

# **Mental Health Services 2011**

## **Inspection of Mental Health Services in Outpatient Services**

<b>OUTPATIENT SERVICES INSPECTED</b>	West Tallaght Sector
<b>EXECUTIVE CATCHMENT AREA</b>	Dublin West / Dublin South West / Dublin South City
<b>HSE AREA</b>	Dublin Mid-Leinster
<b>CATCHMENT POPULATION</b>	80,000 - 90,000
<b>LOCATION</b>	Mary Mercer Clinic, Jobstown
<b>DATE OF INSPECTION</b>	31 May 2011

## **LOCATION**

The outpatient clinic for the West Tallaght sector was located in a residential area of Tallaght, South West Dublin. It occupied a floor of a modern purpose-built premises which was also used by medical services for a variety of purposes. The outpatient clinic was used only for services of the psychiatric services. The building opened in 2006.

## **FREQUENCY OF CLINIC**

Three teams held clinics on a Tuesday, Wednesday and Thursday of each week. On the day of inspection, the Tallaght West team were operating the clinic, held on a Tuesday. This team which consisted of one whole-time-equivalent (WTE) consultant psychiatrist, one WTE Registrar, one WTE registered psychiatric nurse and one WTE administrator, held one review and one new patient clinic every Tuesday. This review clinic ran from 0930h to 1230h. Patients were given specific appointment times for attendance.

## **IS THERE A SEPERATE NEW PATIENT CLINIC**

The new patient clinic ran from 1330h on Tuesday afternoons and there were three appointments available for new patient referrals to the clinic.

## **ACCESSIBILITY OF CLINIC**

The outpatient clinic was accessible by public bus and was wheelchair accessible. There was very limited parking on site which was mostly used by staff working in the building.

## **SECRETARIAL SUPPORT**

The outpatient clinic had one full-time administrator who dealt with all the administrative matters for the outpatient clinic.

## **FACILITIES FOR STORING RECORDS**

All clinical files relating to patients currently attending the clinic were stored in the administrative office of the outpatient clinic. Records of previous patients were stored in a locked room in the outpatient clinic.

## **ROOMS AVAILABLE**

### **WAITING AREA**

There were adequate waiting areas with comfortable seating. The administrative office had a Perspex glass window to ensure privacy and safety for staff. A television provided distraction for patients waiting to be seen. There were two information boards with a mixture of information on mental health and other health related matters. There were toilet facilities for patients and a fresh water dispenser in the waiting area. The area was quiet and calm on the day of inspection and in good decorative order.

### **CLINIC ROOMS**

Three interview rooms were available for the medical and nursing staff.

### **COMMUNITY MENTAL HEALTH NURSE ROOM**

One room was provided for the community mental health nurse. Patients were seen for depot medication or for consultation in this room. The service stated that there were approximately 15 to 20 patients receiving depot injections from the community mental health nurse in each clinic. These depot injections were in addition to the patients being seen in the outpatient clinic.

<b>TOTAL NUMBER OF SERVICE USERS ATTENDING</b>	1,462
<b>AVERAGE NUMBER OF SERVICE USERS ATTENDING PER CLINIC</b>	36 - 40
<b>WAITING TIME FROM REFERRAL TO CONSULTATION</b>	2 – 4 weeks If referred from the Emergency Department then seen the following week

## **COMMENTS**

Referrals to the outpatient clinic came from General Practitioners (GP), the liaison psychiatry team in Acute Psychiatric Unit, Adelaide and Meath Hospital, incorporating the National Children's Hospital (AMNCH) and from the Emergency Department in AMNCH, the day hospital and day centre.

If referrals were urgent, patients could be assessed by the homecare team, or given an earlier appointment in the day hospital.

The outpatient clinic team ran a post clinic risk assessment for all patients who had not attended the clinic and arranged either a follow-up telephone call with the patient or a home visit depending of the patient's mental health condition.

The outpatient clinical team met on a Monday morning to review their caseload. This meeting was attended by the clinical psychologist, social worker and occupational therapist.

The length of time that patients had been attending the outpatient clinic varied according to their needs with some patients attending the clinic since it opened in 2006.

Some patients attended the outpatient clinic to see the community nurse only, and were referred to the doctor when necessary.

The team worked in conjunction with the wider mental health service to provide an on-call service to cover weekends and evenings.

## **Clinical Files**

The clinical files of five attendees at the OPD were inspected. There was good evidence of multidisciplinary team involvement in the management of two service users. One service user was last seen in late 2010 and had failed to attend the last four appointments which were made for them. Another service user was not followed-up when he failed to attend appointments made subsequent to the first appointment and there was no evidence of a discharge letter to the service user's general practitioner (GP). One service user was a long-term attendee at the outpatient clinic and was managed primarily by the medical staff of the team.

## **Conclusions**

A number of clinical files were reviewed by the Inspectorate.

The outpatient clinic for West Tallaght was held in a suitable, well-appointed setting which was accessible to service users. It was efficiently run and clinical files were easily obtained. Following each clinic, the team held a post-clinic meeting to review cases, in particular those cases of patients who did not attend their appointment or patients in need of close supervision.

## **Recommendations**

1. The outpatient team should audit all clinical files and ensure that all patients who do not attend for appointments are reviewed or discharged to the care of their general practitioner.
2. The clinical files should be compiled in the same manner as the Acute Psychiatric Unit for ease of retrieval of information.