

# Publication Report



## **Child and Adolescent Mental Health Services Waiting Times in Scotland**

**Quarter ending 31 March 2014**

**Publication date – 27 May 2014**

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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 January to March 2014, with figures from October to December 2013 for reference. A years worth of data is included in the excel files.

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.

For a small number of Boards, systems for collecting data locally are still being developed and as a result a small number of people who attend 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 are still in development. NHS Boards continue to work 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.
- During the quarter ending March 2014, just over 3,600 children and young people started treatment at CAMH services in Scotland.
- During the quarter ending March 2014, 91.4% of people were seen within 26 weeks and 83.9% 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 January-March 2014. 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 January-March 2014 (see Table 1):

- Just over 3,600 children and young people started their treatment at CAMH services in Scotland.
- Using adjusted waits where available, 91.4% of people seen by a CAMH service started their treatment within 26 weeks and 83.9% were seen within 18 weeks of being referred. Half started their treatment within 8 weeks.
- In the NHS Boards that are able to report unadjusted waits, 89.5% of people seen by a CAMH service started their treatment within 26 weeks and 79.7% started their treatment within 18 weeks of being referred. Half started their treatment within 9 weeks.

There has been a slight increase in the percentage of people seen within 26 weeks (adjusted figures) this quarter compared to the quarter October-December 2013 (Chart 1).

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 January-March 2014, NHS Scotland**

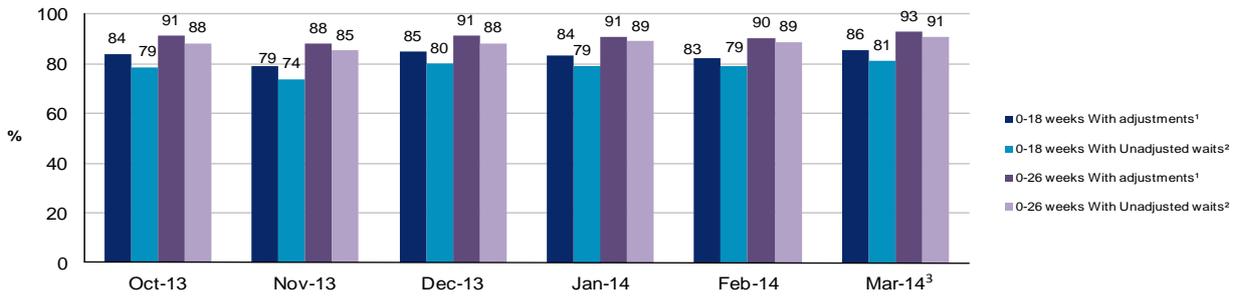
Month	With adjustments <sup>1</sup>				Unadjusted <sup>2</sup>		
	People seen	Seen within 18 weeks (%)	Seen within 26 weeks (%)	Average (median) wait (weeks)	Seen within 18 weeks (%)	Seen within 26 weeks (%)	Average (median) wait (weeks)
Jan 2014	1,312	83.6%	91.1%	8	79.1%	89.1%	10
Feb 2014	1,248	82.5%	90.5%	8	79.0%	88.8%	9
Mar 2014 <sup>3</sup>	1,041	85.8%	93.1%	7	81.4%	90.8%	9
<b>Total</b>	<b>3,601</b>	<b>83.9%</b>	<b>91.4%</b>	<b>8</b>	<b>79.7%</b>	<b>89.5%</b>	<b>9</b>

Notes

1. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available. For details of adjustments see Table 2 (page 8).
2. Excludes NHS Dumfries and Galloway where unadjusted waits are not available.
3. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

Information on data quality and data completeness at NHS Board level is available on pages 22-25 in Appendix A2.

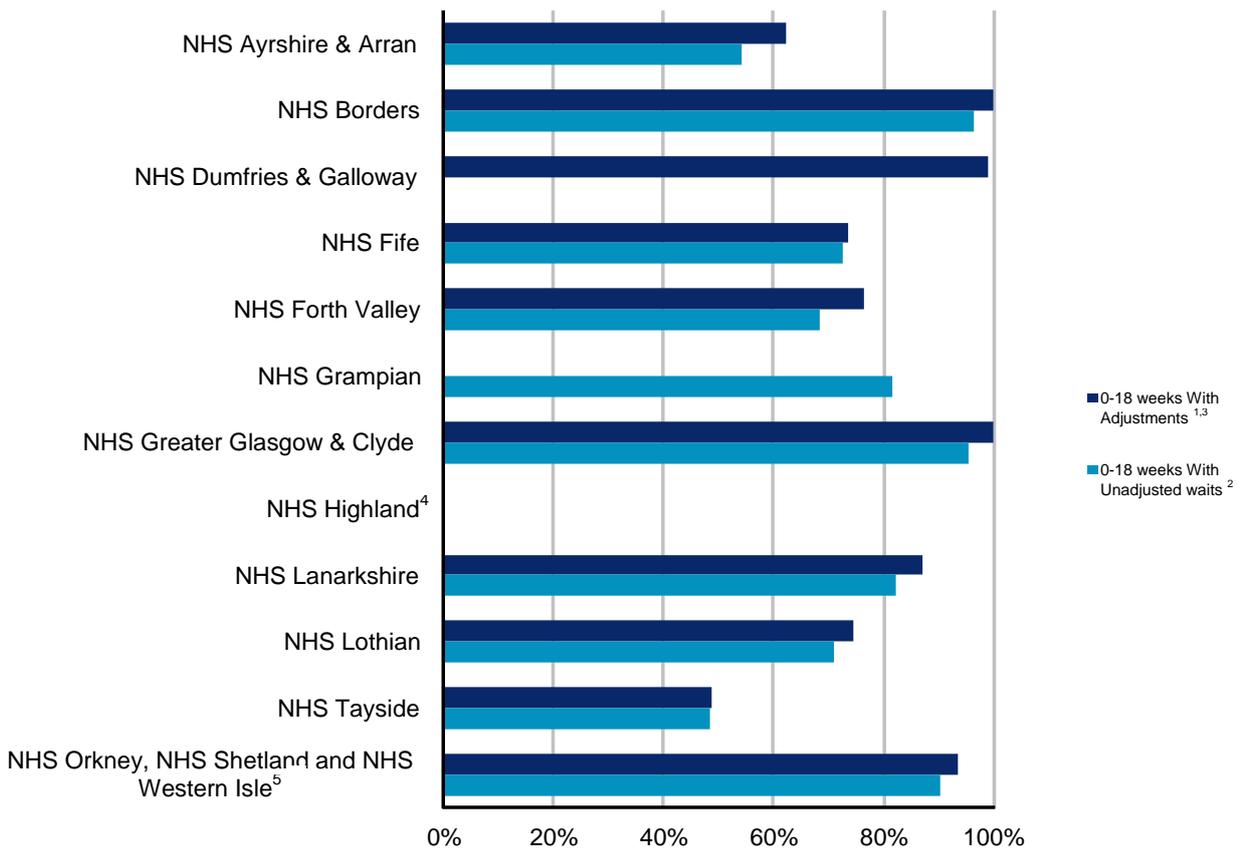
**Chart 1. Percentage of people who started their treatment within 18 and within 26 weeks, NHS Scotland, January – March 2014**



Notes

1. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available. For details of adjustments see Table 2 (page 8).
2. Excludes NHS Dumfries and Galloway where unadjusted waits are not available.
3. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

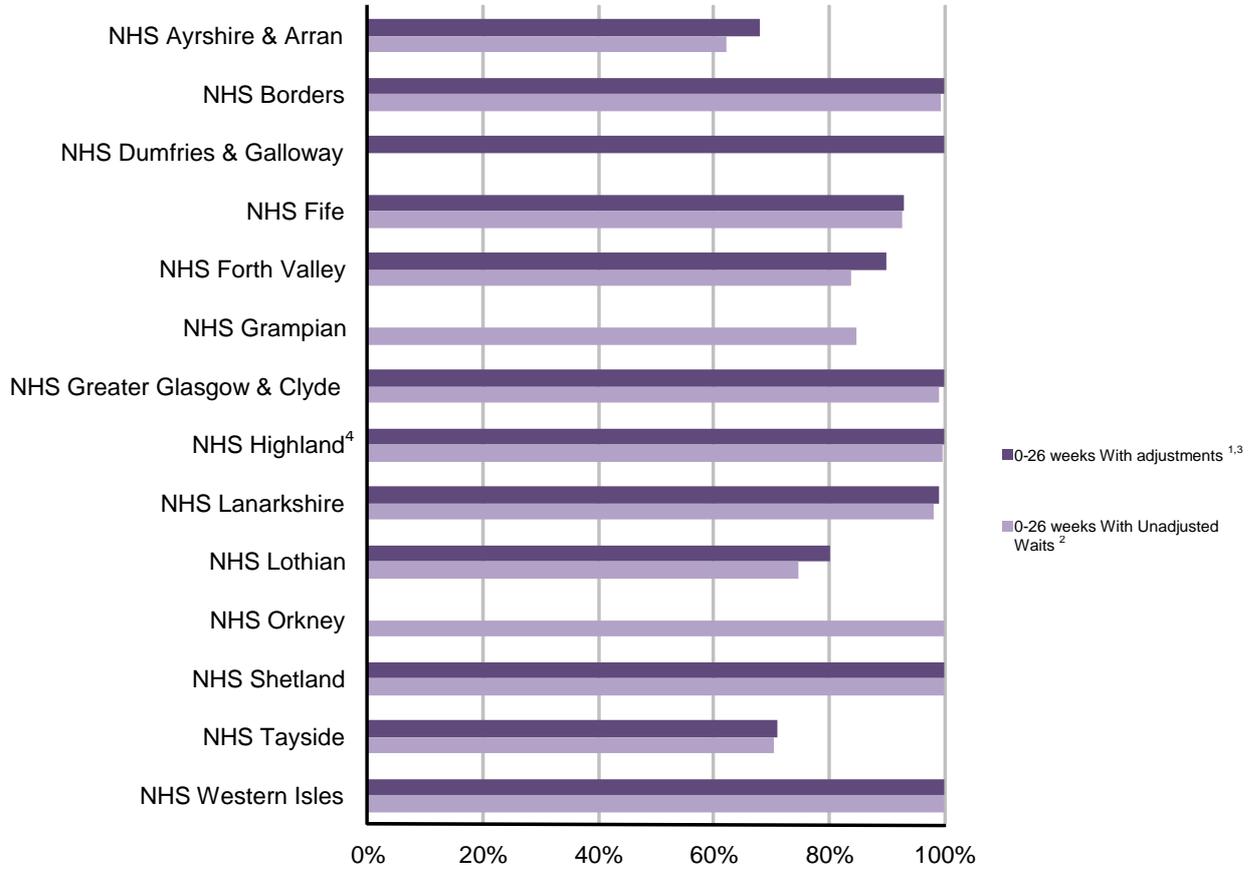
**Chart 2. Percentage of people who started their treatment within 18 weeks by NHS Board, January-March 2014**



Notes

1. Adjusted waits are only included where Boards are able to provide these. For details of adjustments see Table 2 (page 8).
2. NHS Dumfries and Galloway are unable to provide unadjusted waits.
3. NHS Grampian & NHS Orkney are unable to provide adjusted waits, NHS Grampian have advised that the difference between their adjusted and unadjusted waits is minimal.
4. NHS Highland March 2014 data is not available due to them moving to a new patient management system.
5. NHS Orkney, NHS Shetland and NHS Western Isles have been combined to prevent disclosive numbers.

**Chart 3. Percentage of people who started their treatment within 26 weeks by NHS Board, January-March 2014**



Notes

- Adjusted waits are only included where Boards are able to provide these. For details of adjustments see Table 2 (page 8).
- NHS Dumfries and Galloway are unable to provide unadjusted waits.
- NHS Grampian & NHS Orkney are unable to provide adjusted waits, NHS Grampian have advised that the difference between their adjusted and unadjusted waits is minimal.
- NHS Highland March 2014 data is not available due to them moving to a new patient management system.

Information on data quality and data completeness at NHS Board level is available on pages 22-25 in Appendix A2.

**Table 2. Waiting times (with adjustments) for people who started their treatment in January-March 2014 by NHS Board**

NHS Board of Treatment	People seen	People seen within		Average (median) wait (weeks)	Waiting time adjustments <sup>1</sup>
		18 weeks (%)	26 weeks (%)		
<b>NHS Scotland<sup>2,3</sup></b>	3,601	83.9%	91.4%	8	-
NHS Ayrshire & Arran	172	57.0%	68.0%	14	NA, U, RO
NHS Borders	154	100.0%	100.0%	4	NA
NHS Dumfries & Galloway	99	100.0%	100.0%	8	NA, U, RO
NHS Fife	319	87.8%	92.8%	7	NA
NHS Forth Valley	129	79.1%	89.9%	11	NA, U
NHS Grampian	298	64.8%	84.6%	15	Unadjusted
NHS Greater Glasgow & Clyde	990	98.7%	100.0%	6	NA, U, RO
NHS Highland <sup>3</sup>	257	94.6%	100.0%	7	NA, U
NHS Lanarkshire	409	83.1%	99.0%	6	NA, U, RO
NHS Lothian	436	70.0%	80.0%	10	NA
NHS Orkney	20	100.0%	100.0%	3	Unadjusted
NHS Shetland	17	88.2%	100.0%	7	NA, U, RO
NHS Tayside	276	61.2%	71.0%	12	NA, U, RO
NHS Western Isles	25	100.0%	100.0%	3	NA, RO

## 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. NHS Grampian have advised that the difference between their adjusted and unadjusted waits is minimal.
3. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

In the quarter January to March 2014, at least 90% of people were seen within 26 weeks in all NHS Boards except for NHS Ayrshire and Arran (68.0%), NHS Grampian (84.6%), NHS Lothian (80.0%) and NHS Tayside (71.0%).

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-25 in Appendix A2.

**Table 3. Unadjusted waiting times for people who started their treatment in January-March 2014 by NHS Board**

NHS Board of Treatment	People seen	People seen within		Average (median) wait (weeks)
		18 weeks (%)	26 weeks (%)	
NHS Scotland <sup>1,2</sup>	3,502	79.7%	89.5%	9
NHS Ayrshire & Arran	172	50.6%	62.2%	18
NHS Borders	154	98.7%	99.4%	4
NHS Dumfries & Galloway <sup>1</sup>	..	..	..	..
NHS Fife	319	86.5%	92.5%	8
NHS Forth Valley	129	71.3%	83.7%	13
NHS Grampian	298	64.8%	84.6%	15
NHS Greater Glasgow & Clyde	990	94.6%	99.0%	8
NHS Highland <sup>2</sup>	257	94.2%	99.6%	8
NHS Lanarkshire	409	79.2%	98.0%	7
NHS Lothian	436	60.1%	74.5%	15
NHS Orkney	20	100.0%	100.0%	3
NHS Shetland	17	88.2%	100.0%	8
NHS Tayside	276	60.5%	70.3%	12
NHS Western Isles	25	100.0%	100.0%	4

## Notes

.. Data not available

1. Excludes NHS Dumfries and Galloway where unadjusted waits are not available.
2. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-25 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 March 2014 (Table 4):

- Around 7,100 people were waiting to start treatment at CAMH services in Scotland.
- Using adjusted waits where available, 86.8% of people had been waiting for less than 26 weeks (942 people were waiting over 26 weeks) and 75.7% of people had been waiting for less than 18 weeks (1,730 people were waiting over 18 weeks).
- In the NHS Boards that are able to report unadjusted waits, 84.9% of people had been waiting for less than 26 weeks (1,058 people were waiting over 26 weeks) and 72.1% of people had been waiting for less than 18 weeks (1,957 people were waiting over 18 weeks).

The percentage of patients waiting over 18 and 26 weeks has gradually increased over the last six months (Chart 4). 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**

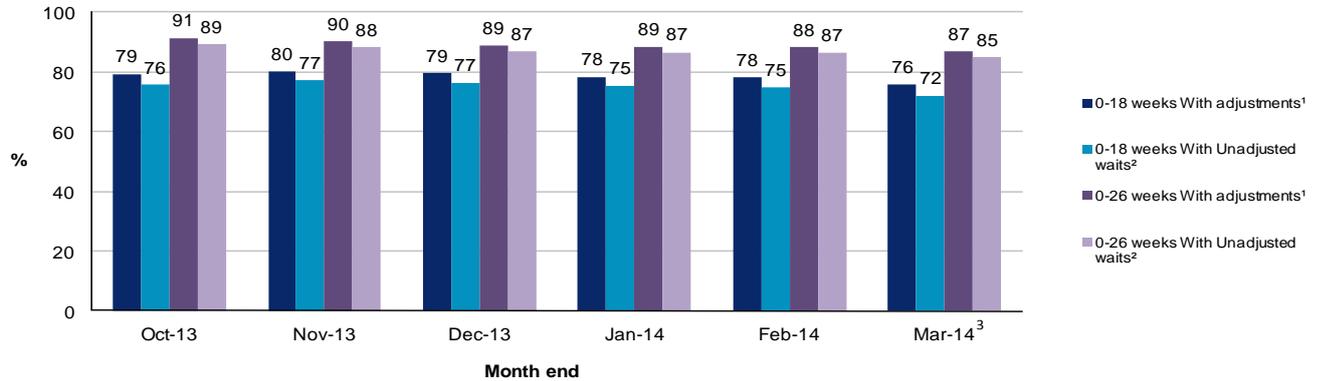
Month End	Total People Waiting	With adjustments <sup>1</sup>		Unadjusted <sup>2</sup>	
		Less than 18 weeks	Less than 26 weeks	Less than 18 weeks	Less than 26 weeks
		(%)	(%)	(%)	(%)
Jan 2014	6,606	78.4%	88.6%	75.5%	86.7%
Feb 2014	6,947	78.2%	88.3%	74.9%	86.5%
Mar 2014 <sup>3</sup>	7,116	75.7%	86.8%	72.1%	84.9%

### Notes

1. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available. For details of adjustments see Table 5 (page 13).
2. Excludes NHS Dumfries and Galloway where unadjusted waits are not available.
3. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

Information on data quality and data completeness at NHS Board level is available on pages 22-25 in Appendix A2.

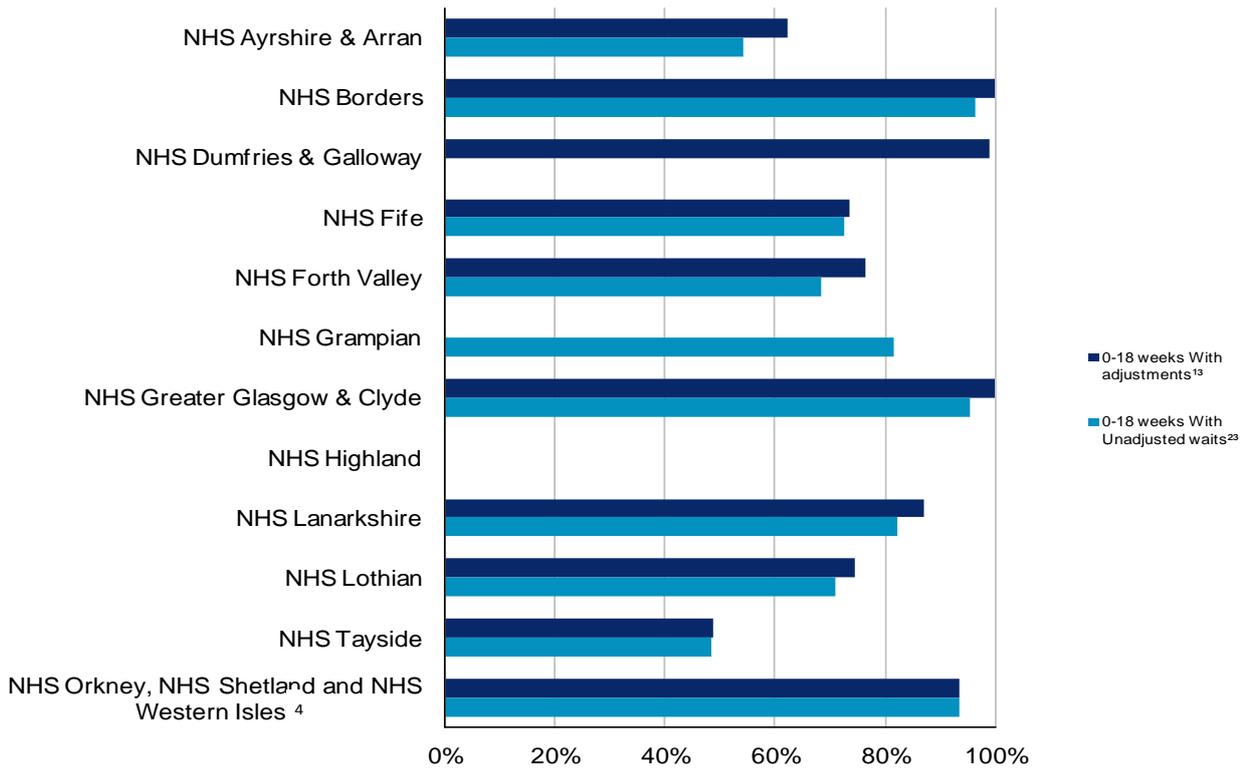
**Chart 4. Percentage of people waiting less than 18 and 26 weeks, NHS Scotland, October 2013 – March 2014**



Notes

1. Scotland level data includes unadjusted waits for NHS Boards where adjusted waits are not available. For details of adjustments see Table 5 (page 13).
2. NHS Dumfries and Galloway are unable to provide unadjusted waits.
3. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

**Chart 5. Percentage of people waiting less than 18 weeks by NHS Board, 31 March 2014**

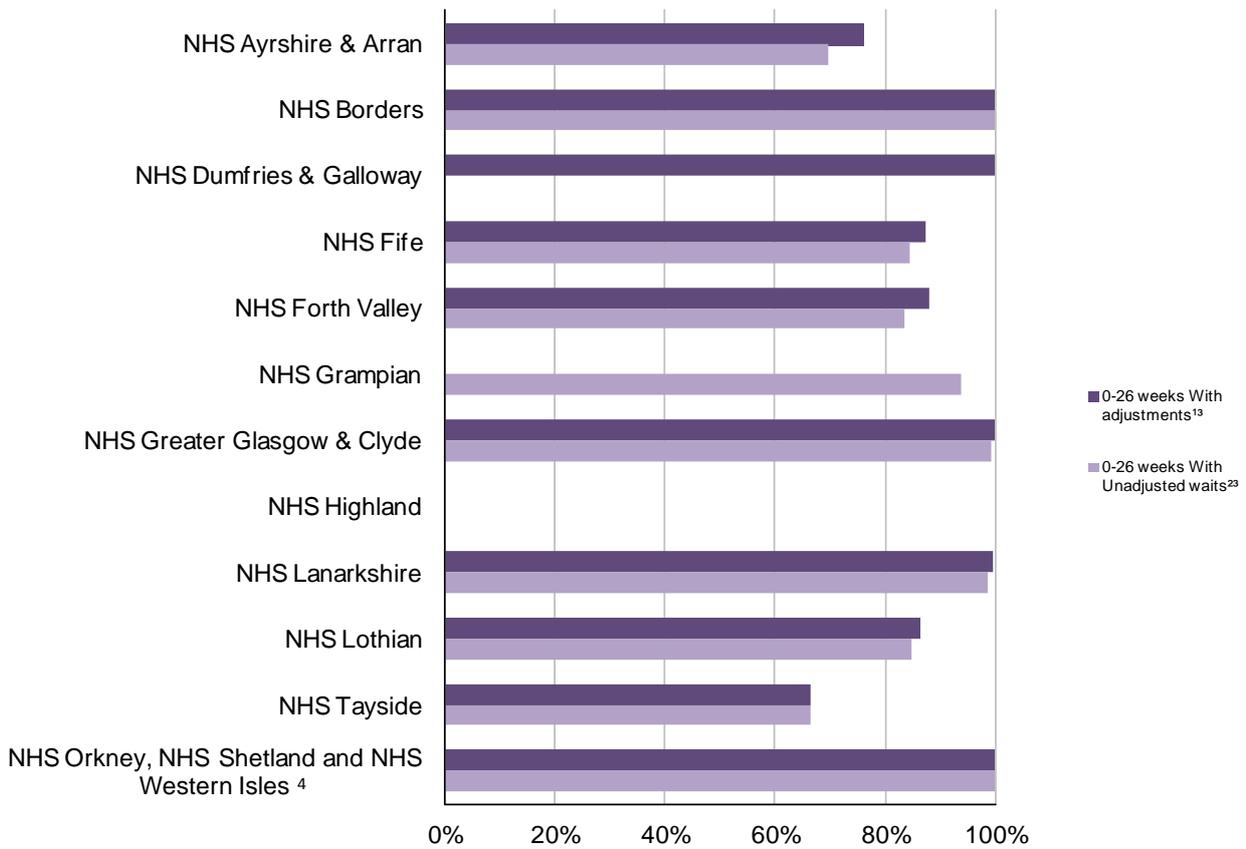


Notes

1. Adjusted waits are only included where Boards are able to provide these. For details of adjustments see Table 5 (page 13).
2. NHS Dumfries and Galloway are unable to provide unadjusted waits.
3. NHS Highland March 2014 data is not available due to them moving to a new patient management system.
4. NHS Orkney, NHS Shetland and NHS Western Isles have been combined to prevent disclosure numbers.

Information on data quality and data completeness at NHS Board level is available on pages 22-25 in Appendix A2.

**Chart 6. Percentage of people waiting less than 26 weeks by NHS Board, 31 March 2014**



Notes

1. Adjusted waits are only included where Boards are able to provide these. For details of adjustments see Table 5 (page 13).
2. NHS Dumfries and Galloway are unable to provide unadjusted waits.
3. NHS Orkney, NHS Shetland and NHS Western Isles have been combined to prevent disclosive numbers.
4. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

Information on data quality and data completeness at NHS Board level is available on pages 22-25 in Appendix A2.

**Table 5. Waiting times (with adjustments) for people waiting at 31 March 2014 by NHS Board**

NHS Board of treatment	Total People Waiting	Less than 18 weeks (%)	Less than 26 weeks (%)	Waiting time adjustments <sup>1</sup>
<b>NHS Scotland<sup>2,5</sup></b>	7,116	75.7%	86.8%	-
NHS Ayrshire & Arran	755	62.4%	75.8%	NA, U, RO
NHS Borders	109	100.0%	100.0%	NA
NHS Dumfries & Galloway <sup>3</sup>	99	99.0%	100.0%	NA, U, RO
NHS Fife	590	73.6%	87.5%	NA
NHS Forth Valley	328	76.5%	88.1%	NA, U
NHS Grampian	823	81.5%	93.8%	Unadjusted
NHS Greater Glasgow & Clyde	1,131	99.9%	100.0%	NA, U, RO
NHS Highland <sup>5</sup>	..	..	..	..
NHS Lanarkshire	533	87.1%	99.6%	NA, U, RO
NHS Lothian	1,587	74.4%	86.5%	NA
NHS Tayside	1,130	48.6%	66.5%	NA, U, RO
NHS Orkney, NHS Shetland and NHS Western Isles <sup>4</sup>	31	93.5%	100.0%	-

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. Excludes NHS Dumfries and Galloway where unadjusted waits are not available.

4. NHS Orkney, NHS Shetland and NHS Western Isles have been combined to prevent disclosive numbers.

5. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-25 in Appendix A2.

**Table 6. Unadjusted waiting times for people waiting at 31 March 2014 by NHS Board**

<b>NHS Board of treatment</b>	<b>Total People Waiting</b>	<b>Less than 18 weeks (%)</b>	<b>Less than 26 weeks (%)</b>
<b>NHS Scotland<sup>1,2,4</sup></b>	7,017	72.1%	84.9%
NHS Ayrshire & Arran	755	54.2%	69.8%
NHS Borders	109	96.3%	100.0%
NHS Dumfries & Galloway	..	..	..
NHS Fife	590	72.5%	84.4%
NHS Forth Valley	328	68.3%	83.5%
NHS Grampian	823	81.5%	93.8%
NHS Greater Glasgow & Clyde	1,131	95.5%	99.4%
NHS Highland <sup>4</sup>	..	..	..
NHS Lanarkshire	533	82.4%	98.5%
NHS Lothian	1,587	71.1%	84.9%
NHS Tayside	1,130	48.5%	66.5%
NHS Orkney, NHS Shetland and NHS Western Isles <sup>3</sup>	31	90.3%	100.0%

## Notes

.. Data not available

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 Orkney, NHS Shetland and NHS Western Isles have been combined to prevent disclosive numbers.
4. NHS Highland March 2014 data is not available due to them moving to a new patient management system.

Further information by NHS Board can be found [here](#). Information on data quality and data completeness at NHS Board level is available on pages 22-25 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 January to March 2014 around 7,500 children and young people were referred to CAMH services. The number of referrals by NHS Board are shown in Table 7.

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, January-March 2014

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
<b>NHS Scotland<sup>1</sup></b>	<b>7,543</b>	<b>7.3</b>	<b>6,238</b>	<b>6.0</b>
NHS Ayrshire & Arran	512	7.0	390	5.3
NHS Borders	158	7.3	132	6.1
NHS Dumfries & Galloway	271	9.6	250	8.8
NHS Fife	603	8.2	490	6.7
NHS Forth Valley	388	6.4	275	4.5
NHS Grampian	742	6.7	562	5.1
NHS Greater Glasgow & Clyde	1,894	8.1	1,574	6.7
NHS Highland <sup>1</sup>	271	4.3	231	3.7
NHS Lanarkshire	835	7.0	719	6.0
NHS Lothian	1,269	7.8	1,129	7.0
NHS Orkney	25	6.1	25	6.1
NHS Shetland	46	9.2	32	6.4
NHS Tayside	505	6.4	405	5.2
NHS Western Isles	24	4.6	24	4.6

## Notes

.. Data not available

1. NHS Highland March 2014 referrals data is not available due to them moving to a new patient management system.

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

## Glossary

CAMH services	These are the Child and Adolescent Mental Health (CAMH) services provided by NHS Scotland. Services are provided by teams of clinicians including psychiatrists, mental health nurses, clinical psychologists, 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 <a href="#">Workforce Information</a> ).
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	<a href="#">Adjusted Completed waits for people seen</a>	April 2013- March 2014	Excel [883kb]
2	<a href="#">Unadjusted Completed waits for people seen</a>	April 2013- March 2014	Excel [868kb]
3	<a href="#">Adjusted Waiting times for people waiting</a>	April 2013- March 2014	Excel [875kb]
4	<a href="#">Unadjusted waiting times for people waiting</a>	April 2013- March 2014	Excel [859kb]
5	<a href="#">Referrals</a>	April 2013- March 2014	Excel [149kb]

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 90<sup>th</sup> 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.

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.

The Board do not use a proxy measure for referral to treatment.

#### **NHS Borders**

The Board estimate the data to be 100% complete.

The Board do not use a proxy measure for referral to treatment.

### **NHS Dumfries & Galloway**

Currently data for CAMHS and Child Psychology are recorded on different systems, Topas for CAMHS and Access for Child Psychology. The CAMHS data is adjusted and the Child Psychology is unadjusted. The Board are not able to provide information on unadjusted waits for CAMH services. The two sets of data are also measured differently, for Child Psychology a proxy of first appointment is used and for CAMHS a proxy of 2<sup>nd</sup> appointment is used.

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 they can be combined in future.

### **NHS Fife**

The Board estimate the data to be 100% complete.

The Board do not use a proxy measure for referral to treatment.

### **NHS Forth Valley**

The Board estimate the data to be 100% complete.

The Board identifies the second appointment or partnership appointment as the start of treatment as defined through the CAPA model.

### **NHS Grampian**

The Board estimate the data to be 100% complete.

The Board identifies the second appointment or partnership appointment as the start of treatment as defined through the CAPA model.

The Board are not able to provide information on adjusted waits. They have identified that the numbers involved are very small (single figures) where adjusted waits would apply.

### **NHS Greater Glasgow and Clyde**

The Board estimate the data to be 100% complete for all Tier 3 and 4 services.

As per the guidance, the Board use a proxy measure of 2<sup>nd</sup> appointment to indicate treatment started.

### **NHS Highland**

The Board estimate the data to be 100% complete.

NHS Highland could not submit March 2014 data due to issues moving from ISOFT/Helix to Trakcare.

For Tier 3 services, the Board identifies the second appointment or partnership appointment as the start of treatment as defined through the CAPA model.

For Primary Mental Health Workers, the first appointment is the start of treatment.

**NHS Lanarkshire**

The Board estimate the data to be 95% complete. As of 1st April 2014 the Board will have 100% data completeness.

The Board do not use a proxy measure for referral to treatment.

**NHS Lothian**

The Board estimate the data to be 100% complete.

The Board do not use a proxy measure for referral to treatment.

**NHS Orkney**

The Board estimate the data to be 100% complete.

The Board do not use a proxy measure for referral to treatment.

The Board plan to implement adjusted waiting times shortly when they switch over to an electronic system.

**NHS Shetland**

The Board estimate the data to be 100% complete.

The Board do not use a proxy measure for referral to treatment.

**NHS Tayside**

All data comes directly from their PAS which is used within CAMHS and is 100% complete.

The Board do not use a proxy measure for referral to treatment.

**NHS Western Isles**

The Board estimate the data to be 100% complete.

The Board do not use a proxy measure for referral to treatment.

**A3 – Publication Metadata (including revisions details)**

<b>Metadata Indicator</b>	<b>Description</b>
Publication title	Child and Adolescent Mental Health Services Waiting Times <a href="http://www.isdscotland.org/Health-Topics/Waiting-Times/Child-and-Adolescent-Mental-Health/">http://www.isdscotland.org/Health-Topics/Waiting-Times/Child-and-Adolescent-Mental-Health/</a>
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 four quarters April to March 2014 are 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	There are no revisions to the previously published data for October to December 2013.
Concepts and definitions	Definitions not contained in this report are available <a href="#">here</a> .
Relevance and key uses of the statistics	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.

	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.
Accuracy	<p>These data are classified as developmental.</p> <p>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>
Completeness	100% of submitted data is used for analysis and publication.
Comparability	<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:</p> <p>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:</p> <p>They have a Ministerial Target of 9 weeks for patients waiting. This information is not published and they do not have any referral to treatment data for CAMHS.</p> <p>Wales:</p> <p><a href="http://wales.gov.uk/statistics-and-research/referral-to-treatment-times/?lang=en">http://wales.gov.uk/statistics-and-research/referral-to-treatment-times/?lang=en</a></p> <p>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 <a href="#">published guidelines</a> .
Coherence and clarity	<p>Key statistics for the latest quarter are linked to on the main Waiting Times page <a href="http://www.isdscotland.org/Health-Topics/Waiting-Times/">www.isdscotland.org/Health-Topics/Waiting-Times/</a>.</p> <p>Statistics are presented within Excel spreadsheets. NHS</p>

	<p>Board and national figures are presented. Further features to aid clarity:</p> <ol style="list-style-type: none"> <li>1. Tables are printer friendly.</li> <li>2. Key data presented graphically.</li> </ol>
Value type and unit of measurement	Number and percentage of patients seen, number and percentage of patients waiting, median and 90 <sup>th</sup> percentile waits; by NHS Board.
Disclosure	The <a href="#">ISD protocol on Statistical Disclosure Protocol</a> is followed.
Official Statistics designation	Official Statistics
UK Statistics Authority Assessment	Awaiting assessment
Last published	25 February 2014
Next published	26 August 2014
Date of first publication	28 August 2012
Help email	Nss.CAMH@nhs.net
Date form completed	

## **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)

## 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](#).