

Mental Health Services 2012

Inspection of Mental Health Services in Outpatient Services

EXECUTIVE CATCHMENT AREA/INTEGRATED SERVICE AREA	Waterford, Wexford
HSE AREA	South
OUTPATIENT SERVICES INSPECTED	City Sector
CATCHMENT POPULATION	52,000
LOCATION	Brook House, Waterford
SECTOR TEAM	City Sector
DATE OF INSPECTION	26 June 2012

Summary

- Waiting time from referral to appointment was five to ten days.
- The outpatient clinic was situated in a recently renovated building.
- The clinic was accessible by public transport.
- There was no separate new-patient clinic.
- Many patients were referred to the day centre located on site, but in most of the clinical files inspected, there was no specified intervention of programme.

LOCATION

The outpatient clinic was located in Brook House, on the outskirts of Waterford city. The building, built in the 1970s and recently renovated to a high standard, also accommodated a day centre/day hospital. While some members of the team were based in Brook House, the sector HQ was not located at this site and members of the team were based across different locations in the city. The city sector team had two consultant psychiatrists.

FREQUENCY OF CLINIC

Three outpatient clinics were held in Brook House weekly, two by one consultant and a third by the second consultant.

IS THERE A SEPERATE NEW PATIENT CLINIC

No separate new-patient clinic was held but new patients were seen at each outpatient clinic held in the unit. In total, approximately six new patients were seen each week. In cases of urgent referrals, new patients could be seen outside these arrangements.

ACCESSIBILITY OF CLINIC

Brook House was located on the outskirts of Waterford city and was served by public transport. It was wheelchair accessible and there was adequate parking on site.

SECRETARIAL SUPPORT

There was full-time secretarial support for the outpatient clinics.

FACILITIES FOR STORING RECORDS

Clinical files were stored in a locked room on the premises and only files currently in use were kept there. Clinical files no longer in use were stored in Waterford Regional Hospital and were kept in a central storage area.

ROOMS AVAILABLE

WAITING AREA

The waiting area was situated inside the main door in a pleasant area of the building. There was a water cooler and comfortable seating. Consultation rooms were situated in the same area.

CLINIC ROOMS

There were three or four consultation rooms and these rooms were used solely by the team members. There were no panic buttons in the rooms but staff carried alarms in case of emergencies. Patients were seen by either the consultant psychiatrist or the non consultant hospital doctor (NCHD).

COMMUNITY MENTAL HEALTH NURSE ROOM

There was a clinical room for the use of the community mental health nurse (CMHN). Depot medication was administered there.

TOTAL NUMBER OF SERVICE USERS ATTENDING	168
AVERAGE NUMBER OF SERVICE USERS ATTENDING PER CLINIC	The number attending each clinic ranged from approximately 12 patients for one team, to 20 patients for the other team. On the day of inspection, there were 14 review patient appointments and one new patient appointment for the clinic that day. On a clinic held the previous day, 23 appointments had been sent and five patients had failed to attend.
WAITING TIME FROM REFERRAL TO CONSULTATION	Average waiting time was from five to ten days.
CLINICAL FILES	Most clinical files were in good order but one in particular had many loose pages.

COMMENTS

The city sector outpatient clinic in Brook House was held in a clean, well maintained building which was accessible by public transport. The building also housed a day centre and as such, was an active unit. Patients waited in a pleasant area inside the main door and waiting times from referral to appointment was short.

Clinical files were mostly in good condition and the documentation in relation to correspondence with General Practitioners (GP) was generally very good and timely. In the clinical files inspected, there was little evidence of multidisciplinary team involvement in the treatment of individuals. Some patients were referred to the day centre at Brook House, but in only one case was a specified intervention detailed.

There was a good system for following up patients who failed to attend appointments. The consultant, NCHD and nurses discussed those patients and a follow-up phone call was made; a new appointment was then sent but if the team was concerned, the CMHN could make a domiciliary visit.