) this quarter compared to the quarter April – June 2013 (Chart 1). However data for successive months are not strictly comparable due to ongoing development of information systems, so small changes from one month to the next should not be interpreted as a significant rise or drop in performance at this stage. We expect to be able to make more accurate comparisons in future publications.

Information by NHS Board is shown in Tables 2 and 3 and Charts 2 and 3.

Table 1. Waiting times for people who started their treatment in July – September 2013, NHS Scotland ³

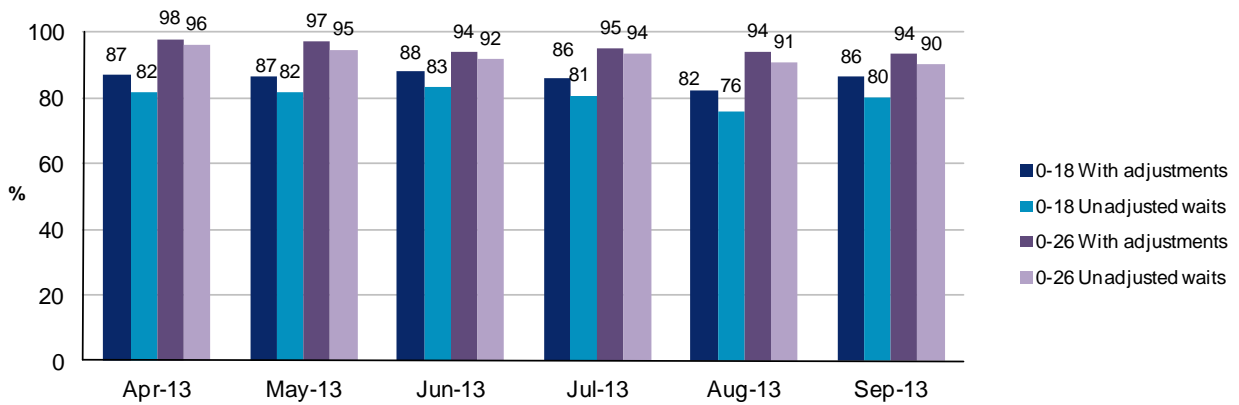
Month	With adjustments ¹				Unadjusted ²		
	People seen	Seen within 18 weeks (%)	Seen within 26 weeks (%)	Average (median) wait (weeks)	Seen within 18 weeks (%)	Seen within 26 weeks (%)	Average (median) wait (weeks)
July 2013	1,108	86	95	7	81	94	9
Aug 2013	1,110	82	94	8	76	91	10
Sep 2013	1,125	86	94	6	80	90	8
Total	3,343	85	94	7	79	92	9

Notes

1. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. Excludes NHS Dumfries and Galloway where unadjusted waits are not available.
3. NHS Grampian data for patients seen is estimated to be 80% complete.

Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

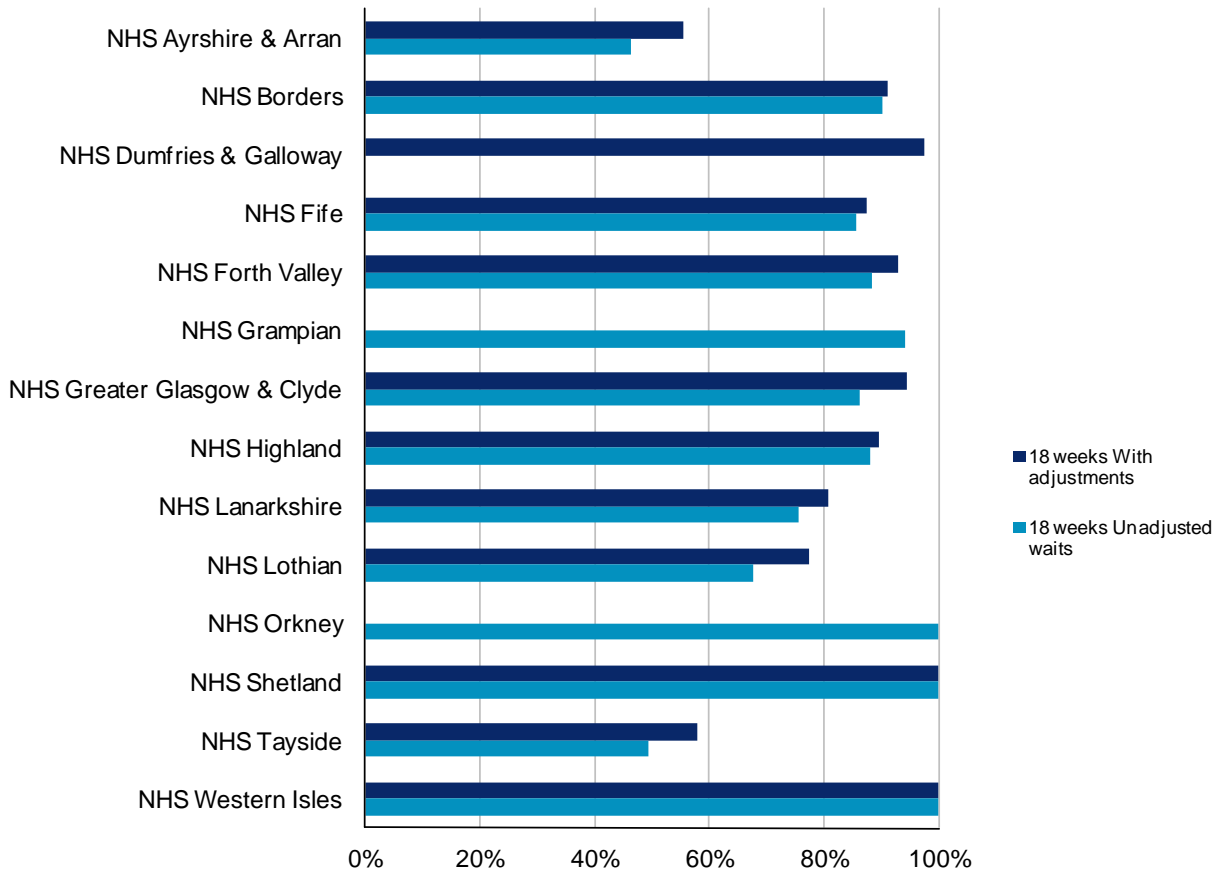
Chart 1. Percentage of people who started their treatment within 18 and within 26 weeks, NHS Scotland, April – September 2013



Notes

1. For details of adjustments see Table 2.
2. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available.
3. Unadjusted data excludes NHS Dumfries & Galloway.
4. NHS Grampian data for patients seen is estimated to be 80% complete.

Chart 2. Percentage of people who started their treatment within 18 weeks by NHS Board, July – September 2013

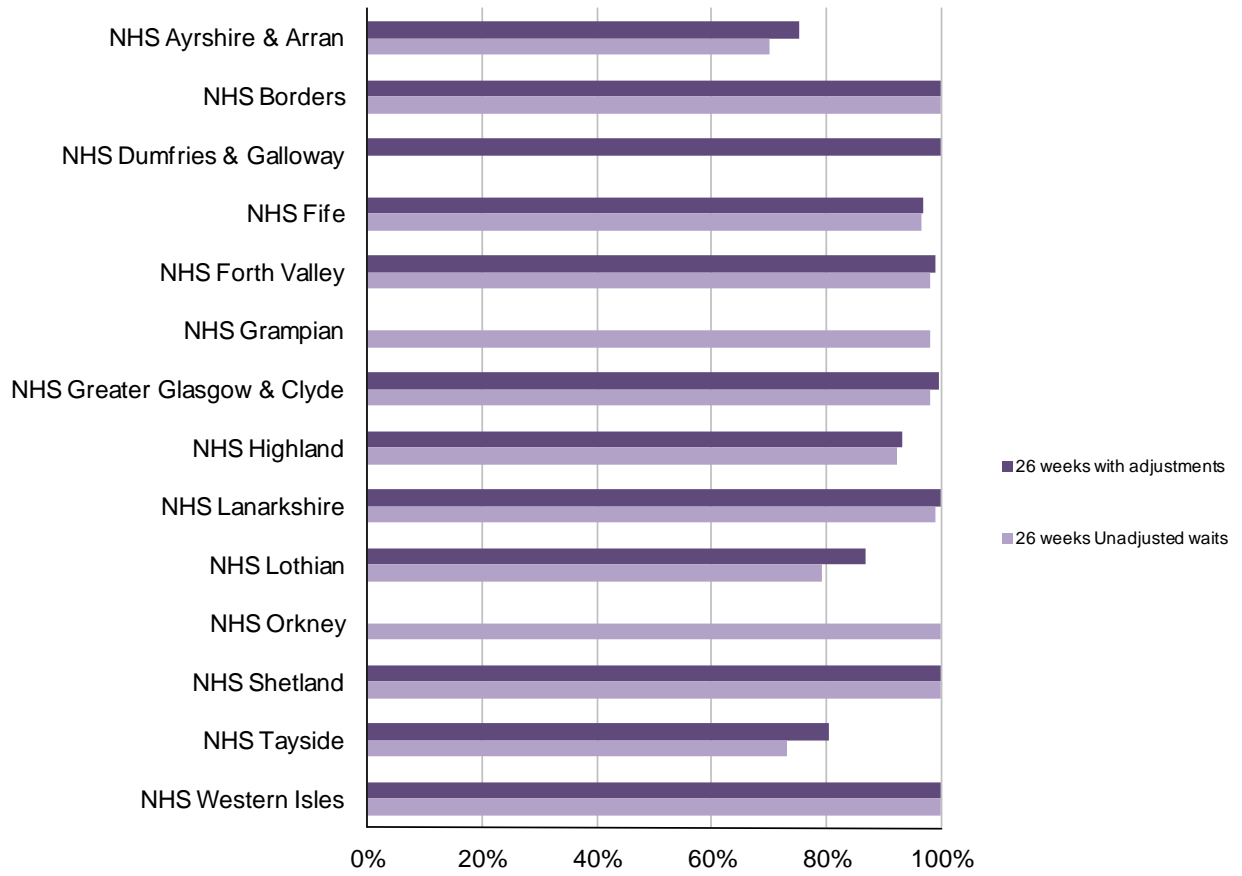


Notes

1. For details of adjustments see Table 2.
2. NHS Grampian data for patients seen is estimated to be 80% complete.

Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

Chart 3. Percentage of people who started their treatment within 26 weeks by NHS Board, July – September 2013



Notes

1. For details of adjustments see Table 2.
2. NHS Grampian data for patients seen is estimated to be 80% complete.

Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

In the quarter July to September 2013, at least 90% of people were seen within 26 weeks in all NHS Boards except for NHS Ayrshire & Arran (75%), NHS Lothian (87%) and NHS Tayside (80%).

Table 2. Waiting times (with adjustments) for people who started their treatment in July – September 2013 by NHS Board

NHS Board of Treatment	People seen	People seen within		Average (median) wait (weeks)	Waiting time adjustments ¹
		18 weeks (%)	26 weeks (%)		
NHS Scotland ²	3,343	85%	94%	7	-
NHS Ayrshire & Arran	121	55%	75%	16	NA, U, RO
NHS Borders	124	91%	100%	4	NA
NHS Dumfries & Galloway	84	98%	100%	7	NA, U, RO
NHS Fife	288	88%	97%	5	NA
NHS Forth Valley	111	93%	99%	8	NA, U
NHS Grampian ³	441	94%	98%	..	Unadjusted
NHS Greater Glasgow & Clyde	812	95%	100%	7	NA, U, RO
NHS Highland	210	90%	93%	6	NA, U
NHS Lanarkshire	333	81%	100%	6	NA, U, RO
NHS Lothian	452	78%	87%	7	NA
NHS Orkney	12	100%	100%	8	Unadjusted
NHS Shetland	13	100%	100%	5	NA, U, RO
NHS Tayside	317	58%	80%	12	NA, U, RO
NHS Western Isles	25	100%	100%	3	NA, RO

Notes

.. Data not available

1. Waiting time adjustments:

NA: Non Attendance. Waiting time may be reset if a person misses or rearranges an appointment.

U: Unavailability. Time a person is unavailable may be subtracted from the waiting time.

RO: Refuses Reasonable Offer. Waiting time may be reset if a person declines 2 or more dates.

For further information see page 4.

2. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available.

3. NHS Grampian are unable to provide weekly data at this stage to calculate medians and percentiles. NHS Grampian data for patients seen is estimated to be 80% complete.

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

Table 3. Unadjusted waiting times for people who started their treatment in July – September 2013 by NHS Board

NHS Board of Treatment	People seen	People seen within		Average (median) wait (weeks)
		18 weeks (%)	26 weeks (%)	
NHS Scotland¹	3,259	79%	92%	9
NHS Ayrshire & Arran	121	46%	70%	21
NHS Borders	124	90%	100%	4
NHS Dumfries & Galloway
NHS Fife	288	86%	97%	6
NHS Forth Valley	111	88%	98%	11
NHS Grampian ²	441	94%	98%	..
NHS Greater Glasgow & Clyde	812	86%	98%	9
NHS Highland	210	88%	92%	7
NHS Lanarkshire	333	76%	99%	8
NHS Lothian	452	68%	79%	12
NHS Orkney	12	100%	100%	8
NHS Shetland	13	100%	100%	6
NHS Tayside	317	50%	73%	19
NHS Western Isles	25	100%	100%	4

Notes

.. Data not available

1. Excludes NHS Dumfries & Galloway.

2. NHS Grampian are unable to provide weekly data at this stage to calculate medians and percentiles. NHS Grampian data for patients seen is estimated to be 80% complete.

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

People waiting at the end of the month

This 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.

NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information. Appendix A2 provides NHS Board level information on the completeness of the data and any data quality issues to be aware of.

At the end of September 2013 (Table 4):

- Almost 5,400 people were waiting to start treatment at CAMH services in Scotland.
- Using adjusted waits where available, 93% of people had been waiting for less than 26 weeks (375 people were waiting over 26 weeks) and 82% of people had been waiting for less than 18 weeks (993 people were waiting over 18 weeks).
- In the NHS Boards that are able to report unadjusted waits, 91% of people had been waiting for less than 26 weeks (477 people were waiting over 26 weeks) and 77% of people had been waiting for less than 18 weeks (1,204 people were waiting over 18 weeks).

The number of people waiting has fluctuated over the quarter. However data for successive months are not strictly comparable due to ongoing development of information systems, so small changes from one month to the next should not be interpreted as a significant rise or drop in performance. We expect to be able to make more accurate comparisons in future publications.

Information by NHS Board is shown in Charts 5 and 6 and Tables 5 and 6.

Table 4. Waiting times for people waiting at the end of the month in Scotland

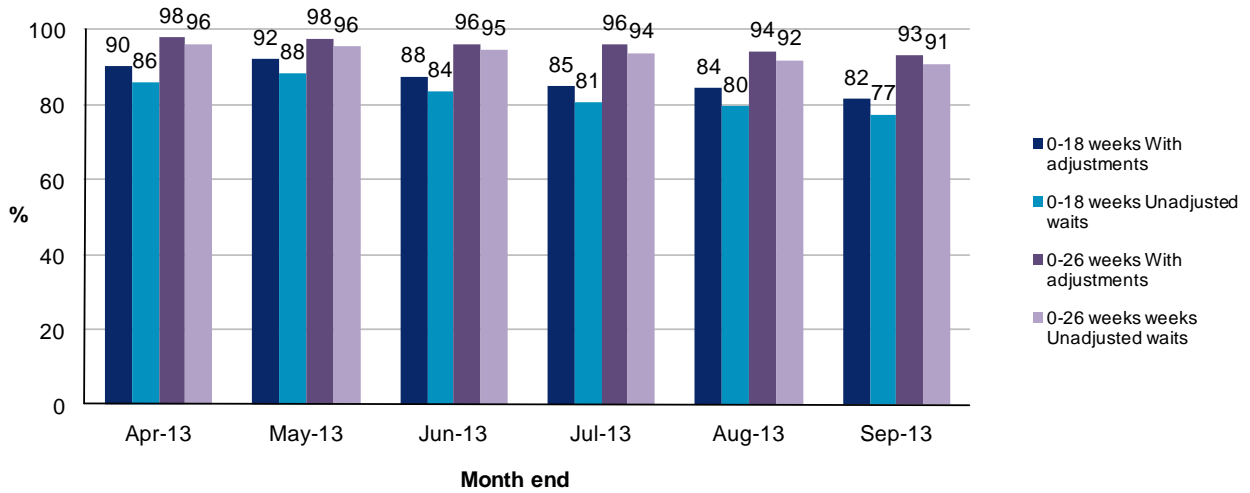
Month End	Total People Waiting	With adjustments ¹		Unadjusted ²	
		Less than 18 weeks (%)	Less than 26 weeks (%)	Less than 18 weeks (%)	Less than 26 weeks (%)
July 2013	5,014	85%	96%	81%	94%
Aug 2013	4,868	84%	94%	80%	92%
Sep 2013	5,370	82%	93%	77%	91%

Notes

1. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. Excludes NHS Dumfries & Galloway.

Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

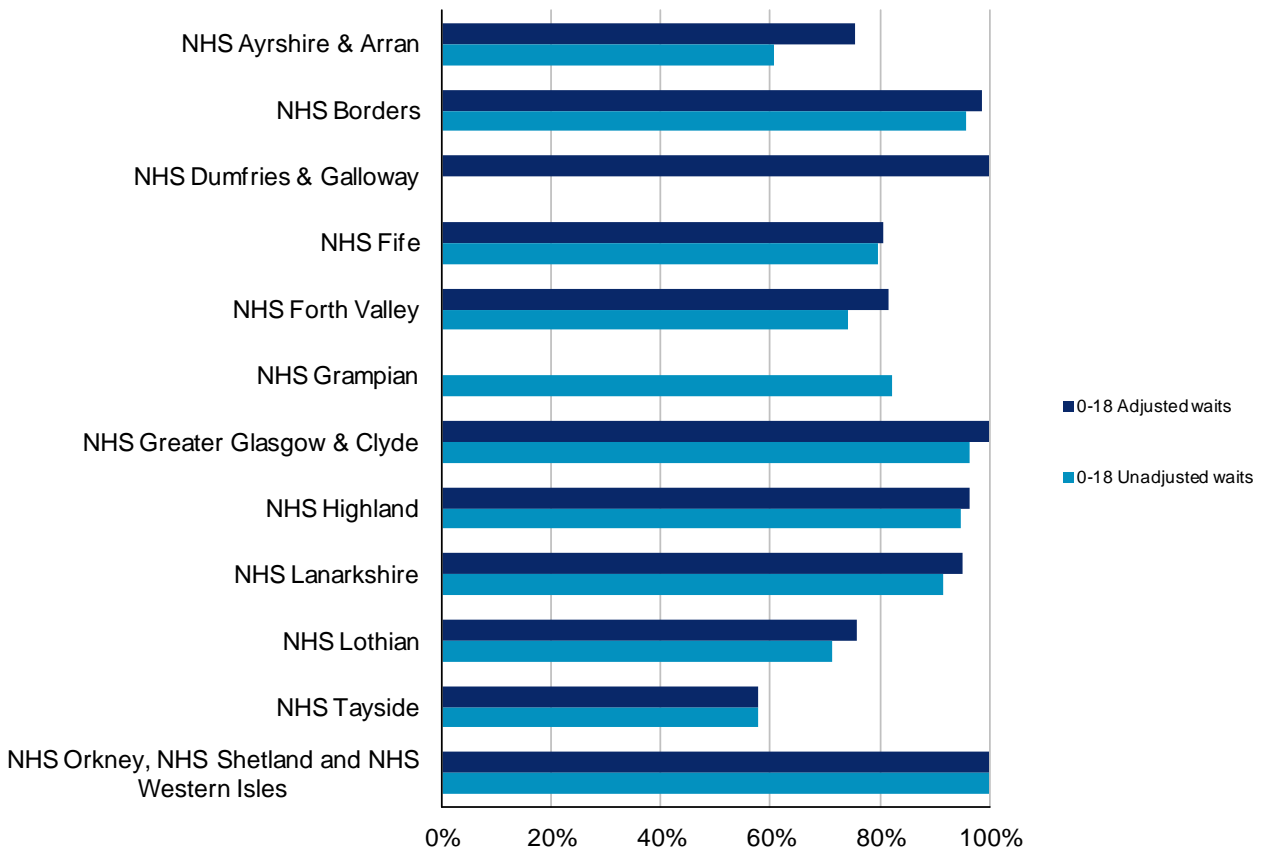
Chart 4. Percentage of people waiting less than 18 and 26 weeks, NHS Scotland, April – September 2013



Notes

1. For details of adjustments see Table 5.
2. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available.
3. Unadjusted data excludes NHS Dumfries & Galloway.

Chart 5. Percentage of people waiting less than 18 weeks by NHS Board, 30 September 2013

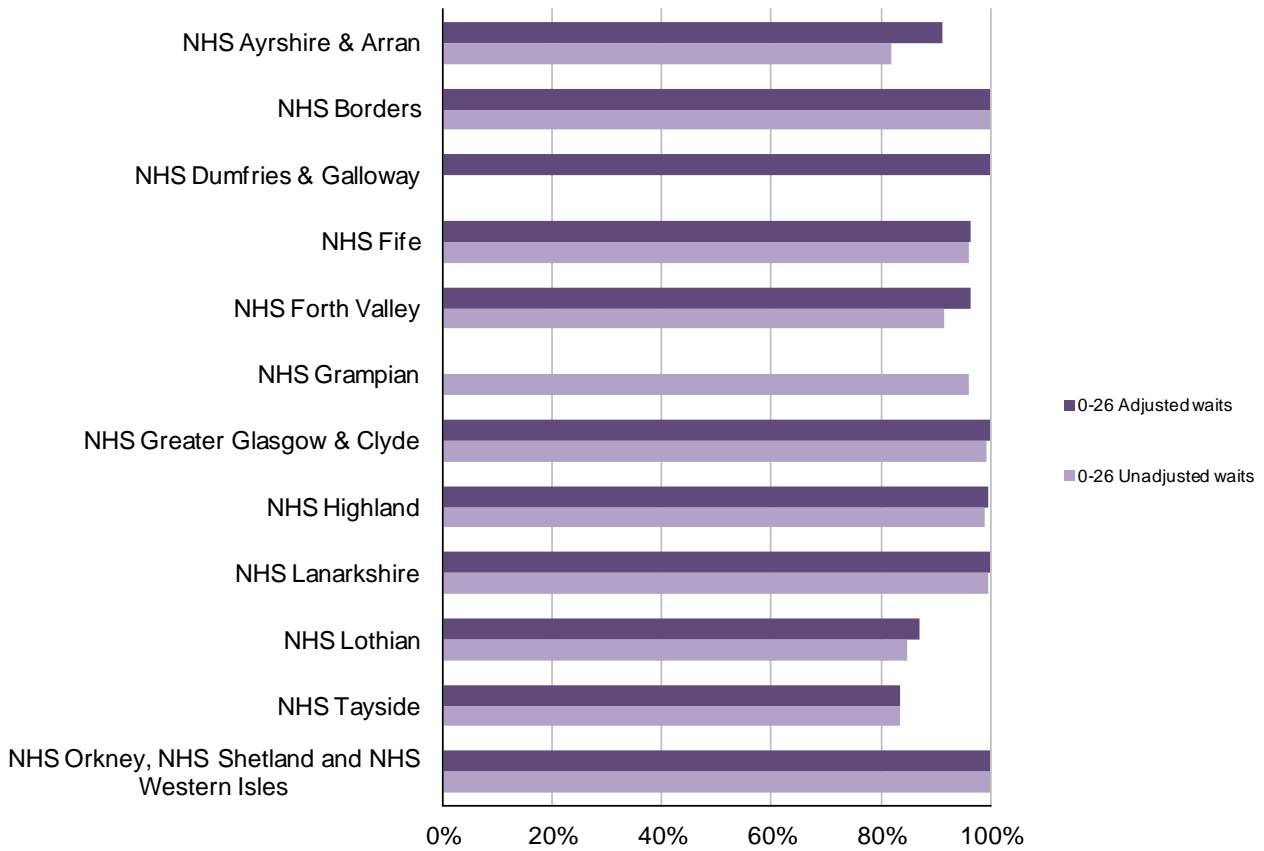


Notes

1. For details of adjustments see Table 5.
2. Due to small numbers, NHS Orkney, NHS Shetland and NHS Western Isles have been combined.

Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

Chart 6. Percentage of people waiting less than 26 weeks by NHS Board, 30 September 2013



Notes

1. For details of adjustments see Table 5.
2. Due to small numbers, NHS Orkney, NHS Shetland and NHS Western Isles have been combined.

Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

Table 5. Waiting times (with adjustments) for people waiting at 30 September 2013 by NHS Board

NHS Board of treatment	Total People Waiting	Less than 18 weeks (%)	Less than 26 weeks (%)	Waiting time adjustments ¹
NHS Scotland²	5,370	82%	93%	-
NHS Ayrshire & Arran	543	76%	91%	NA, U, RO
NHS Borders	72	99%	100%	NA
NHS Dumfries & Galloway	64	100%	100%	NA, U, RO
NHS Fife	420	81%	96%	NA
NHS Forth Valley	272	82%	96%	NA, U
NHS Grampian	416	82%	96%	Unadjusted
NHS Greater Glasgow & Clyde	967	100%	100%	NA, U, RO
NHS Highland	190	96%	99%	NA, U
NHS Lanarkshire	430	95%	100%	NA, U, RO
NHS Lothian	1,168	76%	87%	NA
NHS Tayside	810	58%	83%	NA, U, RO
NHS Orkney, NHS Shetland and NHS Western Isles ³	18	100%	100%	-

Notes

1. Waiting time adjustments:

NA: Non Attendance. Waiting time may be reset if a person misses or rearranges an appointment.

U: Unavailability. Time a person is unavailable may be subtracted from the waiting time.

RO: Refuses Reasonable Offer. Waiting time may be reset if a person declines 2 or more dates.

For further information see page 4.

2. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available.

3. Due to small numbers, NHS Orkney, NHS Shetland and NHS Western Isles have been combined.

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

Table 6. Unadjusted waiting times for people waiting at 30 September 2013 by NHS Board

NHS Board of treatment	Total People Waiting	Less than 18 weeks (%)	Less than 26 weeks (%)
NHS Scotland¹	5,306	77%	91%
NHS Ayrshire & Arran	543	61%	82%
NHS Borders	72	96%	100%
NHS Dumfries & Galloway
NHS Fife	420	80%	96%
NHS Forth Valley	272	74%	92%
NHS Grampian	416	82%	96%
NHS Greater Glasgow & Clyde	967	96%	99%
NHS Highland	190	95%	99%
NHS Lanarkshire	430	92%	100%
NHS Lothian	1,168	71%	85%
NHS Tayside	810	58%	83%
NHS Orkney, NHS Shetland and NHS Western Isles ²	18	100%	100%

Notes

.. Data not available

1. Excludes NHS Dumfries & Galloway

2. Due to small numbers, NHS Orkney, NHS Shetland and NHS Western Isles have been combined.

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-24 in Appendix A2.

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 July to September 2013 almost 6,062 children and young people were referred to CAMH services. The number of referrals by NHS Board are shown in Table 7. 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 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 'referrals per 1,000 people under 18' gives an indication of the relative differences in demand.

Table 7. Referrals to CAMH services by NHS Board, July - September 2013

NHS Board	All referrals		Referrals excluding rejected referrals	
	Number of referrals	Referrals per 1,000 people under 18	Number of referrals	Referrals per 1,000 people under 18
NHS Scotland	6,062	5.8	4,554	4.4
NHS Ayrshire & Arran	384	5.3	236	3.2
NHS Borders	137	6.3	119	5.5
NHS Dumfries & Galloway	238	8.4	203	7.2
NHS Fife	475	6.5	419	5.7
NHS Forth Valley	305	5.0	228	3.7
NHS Grampian	600	5.4	-	-
NHS Greater Glasgow & Clyde	1,452	6.2	1,164	5.0
NHS Highland	322	5.1	279	4.5
NHS Lanarkshire	623	5.2	588	4.9
NHS Lothian	1,014	6.3	904	5.6
NHS Orkney	12	2.9	11	2.7
NHS Shetland	32	6.4	22	4.4
NHS Tayside	452	5.8	365	4.7
NHS Western Isles	16	3.1	16	3.1

Notes

.. Data not available

Further information on referrals can be found [here](#).

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. Not all people who are referred to a CAMH service go on to have treatment. Some people attend an assessment appointment, need no further treatment and so are removed from the waiting list. Some people are offered treatment but decide 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 4. 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	Adjusted Completed waits for people seen	April – Sep 2013	Excel [871kb]
2	Unadjusted Completed waits for people seen	April – Sep 2013	Excel [859kb]
3	Adjusted Waiting times for people waiting	April – Sep 2013	Excel [855kb]
4	Unadjusted waiting times for people waiting	April – Sep 2013	Excel [853kb]
5	Referrals	April – Sep 2013	Excel [142kb]

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 use 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

Data collection

When the CAMH services data collection was first set up the IT systems across NHS Boards were not set up to collect the data at patient level. Therefore it was agreed to collect aggregate level data. The IT systems have developed since this work started and some of this information is now collected on Boards patient management systems however there are still some services where the information is still collected by NHS Boards in Excel.

NHS Boards collate and submit aggregate level data to ISD in an Excel template. The template has evolved over time. The current template is set up to collect information on patients who waited during the month and information on patients waiting at the end of each month. This information (number of people) is collected in weekly time bands to allow calculation of the median and 90th percentile. A separate Excel sheet is set up for adjusted and unadjusted waits.

ISD have programs set up to combine the Board information into one file. Since this is aggregate level data the analysis involves aggregating the numbers and calculating percentages waiting/waited and medians/percentiles. ISD also carry out quality assurance to sense check the data and liaise with NHS Boards to resolve any queries.

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. Following the conclusion of previously planned work on a tolerance level for CAMH service waiting times and engagement with NHS Boards and other stakeholders, the Scottish Government has determined that the CAMH services target should be delivered for at least 90% of patients.

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.

Psychological Therapies Waiting Times

Waiting times for [Psychological Therapies](#) are also published this quarter.

Workforce Information

[CAMH Workforce Information](#) (2013) presents the latest information on numbers of clinical staff working in CAMH Services.

A2 – Data Quality

CAMHS waiting times data has been collected nationally since 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.

This section provides information on the quality and completeness of data supplied by NHS Boards to ISD. As part of the quality assurance process for this publication ISD has asked Boards to provide information on any data quality and completeness issues that may affect interpretation of the statistics.

ISD also routinely seeks clarification from NHS Boards amongst other things where there may be large changes in numbers, unusual patterns in the data or changes in trends. These changes may be influenced by a variety of factors including service changes/reconfiguration or data recording changes.

How ISD will evaluate when the CAMHS data is no longer developmental

The ISD analysts involved with mental health waiting times meet monthly to review the latest CAMHS management information. This includes reviewing the data quality and completeness issues. The analysts have regular contact with NHS Boards to keep up to date on progress Boards are making in developing their CAMHS information.

ISD analysts attend the Scottish Government's quarterly CAMHS Implementation and Monitoring Group where an update on the latest CAMHS information is given and any issues are discussed. This group is made up of Scottish Government, ISD and NHS Board representation.

The Scottish Government have six monthly review meetings with NHS Boards. ISD provide the SG with a list of data quality issues to be discussed. ISD are invited to attend these meetings.

As part of the quality assurance process for the quarterly publication ISD ask Boards to give an update on: percentage completeness; update on providing both adjusted and unadjusted information if applicable; and update on measuring referral to treatment accurately if applicable. Once all Boards are able to measure adjusted and unadjusted waiting times accurately and data is 95-100% complete ISD analysts (in consultation with the CAMHS Implementation and Monitoring Group) will decide that the publication is no longer classed as developmental.

Adjusted and unadjusted waiting times

It is not possible to report nationally consistent data at Scotland level due to the differences in adjustments made to waiting times across the NHS Boards.

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 make all the appropriate adjustments, so all data which

includes adjusted figures also includes information about what adjustments have been applied.

With the exception NHS Dumfries and Galloway, all NHS Boards which adjust data also report unadjusted waiting times.

Referral to treatment calculation

Some NHS Boards are not able to calculate the waiting times from referral to treatment yet. While systems are being developed to do this they are using referral to assessment as a proxy for treatment. This will mean their waiting times could increase once they are able to calculate referral to treatment. Information on which NHS Boards are still developing their systems for this is detailed in the NHS Board level data quality issues.

Data completeness: common issues

Waiting times data is extracted from local administration systems which are updated frequently with information about appointments, attendances etc. This may lead to different reported numbers of patients seen or waiting depending on the date the data was extracted. However any differences equate to a relatively small proportion of total numbers of patients seen or waiting.

Data quality issues by NHS Board

This section details specific data quality issues for each NHS Board and provides completeness estimates where there is still data missing due to systems still being developed.

NHS Ayrshire & Arran

The Board estimate the data to be 100% complete.

NHS Borders

The Board estimate the data to be 100% complete.

NHS Dumfries & Galloway

Currently data for CAMHS and Child Psychology are recorded on different systems, CAMHS is in Topas and Child Psychology in an excel spreadsheet. The CAMHS data is adjusted and the Child Psychology is unadjusted. The two sets of data are also measured differently. For Child Psychology a proxy of first appointment is used to measure treatment. Therefore, at present only information for CAMHS is included in this publication. The Board are working to make the two sets of data consistent so that CAMHS and Child Psychology can be combined in future.

The Board are not able to provide information on unadjusted waits for CAMH services.

NHS Fife

The Board estimate the data to be 100% complete.

NHS Forth Valley

The Board estimate the data to be 100% complete. They are confident that the data supplied is as balanced and accurate as possible.

Due to staffing issues priority has been given to emergency and urgent referrals however appointments for routine, non-urgent referrals are expected to commence in January 2014.

NHS Grampian

NHS Grampian CAMHS monthly data return is currently collated manually. The data provided for patients waiting is 100% complete. The data for completed waits is only 80% complete'.

The Board are not able to provide information on adjusted waits yet.

NHS Greater Glasgow and Clyde

The Board estimate the data to be 100% complete.

NHS GG&C changed to an electronic patient management system in April (EMIS). CAMHS were gradually added to the system. Waiting lists were reviewed during this period and patients who had been seen and treatment completed but not recorded appropriately were logged as discharged.

NHS Highland

The Board estimate the data to be 100% complete.

NHS Lanarkshire

The Board estimate the data to be 95% complete.

NHS Lothian

The Board estimate the data to be 100% complete.

The Board reported an issue of over-reporting for patients waiting. They have resubmitted data from April 2013 for this publication. Detail of the size of revisions is provided in the 'revisions relevant to this publication' section in Appendix A3.

NHS Orkney

The Board estimate the data to be 100% complete.

NHS Shetland

The Board estimate the data to be 100% complete.

The Board have reported an issue with inconsistent application of adjustments. It is being addressed.

NHS Tayside

All data comes directly from their PAS which is used within CAMHS and is 100% complete. Prior to June 2013 the Board were using a proxy of 1st appointment to signify referral to treatment. From June 2013 they have implemented a more accurate method of extracting data to provide referral to treatment information.

NHS Western Isles

The Board estimate the data to be 100% complete.

A3 – Publication Metadata (including revisions details)

Metadata Indicator	Description
Publication title	Child and Adolescent Mental Health Services Waiting Times http://www.isdscotland.org/Health-Topics/Waiting-Times/Child-and-Adolescent-Mental-Health/
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 24th 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 for the two quarters April to September 2013 is included.
Continuity of data	Information has been collected nationally since January 2010 with a revised dataset introduced in April 2012. Monthly information is included in the report for the last six months.
Revisions statement	Previously published waiting times are revised at each publication to reflect the latest available data submitted to ISD by the NHS Boards.
Revisions relevant to this publication	<p>Three Health Boards have supplied revisions to the previously published data for April to June 2013. This has been footnoted in the relevant publication tables. Changes to figures in brackets.</p> <p>As part of their data quality process NHS Lothian identified an over recording of patients waiting. April to June 2013 data was resubmitted:</p> <p>NHS Lothian - Patients Seen – April (+1) Patients Waiting – April (-116) Patients Seen – May (-2) Patients Waiting – May (-137) Patients Waiting – June (-157)</p> <p>For the August 2013 publication NHS D&G included Child Psychology Services in the ISD return with CAMH services. The Psychology Services information is currently not comparable to CAMHS services information (measured</p>

	<p>differently) therefore this information has been removed whilst the Board develop their system.</p> <p>NHS D&G - Patients Seen – June (-20) Patients Waiting – June (-15) All Referrals – June (-19) Referrals excluding rejected – June (-18)</p> <p>NHS Grampian found an error in the template for May data they had previously submitted to ISD: NHS Grampian – Patients Waiting – May (+2)</p>
<p>Concepts and definitions</p>	<p>Definitions not contained in this report are available here.</p>
<p>Relevance and key uses of the statistics</p>	<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>
<p>Accuracy</p>	<p>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.</p>
<p>Completeness</p>	<p>100% of submitted data is used for analysis and publication.</p>
<p>Comparability</p>	<p>There will be differences in the measures used and collection methods of CAMHS waiting times statistics, as well as differences in service structures between the administrations. The different datasets will not be strictly comparable.</p> <p>Users need to carefully read the publications when making comparisons.</p> <p>Links to other CAMHS waiting time information published can be found below:</p> <p>England: No data available at the moment in England. Monthly submission to the CAMHS dataset is due to start in Spring 2014.</p> <p>Northern Ireland: They have a Ministerial Target of 9 weeks for patients</p>

	<p>waiting. This information is not published and they do not have any referral to treatment data for CAMHS.</p> <p>Wales: http://wales.gov.uk/statistics-and-research/referral-to-treatment-times/?lang=en They have a standard for patients referred to Specialist Child and Adolescent Mental Health Services (CAMHS), assessment and any intervention plans required are to be initiated within 16 weeks.</p>
Accessibility	It is the policy of ISD Scotland to make its web sites and products accessible according to published guidelines .
Coherence and clarity	<p>Key statistics for the latest quarter are linked to on the main Waiting Times page www.isdscotland.org/Health-Topics/Waiting-Times/.</p> <p>Statistics are presented within Excel spreadsheets. NHS Board and national figures are presented. Further features to aid clarity:</p> <ol style="list-style-type: none"> 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	27 August 2013
Next published	25 February 2014
Date of first publication	28 August 2012
Help email	Nss.CAMH@nhs.net
Date form completed	26 November 2013

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:

Early Access for Quality Assurance

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

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](#).