



# Scheduled Care Network Webinar

Waiting List Action Plan- 'Beyond the Wait'

[Link to Waiting List Action  
Plan 2025](#)





## Sinéad Geraghty Access Programme



### Reducing patient waiting times

#### The Waiting List Action Plan 2025 'Beyond the Wait'

Join our webinar to discover how services are managing demand to improve access to care for patients

This month's topics are: Managing demand in Dublin South and Wicklow Mental Health Services and ENT Service in Our Lady of Lourdes Hospital

**Register now**



Thursday 26 June 2025  
12:00pm - 1:00pm



# Agenda

Timing	Agenda Item	Speaker
12.00– 12.05	Introduction	Sinéad Geraghty Access Team
12.05-12.15	Beyond the Wait in Mental Health Services	Linda Moore
12.15 – 12.30	Managing demand in ENT in OLOL	Ms Anel Naude ENT Consultant Ms Valerie Casserly CS Physiotherapist
12.30 – 12.40	How to analyse demand on IIS	
12:40-12:55	Q&A	All Speakers
12.55 – 13.00	Thank you & next Steps	Sinéad Geraghty



Please note that this session will be recorded



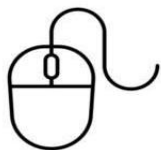
Please remain muted during the presentation



Please **Type questions** to our Q&A feature  
We will do our best to answer any questions during the session and at the end.



Please complete the **survey** at the end of Webinar to tell us what you need to know in Scheduled Care



**[Access.Programme@hse.ie](mailto:Access.Programme@hse.ie)**



[Link to Waiting List Action Plan 2025](#)



Beyond the **Wait** in MHS

Ms Linda Moore



# Key Focus for Mental Health Services (MHS)

- **Promotion of Mental Health**
- **Prevention and Treatment of acute mental illness**
- **Maintenance of optimum health for persons experiencing enduring mental health problems**

*In line with National Policy & Legislation, Regulation, Rules and Codes of Practice.*

*CAMHs Standard Operating Procedure*

*Considering Slainte Care - Alignment, collaboration and access to other services*



# MHS IHA Dublin South Wicklow - Overview

- Acute Inpatient Services - 3 approved centres
- Liaison Psychiatry provided at SVUH
- CAMHS Teams and Crises Hubs
- Adult Community Mental Health Services - MDT
- Crises Team and Solace Café
- Psychiatry of Later Life
- Mental health of Intellectual Disability for Children and Adults
- Adapt- ADHD
- Rehabilitation Services
- Community Residential
- Continuing Care Residential Services
- National Counselling Service
- Eating Disorders Team Catchment area wide with specialist beds at SVUH
- Mental Health Engagement, Peer Support and Recovery College Education Service
- Mental Health Services support to the National Gender Service at SCH
- Talking Therapies
- Detect







# Data and KPIs– AMS, POLL and ED Liaison

## AMS

			April															
Health Region (HR)	IHA/Group/OT/Team/Hospital	Total Pop	Actual Clinical WTE	Referrals	Accepted	New/Re-Ref Appt Offered	New/Re-Ref Seen	New Seen	Re-Ref Seen	New/Re-Ref DNA	% DNA (<2%)	Offered New/Re-Ref seen 3/12	New/Re-Ref Seen 3/12	DNA in 3/12	% offered Appt in 3/12	% seen in 3/12	% seen in 3/12 excl DNA	D/C's
HSE Dublin & South East	Total	1,805,676	318.67	651	429	445	370	217	153	75	16.6%	397	335	62	84.2%	75.0%	80.5%	386
HSE Dublin & South East	Chumsham B	28,310	8.80	12	11	11	10	10	10	1	9.1%	10	10	0	100.0%	100.0%	100.0%	10
HSE Dublin & South East	Chumsham B	23,780	9.10	12	9	10	9	9	9	1	11.1%	10	9	1	100.0%	90.0%	100.0%	10
HSE Dublin & South East	Chumsham B	27,464	11.00	12	12	12	12	12	12	0	0.0%	12	12	0	100.0%	100.0%	100.0%	12
HSE Dublin & South East	Chumsham B	24,512	11.00	12	12	12	12	12	12	0	0.0%	12	12	0	100.0%	100.0%	100.0%	12
HSE Dublin & South East	Chumsham B	25,074	29.38	70	20	20	20	20	20	0	0.0%	20	20	0	100.0%	100.0%	100.0%	20
HSE Dublin & South East	Chumsham B	60,909	10.45	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30
HSE Dublin & South East	Chumsham B	60,909	10.45	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30
HSE Dublin & South East	Chumsham B	60,909	8.22	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30
HSE Dublin & South East	Chumsham B	60,909	14.00	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30

Year to Date																		
Health Region (HR)	IHA/Group/CIT/Team/Hospital	Total Pop	Actual Clinical WTE	Referrals	Accepted	New/Re-Ref Appt Offered	New/Re-Ref Seen	New Seen	Re-Ref Seen	New/Re-Ref DNA	% DNA (>2%)	Offered New/Re-Ref seen 3/12	New/Re-Ref Seen 3/12	DNA in 3/12	% offered Appt in 3/12	% seen in 3/12	% seen in 3/12 excl DNA	D/C's
HSE Dublin & South East	Total	1,805,676	318.67	2717	1813	1787	1335	833	562	372	27.9%	1514	1189	325	80.7%	80.7%	89.1%	1488
HSE Dublin & South East	Chumsham B	28,310	8.80	98	97	97	97	97	97	0	0.0%	97	97	0	100.0%	100.0%	100.0%	97
HSE Dublin & South East	Chumsham B	23,780	9.10	97	97	97	97	97	97	0	0.0%	97	97	0	100.0%	100.0%	100.0%	97
HSE Dublin & South East	Chumsham B	27,464	11.00	97	97	97	97	97	97	0	0.0%	97	97	0	100.0%	100.0%	100.0%	97
HSE Dublin & South East	Chumsham B	24,512	11.00	97	97	97	97	97	97	0	0.0%	97	97	0	100.0%	100.0%	100.0%	97
HSE Dublin & South East	Chumsham B	25,074	29.38	97	97	97	97	97	97	0	0.0%	97	97	0	100.0%	100.0%	100.0%	97
HSE Dublin & South East	Chumsham B	60,909	10.45	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30
HSE Dublin & South East	Chumsham B	60,909	10.45	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30
HSE Dublin & South East	Chumsham B	60,909	8.22	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30
HSE Dublin & South East	Chumsham B	60,909	14.00	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30
HSE Dublin & South East	Chumsham B	33,420	7.00	39	30	30	30	30	30	0	0.0%	30	30	0	100.0%	100.0%	100.0%	30

Rates Year to Date (per 10,000)																	
Health Region (HR)	IHA/Group/CIT/Team/Hospital	Total Pop	Actual Clinical WTE per 10,000	Referrals per 10,000	Accepted per 10,000	New / re-ref Appts Offered per 10,000	New / re-ref seen per 10,000	New Seen per 10,000	Re-ref seen per 10,000	New / re-ref DNA per 10,000	% DNA	Offered New / re-ref seen in 3/12 per 10,000	New / re-ref Seen in 3/12 per 10,000	DNA in 3/12 per 10,000	% Offered Appt in 3/12	% seen in 3/12	% Seen in 3/12
HSE Dublin & South East	Total	1,805,676	3.1	27.8	18.0	17.8	13.0	8.0	5.0	3.7	27.9%	15.1	11.9	3.2	80.7%	80.7%	80%
HSE Dublin & South East	Chumsham B	28,310	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	23,780	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	27,464	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	24,512	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	25,074	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	60,909	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	60,909	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	60,909	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	60,909	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%
HSE Dublin & South East	Chumsham B	33,420	3.1	3.4	3.4	3.4	3.4	3.4	3.4	0.0	0.0%	3.4	3.4	0.0	100.0%	100.0%	100%

Rates Year to Date (per 10,000)																	
Health Region (HR)	IHA/Group/CIT/Team/Hospital	Total Pop	Actual Clinical WTE per 10,000	Referrals per 10,000	Accepted per 10,000	New / re-ref Appts Offered per 10,000	New / re-ref seen per 10,000	New Seen per 10,000	Re-Ref seen per 10,000	New / re-ref DNA per 10,000	% DNA	Offered New / re-ref seen in 3/12 per 10,000	New / re-ref Seen in 3/12 per 10,000	DNA in 3/12 per 10,000	% offered Appt in 3/12	% seen in 3/12	D/C's per 10,000
HSE Dublin & South East	Wicklow POA	20,658	10.00	11	9	10	10	10	10	0	0.0%	10	10	0	100.0%	100.0%	17

## POLL

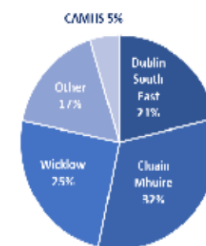
Year to Date																		
Health Region (HR)	IHA/Group/CIT/Team/Hospital	Population >65	Actual Clinical WTE	Referrals	Accepted	New/Re-Ref Appt Offered	New/Re-Ref Seen	New Seen	Re-Ref Seen	New/Re-Ref DNA	% DNA (< 3%)	Offered New/Re-Ref seen 3/12	New/Re-Ref Seen 3/12	DNA in 3/12	% offered Appt in 3/12	% seen in 3/12	% seen in 3/12 excl DNA	D/C's
HSE Dublin & South East	Total	161,196	81.40	820	736	727	693	476	217	34	4.7%	707	674	33	97.2%	97.2%	97.3%	666
HSE Dublin & South East	Dun Laoghaire POA	49,447	27.00	280	255	269	257	177	80	12	4.6%	261	250	11	97.9%	97.9%	97.3%	228
HSE Dublin & South East	Wicklow POA	20,658	10.00	70	60	58	56	43	13	2	3.4%	58	56	2	100.0%	96.6%	100.0%	62

			Rates Year to Date (per 10,000)																
Health Region (HR)	IHA/Group/CIT/Team/Hospital	Population >65	Actual Clinical WTE per 10,000	Referrals per 10,000	Accepted per 10,000	New / re-ref Appts Offered per 10,000	New / re-ref seen per 10,000	New Ref seen per 10,000	Re-ref seen per 10,000	New / re-ref DNA per 10,000	% DNA	Offered New / re-ref seen in 3/12 per 10,000	New / re-ref Seen in 3/12 per 10,000	DNA in 3/12 per 10,000	NSP (Appl) % Offered Appt in 3/12	NSP (Appl) % seen in 3/12	% Seen in 3/12 excluding DNA	D/C's per 10,000	
	Total	161,196	161,196	5.0	50.9	45.7	45.1	43.0	29.5	13.5	2.1	4.7%	43.9	41.8	2.0	97.2%	92.7%	97%	41.3
HSE Dublin & South East	Dun Laoghaire POA	49,447	49,447	5.5	56.6	51.6	54.4	52.0	35.8	16.2	2.4	4.3%	52.8	50.6	2.2	97.0%	92.8%	97%	45.7
HSE Dublin & South East	Wicklow POA	20,658	20,658	4.8	33.9	29.0	28.1	27.1	20.8	6.3	1.0	3.4%	28.1	27.1	1.0	100.0%	96.6%	100%	30.0

## ED

1905 total presentations to ED with mental health issue	1584 assessments completed	2.4% of all presentations to ED	317 did not wait - followed up by Liaison Psychiatry nurses	Ave LOS: 11 hours	75% presenting with self-harm/ suicidal ideation
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Breakdown by catchment area:



3 out of 4 presentations OUTSIDE OF WORKING HOURS - one NCHD In house

32% increase in patients presenting with self-harm or suicidal ideation since 2017



15% admitted to psychiatric unit from ED	Increased involuntary admissions from ED	↑ by 60% since 2017	↑ by 20% since 2023	LOS in ED 17 hours
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## WARDS

816 REFERRALS	688 PATIENTS SEEN	Ward referrals 2017-2024
1.7% CAMHS	34% >65 years and not meeting criteria for SVUH POA	240% Increase In ward assessments since 2017
4 children required admission to CAMHS inpatient unit in 2024 (3/4 s.25 District Court Application)	Average LOS while waiting for bed in CAMHS unit - 6 days	195 2017 2018 2019 2020 2021 2022 2023 2024

## OPD

Total outpatient contacts	432	Pre liver transplant assessments	42
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# Key Issues & Challenges facing MHS in IHA DSWW

Balancing demand for both scheduled and unscheduled care

Nature of voluntary and involuntary mental health status

Data **quality is person** dependant

Needs oversight and scrutiny

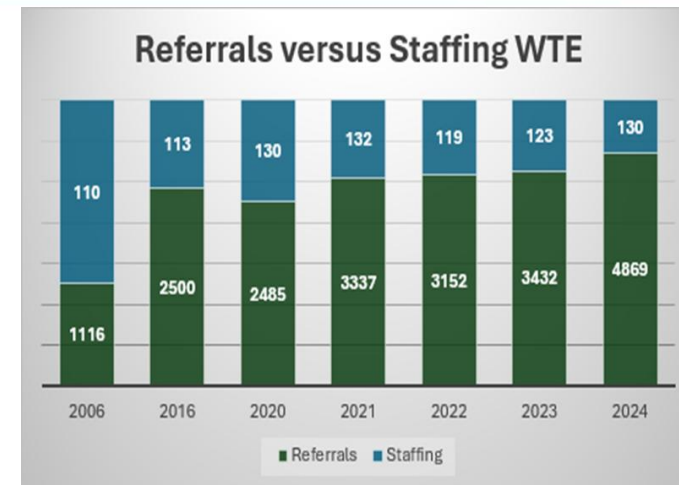
Validation

Training of staff

Used for service planning

CAMHS specific:

- Significant under resourced teams
- Unmet need
- Waiting lists
- Postcode service access
- Maskey
- MHC



		April																		
Health Region (HR)	IHA/Group/OT/Team/Hospital	Population 0 - 18	Accepted	New/Re-Ref Appt Offered	New/Re-Ref Seen	New Seen	Re-Ref Seen	New/Re-Ref DNA	% DNA	Offered New/Re-Ref seen 3/12	New/Re-Ref Seen 3/12	DNA in 3/12	% offered Appt in 3/12	% seen in 3/12	% seen in 3/12 excl DNA	D/C's	Wait List	Wait List > 12 months		
HSE Dublin & South East	Total	249,727	374	274	272	141	131	2	0.7%	269	268	1	10.2%	72.2%	76.6%	355	605	0		
HSE Dublin & South East	Camrags Court Team	12,921	33	118	118	6	6	0	0.0%	112	112	0	12.2%	72.2%	72.2%	28	50	0		
HSE Dublin & South East	Camrags Court Team 2	12,921	26	155	155	8	8	0	0.0%	147	147	0	10.6%	84.4%	84.4%	13	48	0		
HSE Dublin & South East	Cusma Team A (Dubs 6 14 16)	20,047	47	399	399	17	22	0	0.0%	377	377	0	94.5%	94.5%	94.5%	29	51	0		
HSE Dublin & South East	Cusma Team C (Dubs 2 4 12)	20,047	47	235	235	13	13	0	0.0%	222	220	0	100.0%	100.0%	100.0%	54	20	0		
HSE Dublin & South East	Cusma Westlow - Arklow	15,039	51	232	232	9	14	0	0.0%	177	177	0	73.3%	73.3%	73.3%	51	48	0		
HSE Dublin & South East	Cusma Westlow - Bray	17,822	55	17,822	17,822	13	17	0	0.0%	166	166	0	71.9%	71.9%	71.9%	54	19	0		
HSE Dublin & South East	Maskey St	17,822	33	232	232	14	9	0	0.0%	218	231	0	100.0%	100.0%	100.0%	34	13	0		
HSE Dublin & South East	Riverdale House CAMHS Eating Disorder Team	12,921	12	0	0	0	0	0	0.0%	0	0	0	100.0%	100.0%	100.0%	0	0	0		

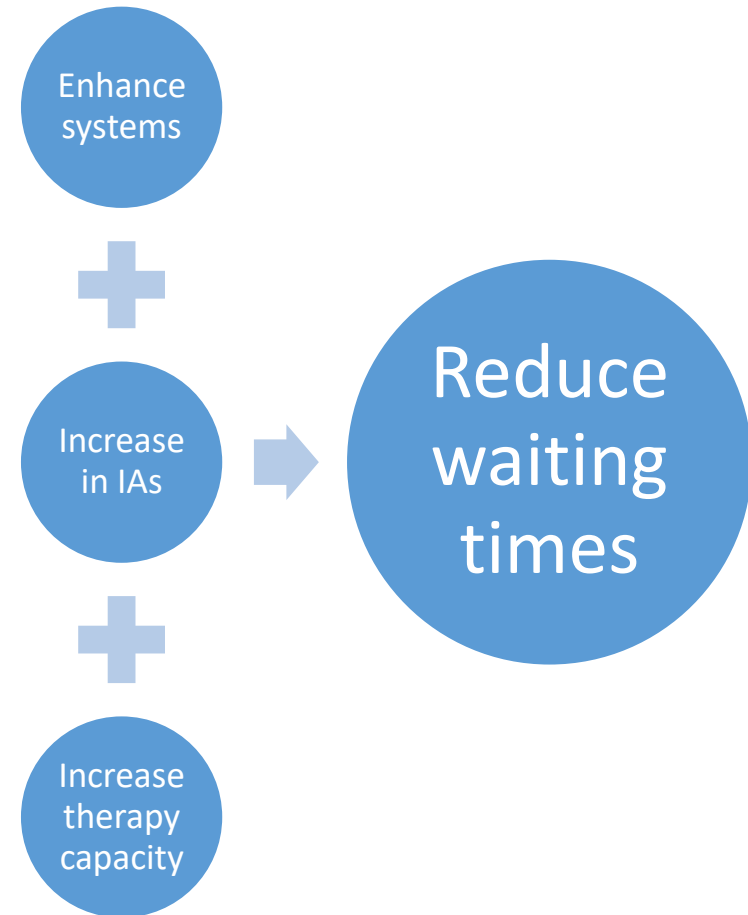
		Year to Date																		
Health Region (HR)	IHA/Group/OT/Team/Hospital	Population 0 - 18	Actual Clinical WTE	Referrals	Accepted	New/Re-Ref Appt Offered	New/Re-Ref Seen	New Seen	Re-Ref Seen	New/Re-Ref DNA	% DNA	Offered New/Re-Ref seen 3/12	New/Re-Ref Seen 3/12	DNA in 3/12	% offered Appt in 3/12	% seen in 3/12	% seen in 3/12 excl DNA	D/C's	Wait List	Wait List > 12 months
HSE Dublin & South East	Total	249,727	138.54	2481	1716	1081	1086	535	475	43	4.1%	618	605	14	75.1%	76.4%	76.7%	1138	605	0
HSE Dublin & South East	Camrags Court Team	12,921	8.45	173	129	73	73	4	21	3	3.3%	69	69	0	75.1%	75.1%	75.1%	28	50	0
HSE Dublin & South East	Camrags Court Team 2	12,921	8.45	166	129	81	81	4	21	0	0.0%	61	61	0	89.1%	89.1%	89.1%	13	48	0
HSE Dublin & South East	Cusma Team A (Dubs 6 14 16)	20,047	10.89	267	201	141	138	6	20	0	0.0%	119	117	2	84.5%	84.5%	84.5%	57	51	0
HSE Dublin & South East	Cusma Team C (Dubs 2 4 12)	20,047	10.76	264	217	141	141	6	22	4	2.7%	141	139	2	98.6%	98.6%	98.6%	20	20	0
HSE Dublin & South East	Cusma Westlow - Arklow	15,039	6.19	232	232	9	14	0	0.0%	177	177	0	73.3%	73.3%	73.3%	51	48	0		
HSE Dublin & South East	Cusma Westlow - Bray	17,822	10.16	55	52	13	17	0	0.0%	21	23	0	71.9%	71.9%	71.9%	54	19	0		
HSE Dublin & South East	Maskey St	17,822	8.45	211	161	108	103	6	24	0	0.0%	101	100	1	95.1%	95.1%	95.1%	34	13	0
HSE Dublin & South East	Riverdale House CAMHS Eating Disorder Team	12,921	0.72	12	0	0	0	0	0	0	0.0%	0	0	0	100.0%	100.0%	100.0%	0	0	0

		Rates Year to Date (per 10,000)																		
Health Region (HR)	IHA/Group/OT/Team/Hospital	Population 0 - 18	Actual Clinical WTE per 10,000	Referrals per 10,000	Accepted per 10,000	New / re-ref Appts offered per 10,000	New / re-ref seen per 10,000	New Seen per 10,000	Re-ref seen per 10,000	New / re-ref DNA per 10,000	% DNA	Offered New / re-ref seen in 3/12 per 10,000	New / re-ref seen in 3/12 per 10,000	DNA in 3/12 per 10,000	% offered Appt in 3/12	% seen in 3/12	% seen in 3/12 excl DNA	D/C's per 10,000	Wait List per 10,000	Wait List > 12 months per 10,000
HSE Dublin & South East	Total	249,727	5.5	98.5	68.5	42.1	42.4	21.4	19.0	1.7	4.1%	23.5	22.9	0.6	78.3%	79.4%	79.7%	33.4	24.2	0
HSE Dublin & South East	Camrags Court Team	12,921	6.5	13.3	9.9	5.6	5.6	0.3	1.6	0.1	1.7%	5.1	5.1	0	75.1%	75.1%	75.1%	2.2	2.2	0
HSE Dublin & South East	Camrags Court Team 2	12,921	6.5	12.6	9.9	6.2	6.2	0.3	1.6	0	0.0%	4.7	4.7	0	89.1%	89.1%	89.1%	0.5	4.8	0
HSE Dublin & South East	Cusma Team A (Dubs 6 14 16)	20,047	5.4	13.3	10.0	7.0	6.9	0.3	1.0	0	0.0%	5.8	5.7	0.1	84.5%	84.5%	84.5%	2.8	2.5	0
HSE Dublin & South East	Cusma Team C (Dubs 2 4 12)	20,047	5.4	13.1	10.6	7.0	7.0	0.3	1.1	0.4	2.7%	6.9	6.7	0.2	98.6%	98.6%	98.6%	0.9	0.9	0
HSE Dublin & South East	Cusma Westlow - Arklow	15,039	4.1	15.5	15.5	6.1	6.1	0.3	1.4	0	0.0%	11.7	11.7	0	73.3%	73.3%	73.3%	3.4	3.1	0
HSE Dublin & South East	Cusma Westlow - Bray	17,822	5.7	3.1	3.1	0.7	0.7	0.3	0.9	0	0.0%	0.6	0.7	0	71.9%	71.9%	71.9%	3.0	1.1	0
HSE Dublin & South East	Maskey St	17,822	4.7	11.8	9.0	6.1	5.8	0.3	1.3	0	0.0%	5.6	5.5	0.1	95.1%	95.1%	95.1%	1.9	0.7	0
HSE Dublin & South East	Riverdale House CAMHS Eating Disorder Team	12,921	0.6	0.9	0	0	0	0	0	0	0.0%	0	0	0	100.0%	100.0%	100.0%	0	0	0



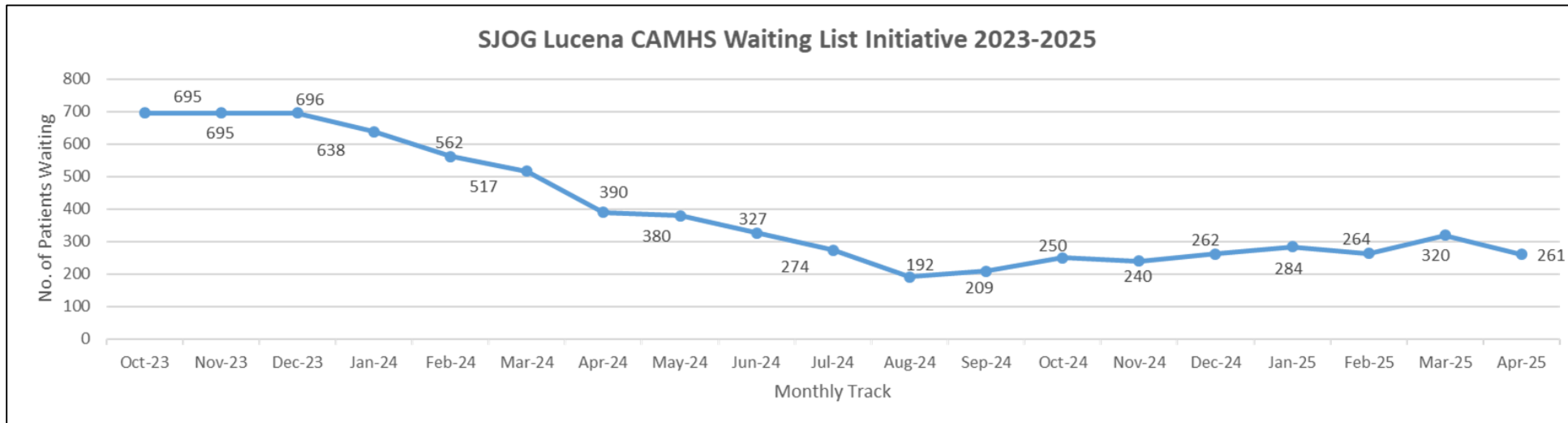
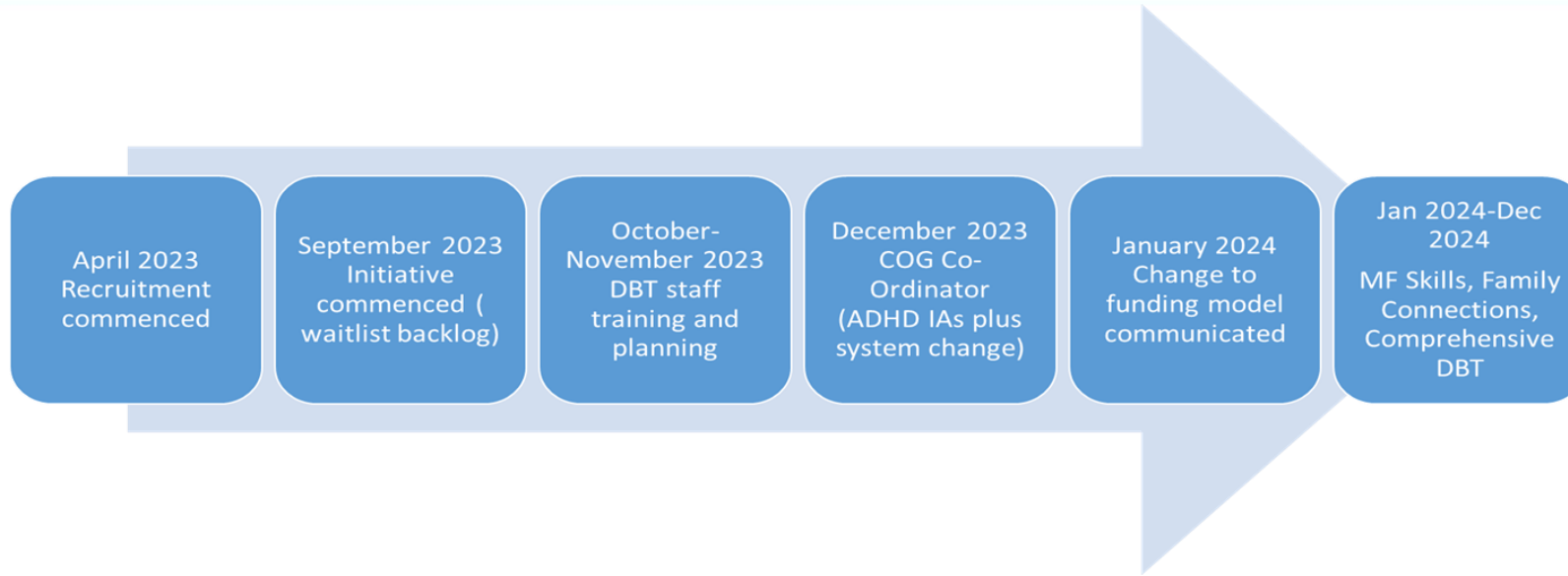
# CAMHS Waiting List Initiative 2023/2024

- CAMHS initiatives that target access-only, reduce waiting times but increase team burden by creating *internal* waiting lists for therapies
- Similarly, initiatives that focus only on therapy capacity, leave *external* waiting lists unaddressed
- This project integrated system changes, increased initial assessments and enhanced evidence-based treatment into one, effective, sustainable strategy





# Impact on CAMHs Waiting list and Access 2023 - 2025





# Waitlist initiative key elements

## 1. Increase Initial Assessments

- Provide appointments to those waiting longest
- Focus on ADHD
- 432 additional assessments were completed

## 2. System and pathway changes across the service

- Comply with the COG
- Implement the recommendations of the Maskey & MHC reports
- Standardise screening and WL acceptance across teams

## 3. Emotion dysregulation pathway using DBT as a MOC

- Equity of access to comprehensive DBT for the most at-risk clients
- Equity of access to Family Connections
- Access to evidence-based skills only groups
- Reduce the burden on teams in order to increase capacity to improve access





# KEY CHANGES TO SYSTEMS/PATHWAYS

## Standardisation of Screening for Acceptance to the Service

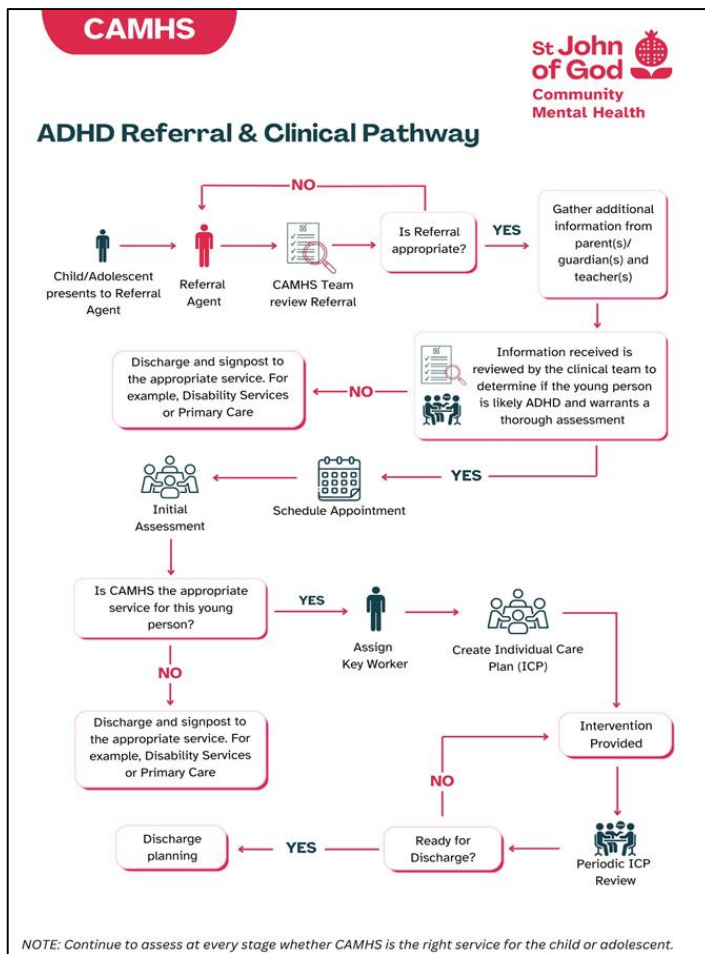
Meeting with the clinical teams

Referrals meetings

Excel file to monitor progress e.g. length of time since referral, return of consents or additional information, contested consent

Templates on MHIS for correspondence

ADHD Screening



## Child and Adolescent Mental Health Services

Operational Guideline

Second Edition







# EPR template standardisation & Co-working for Change

## EPR Template Standardisation

- Consent forms in line with MHC
- Intake assessments
  - ADHD
  - Mental Health
  - Eating Disorders (on clinical teams)
- Common correspondence (Reviewed and approved by NALA)
  - Acceptance to the service for MH
  - Screening for ADHD
  - Additional information required
  - Non-return of consents/requested materials
- Uncommon correspondence
  - Re-assessment for ADHD off medication
- Risk assessments

## Co-working for Change

- Extending Hospitality to our Neurodivergent Service Users Project
  - Neuroaffirmative working group
  - CAMHS made simple booklet
  - Information sheets on what to expect in the service
  - Clinic directions sheets
  - A new website
- Team Co-ordinators and Clinical Administrators - embedding their roles on the teams
- Admin Team
- Clinical Teams
- Management
- External agencies e.g. other CAMHS, PSI, ADHD Ireland, government bodies, other allied health professionals



# Clinical Governance Group Remit

Monthly Meetings  
– 2<sup>nd</sup> Wednesday

Quality Patient  
Safety

Compliments and  
Complaints

Referral Numbers,  
Accepted and not  
accepted

Waitlist numbers

Discharges

Open cases

WTE numbers

Activity Levels



# Numbers removed from waiting list by initiative staff

- ✓ WL removals by initiative staff returned monthly to HSE
- ✓ Source of funding under the new funding model (2,400 per removal)
- ✓ Total removals = **432**; but funding capped at 250
- ✓ All waiting times now COG compliant



# EMOTION DYSREGULATION PATHWAY USING DBT AS AN MOC: REDUCING THE BURDEN ON TEAMS & ENSURING EQUITY OF ACCESS



We had a committed multi-disciplinary DBT team, but access to **comprehensive DBT** was not equal across the 9 teams



In addition, we wanted to broaden access to **Family Connections**

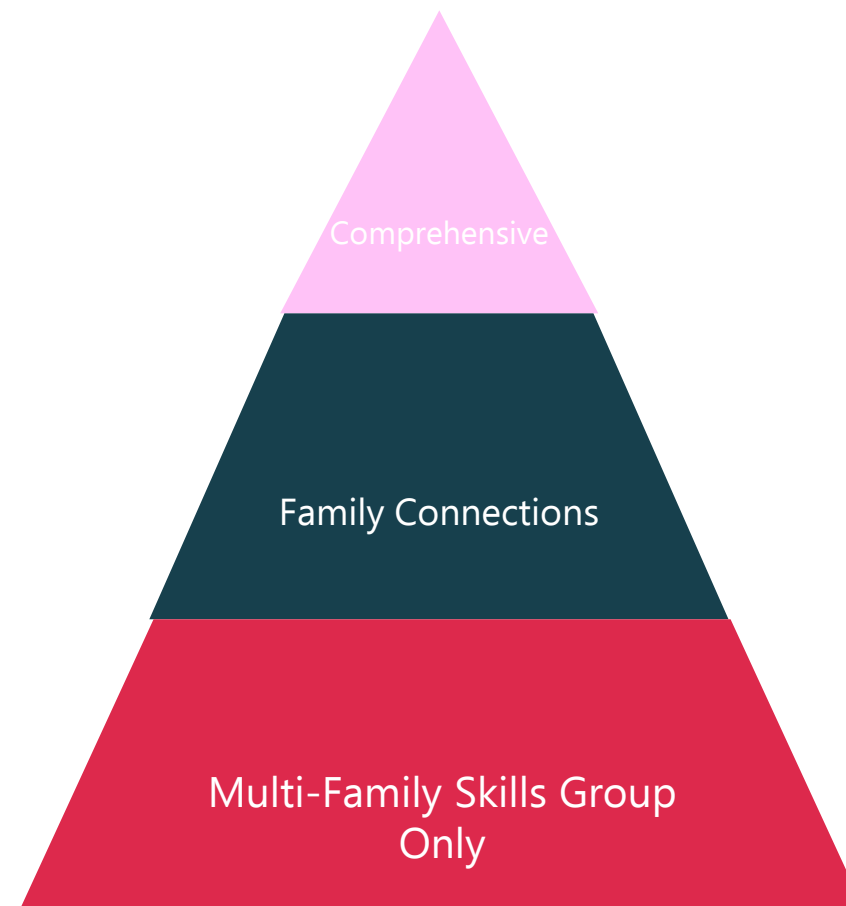


We wanted a pathway that included a **skills-only** option that had a strong evidence base and involved parents and carers



We wanted to **reduce the burden** on the MDTs of offering individual skills, separate parents support and frequent psychiatry reviews

## Therapeutic Model





# Multi-Family DBT Skills Training outcomes 2023-2024

## Number of Individuals Self-Harming

- 33 young people DSH 6 months prior to the intervention
- 12 young people DSH during intervention

## Suicide Attempts

- 5 attempts 6 months prior to the intervention
- 3\* attempts during treatment *(NB: These YP are in enhanced care and meet criteria for comprehensive program)*

## A&E Presentations

- 14 A&E presentations 6 months prior to the intervention
- 6 A&E Presentations during treatment

## Hospital Admissions

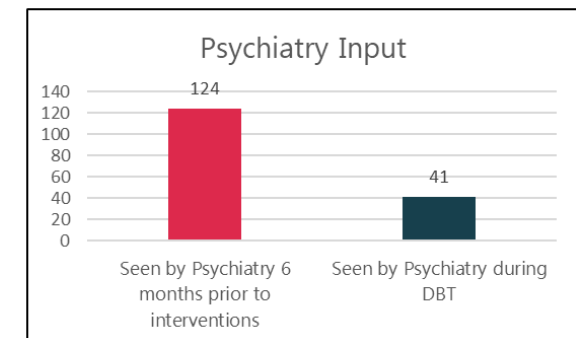
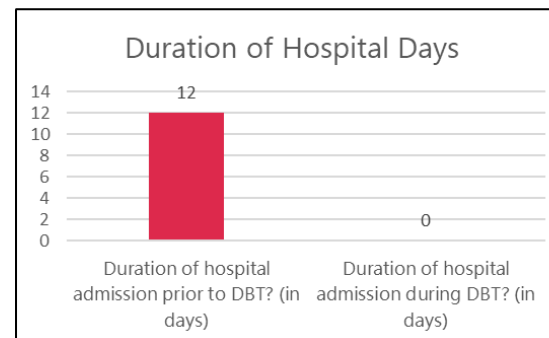
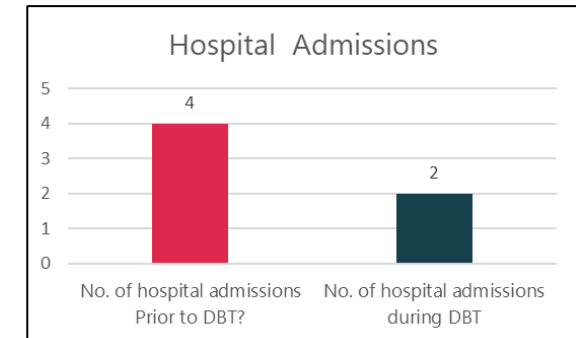
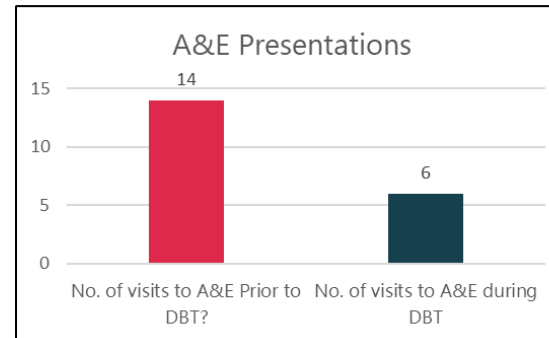
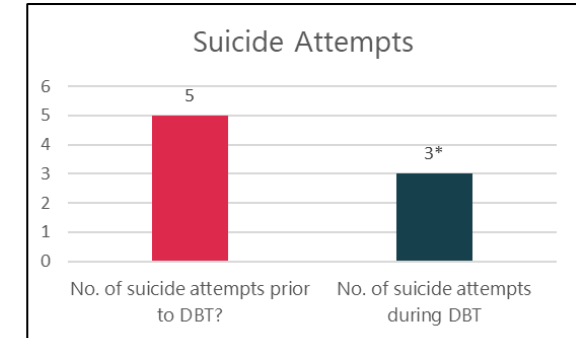
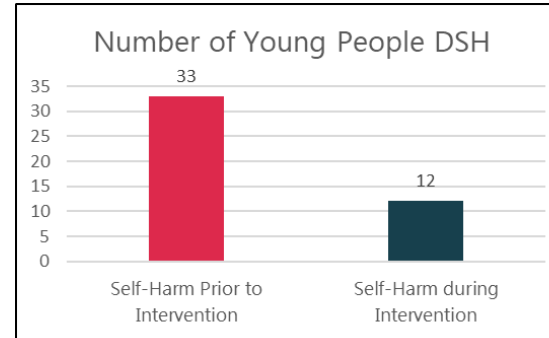
- 4 hospital admissions 6 months prior to the intervention
- 2 hospital admissions during treatment

## Duration of Time Spent in Hospital

- 12 days 6 months prior to the intervention
- 0 Days during treatment

## Psychiatry Input

- 124 Hours prior to the intervention
- 41 Hours during treatment (majority on ADHD meds)







# WL initiative 2025/6 aims & Challenges

## Aims:

- We will work to retain and refine the new systems and pathways in line with the COG and MHC recommendations
- We will continue to support standardisation in the interest of ensuring timely access to CAMHS assessment and intervention, regardless of postcode
- We will re-employ appropriately trained fixed term staff to support assessments and system change
- We will reinstate the role of the COG co-ordinator for a limited time

## Challenges:

- Pay & numbers
- WL funding not multi-annual
- WL list funding confirmation not made until March
- Loss of those trained
- MHIS support and access
- No consultation with the service prior to allocation of posts
- Accommodation a huge barrier to service delivery in some areas especially Bray – severely impedes access



## Next steps

Stabilise

Monitor

Review demand, operational

Roll out to AMHS



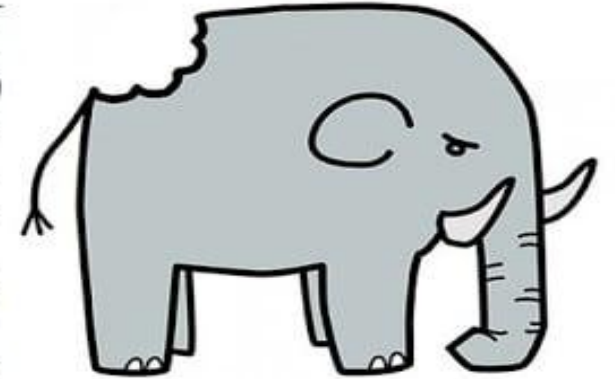
Questions ?





Our Lady of Lourdes Drogheda  
Otolaryngology Unit

HOW DO YOU EAT  
AN ELEPHANT?  
ONE BITE  
AT A TIME!



Ms Anél Naudé, ENT Consultant.

Ms Valerie Casserly, Clinical Specialist Physiotherapist in Vestibular Rehabilitation,



# The WORK: Booming Referral Rate

## ❖Peads:

'21 vs '24 =  
1988%  
Increase

## ❖Adults

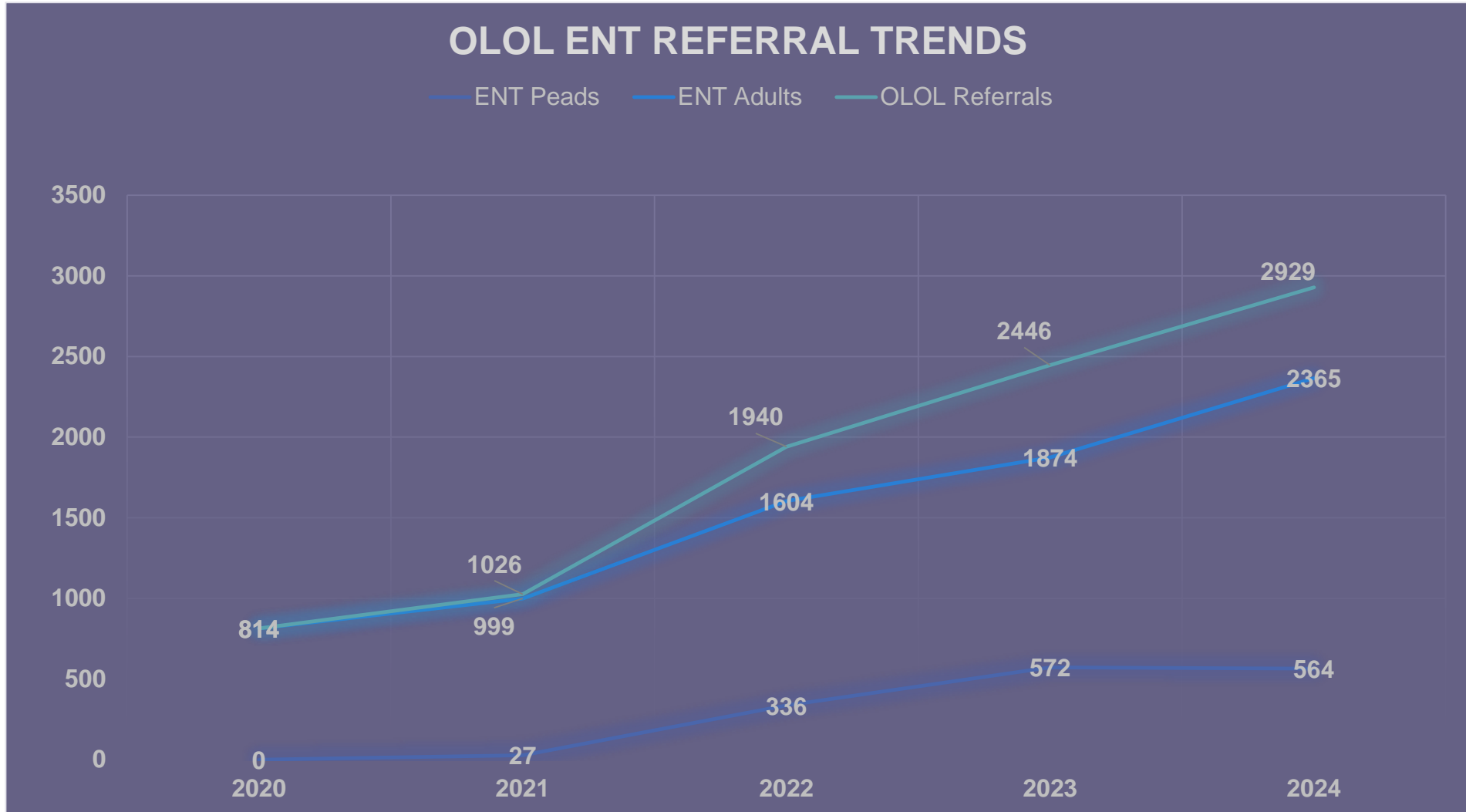
'20 vs '24 =  
290%  
Increase

## ❖Total Ref

'20 vs '24 =  
260%  
Increase

## ❖Total Ref

'24 vs '23 =  
20 % Increase



Waiting List  
Action Plan  
2025

[Link to  
Waiting  
List Action  
Plan 2025](#)





# The WORK: Booming Population

❖ '91 vs '22

= 70%

Increase

❖ '91 vs '02

= 15%

Increase

❖ '02 vs '11

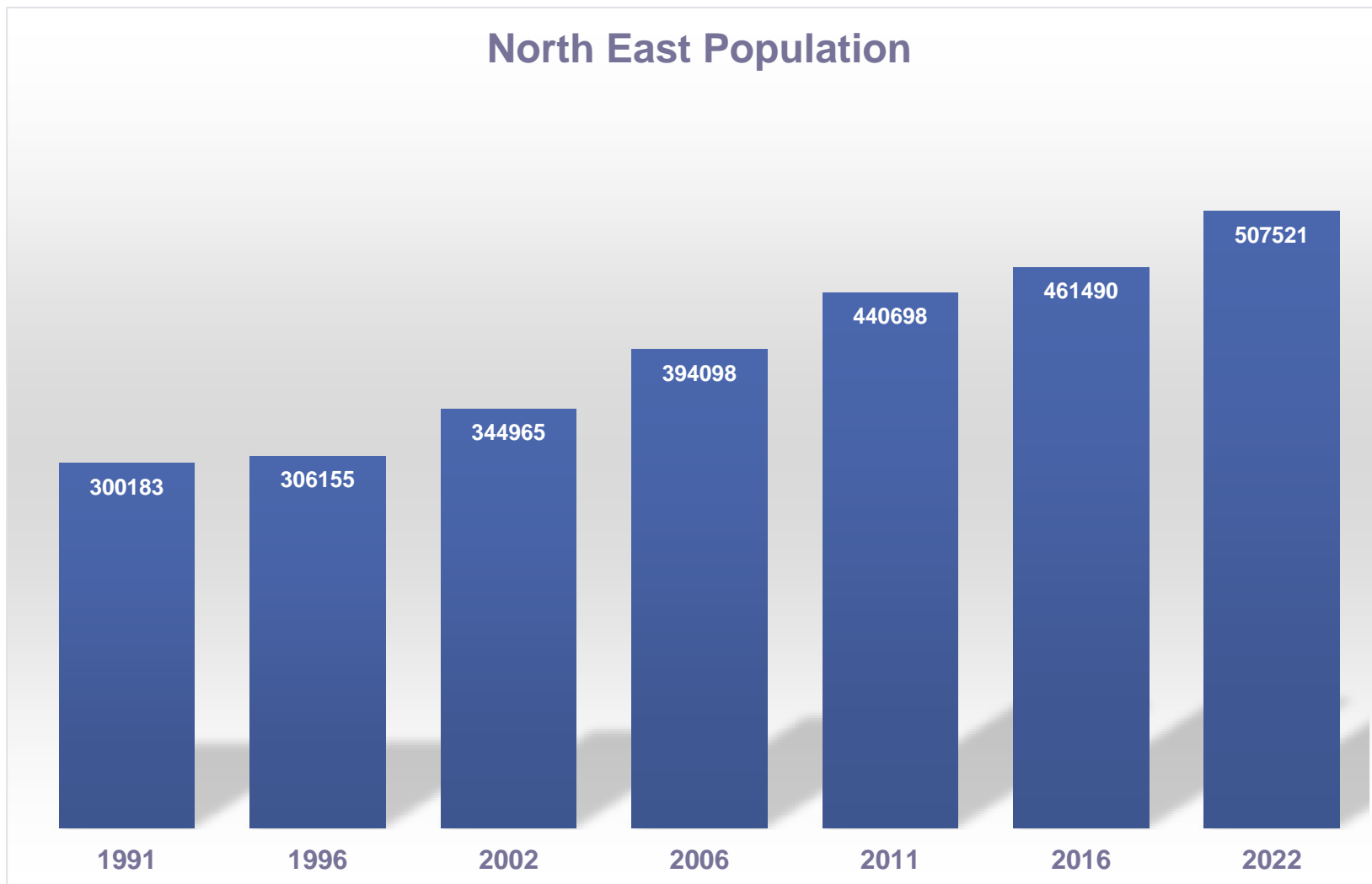
= 28%

Increase

❖ '11 vs '22

= 15%

Increase



[Link to  
Waiting  
List Action  
Plan 2025](#)

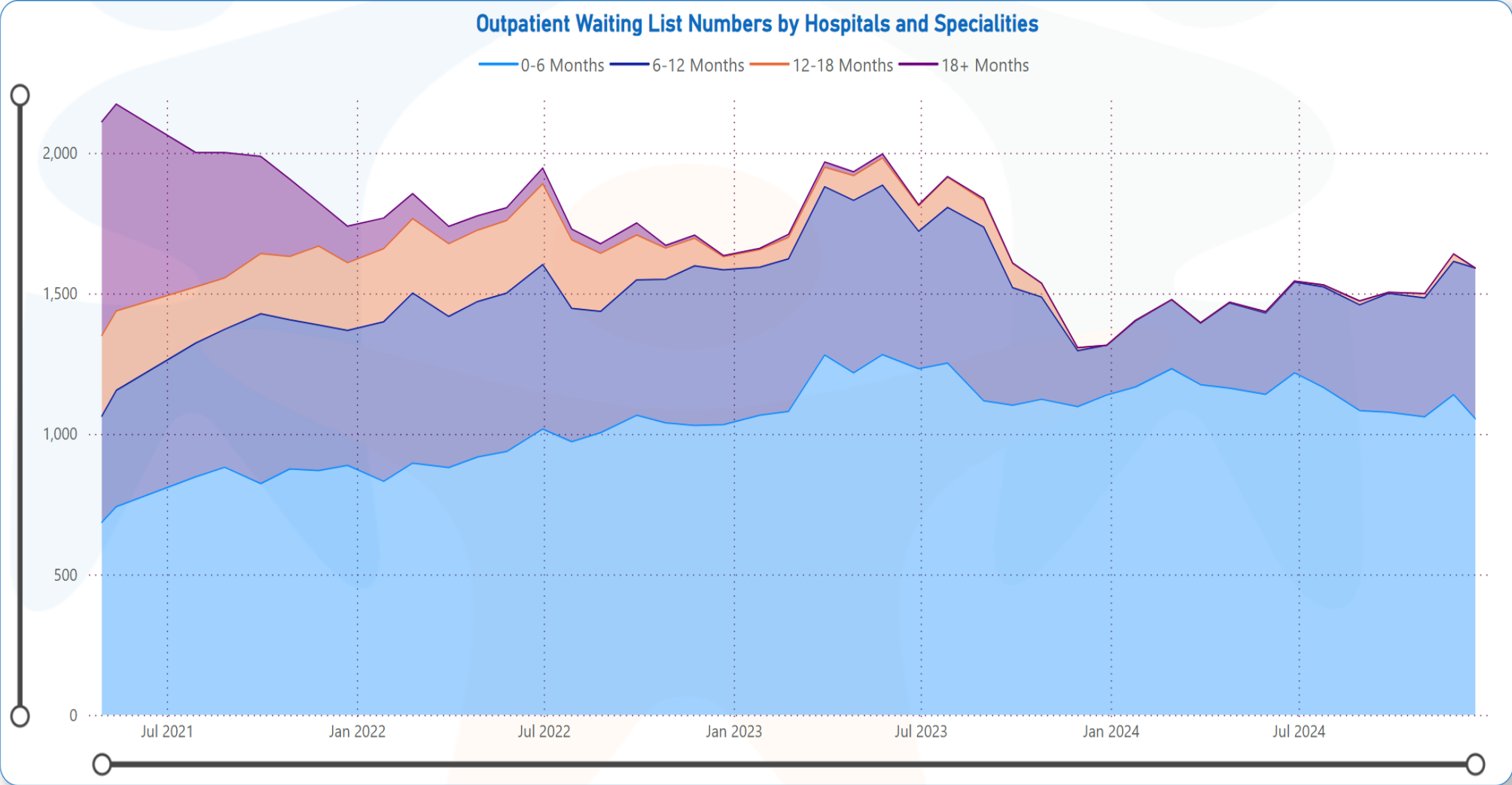


# The AIM: Reduction of OLOL OPD Waiting List

Patients waiting > 15mth

❖ Apr '21 = 49%

❖ Dec '24 = 0%



Latest Publication Date: 19 Dec 2024

NTPF OPD Data OLOL Adult & Peads ENT Data Apr 2021 – Dec 2024



[Link to Waiting List Action Plan 2025](#)



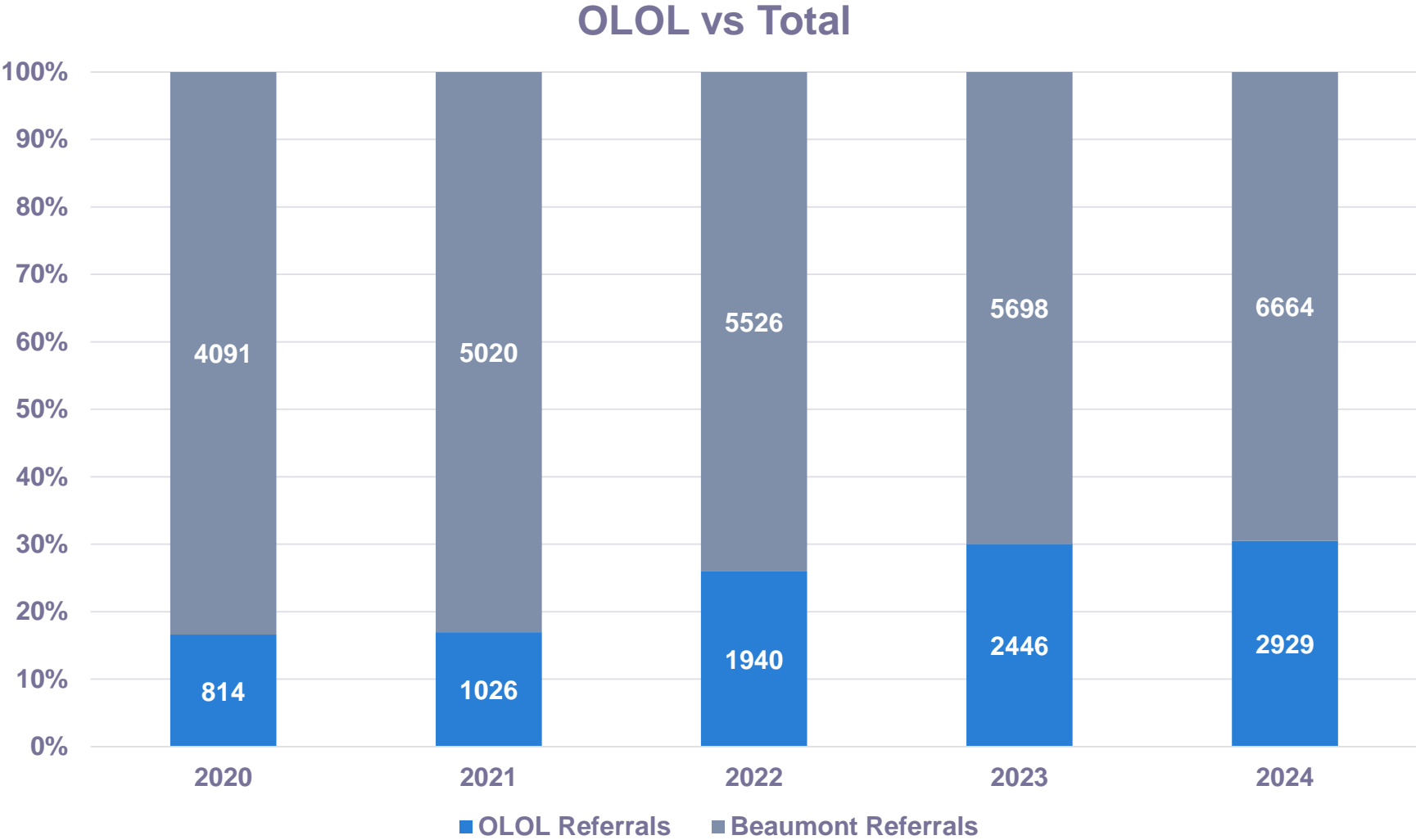
# The AIM: Relief Pressure on Beaumont

OLOL % from  
Total Referrals

❖ '20 = 17%

❖ '24 = 31%

= 82% Increase



[Link to  
Waiting List  
Action Plan  
2025](#)



# The SOLUTION: The ENT TEAM



	<2021	Post 05/2022
Consultants	1x WTE	2x 0.6 WTE, 1x 0.5 WTE = 1.8 WTE
Theatre Sessions/week	2.5	4.5
OPD Sessions/week	2.5	5
NCHD	0	2x WTE (07/2023)
HSCP	0	1x WTE CS Vestibular Physio (09/2022) 1.5 WTE Senior Audio (01/2024)
Admin	1 WTE	3.3 WTE



[Link to  
Waiting  
List  
Action  
Plan 2025](#)



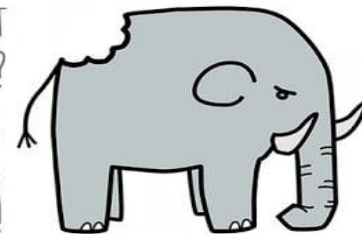
# The SOLUTION: The Pathways



Otolaryngology Head & Neck Surgery  
A model of care for Ireland

- **DATP = Direct Adult Tonsillectomy Pathway**
- **DAP = Direct Audiology Pathway**
- **DAVP = Direct Audio-Vestibular Pathway**
- **DEP = Direct Epistaxis Pathway**
- **DSALT = Direct Speech and Language**

HOW DO YOU EAT  
AN ELEPHANT?  
ONE BITE  
AT A TIME!



Pathway	2024
DATP 04/21	197
DAP 01/22	389
DAVP 09/22	207
DEP	
Totals	793

Waiting List  
Action Plan  
2025

[Link to  
Waiting  
List  
Action  
Plan 2025](#)





# In Summary

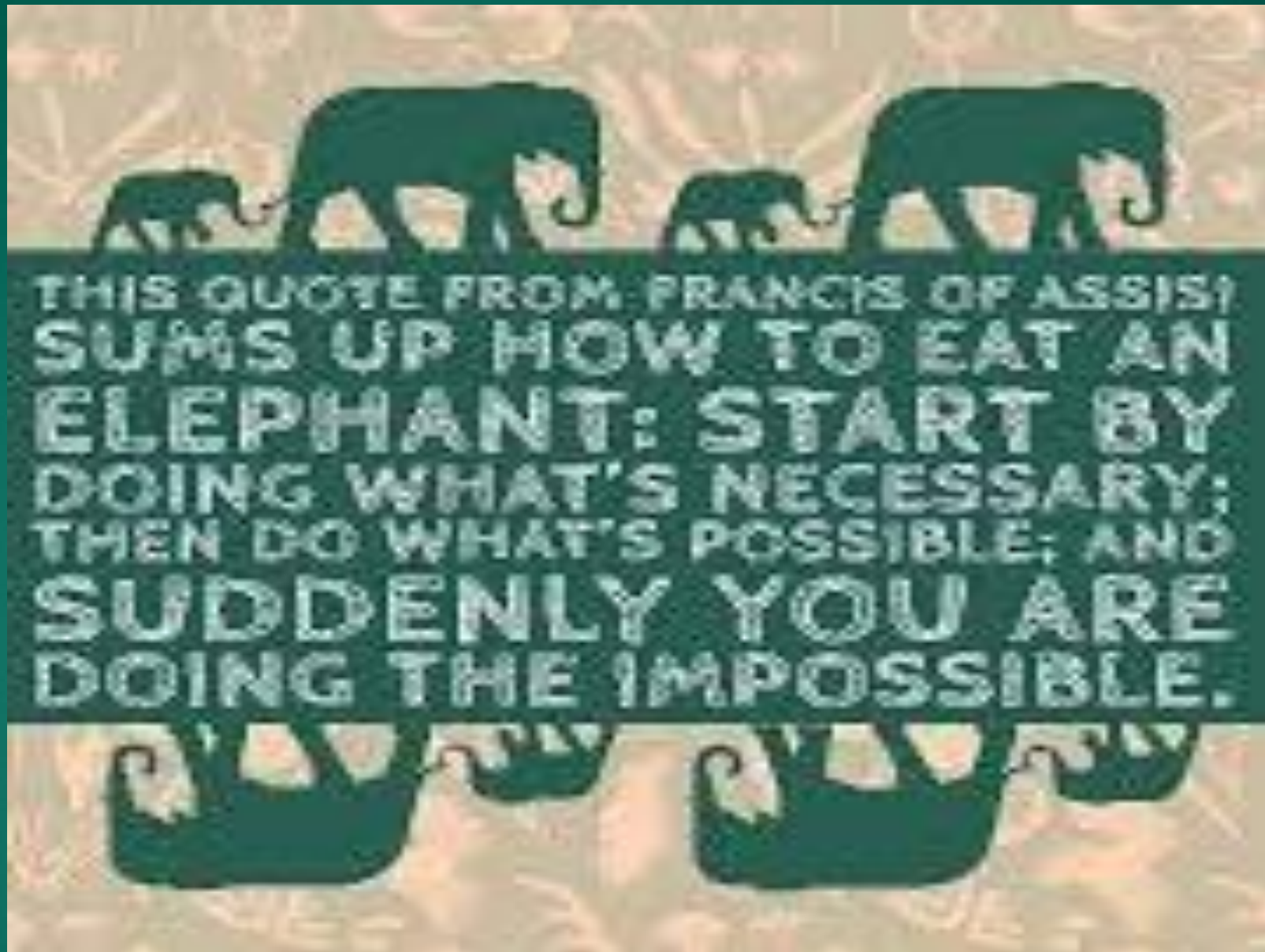
## The Pathways – Benefits

- Front Triaging/Categorising of Referrals Letters
- Reduced waiting time for patients
- Increase ENT OPD capacity for more complex cases
- Decreased Admin Support – Standardised Paperwork & Communication to Pts and GP's
- Sustainable Solution – One stop diagnostic appointment/ Reduced follow up appt / No Travel
- Consultant Led Health Care Teams



## HSE Modernising Care Pathways

[Link to Waiting List Action Plan 2025](#)

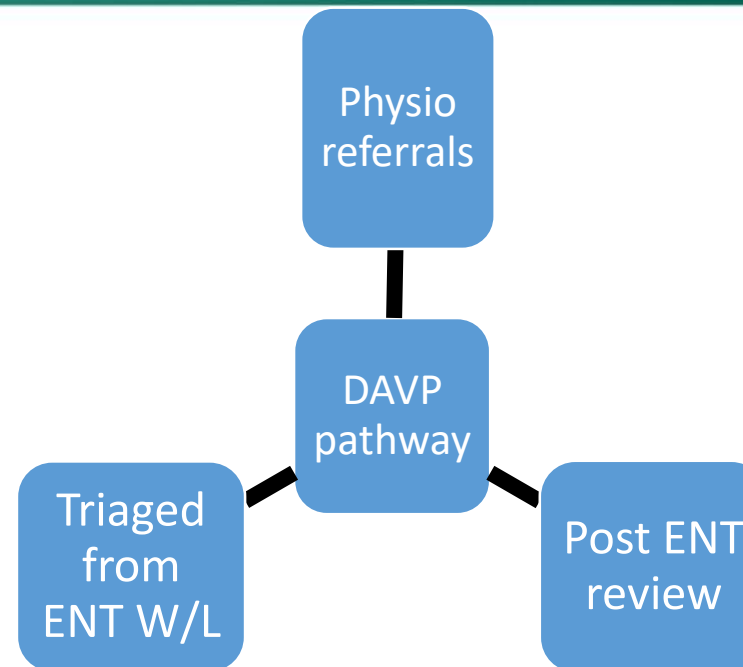




Our Lady of Lourdes Drogheda  
Otolaryngology Unit

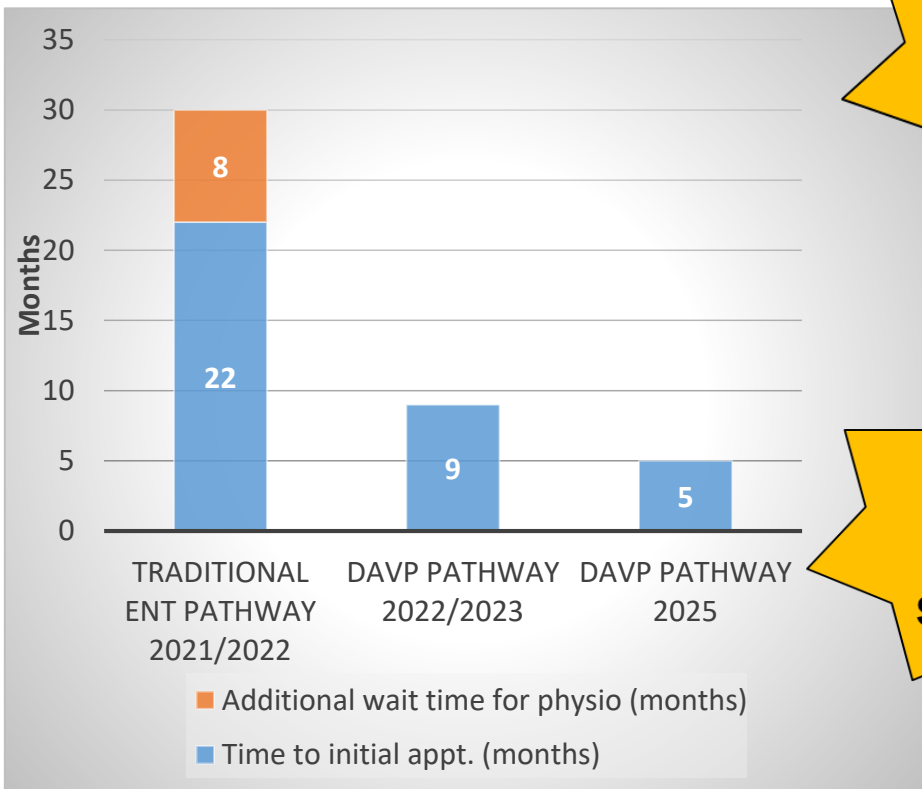
Ms Valerie Casserly, Clinical Specialist Physiotherapist in Vestibular Rehabilitation,

- **Direct Audiology and Vestibular Physiotherapy (DAVP) Pathway 2022**
  - **Parallel format MDT clinic**
  - **HSCP first contact practitioners**
- **Based on ENT model of care 2019.**





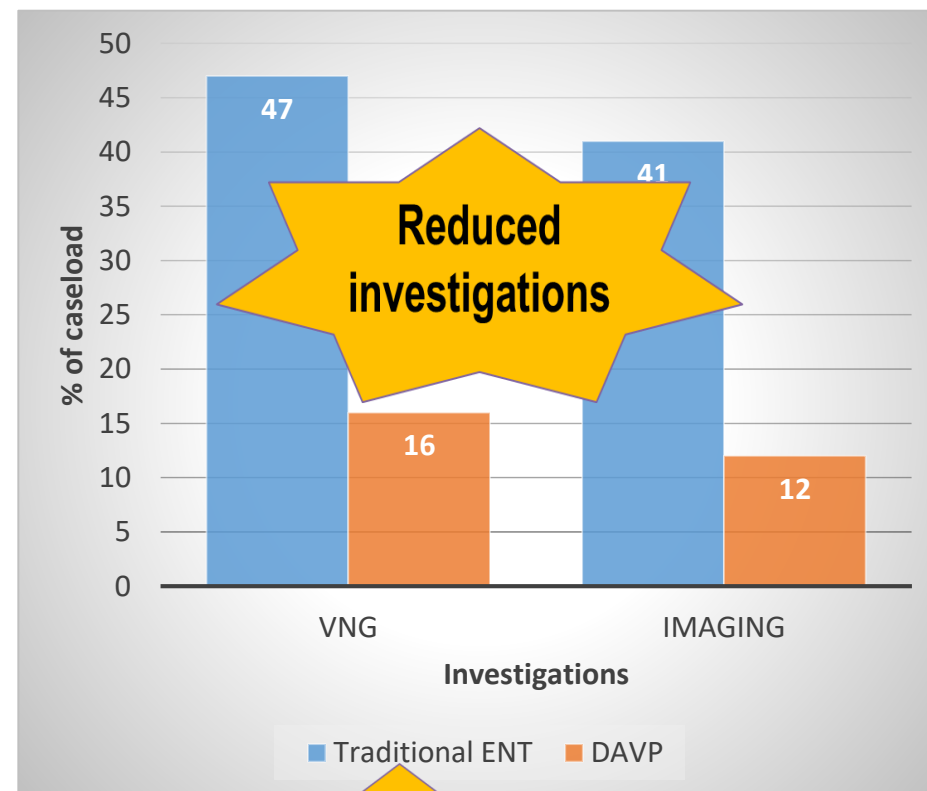
# Impact



**Seen Quicker**

**Start rehab sooner**

**Reduced number of appointments patients needed from 4.8 to 2.5**



**Reduced investigations**

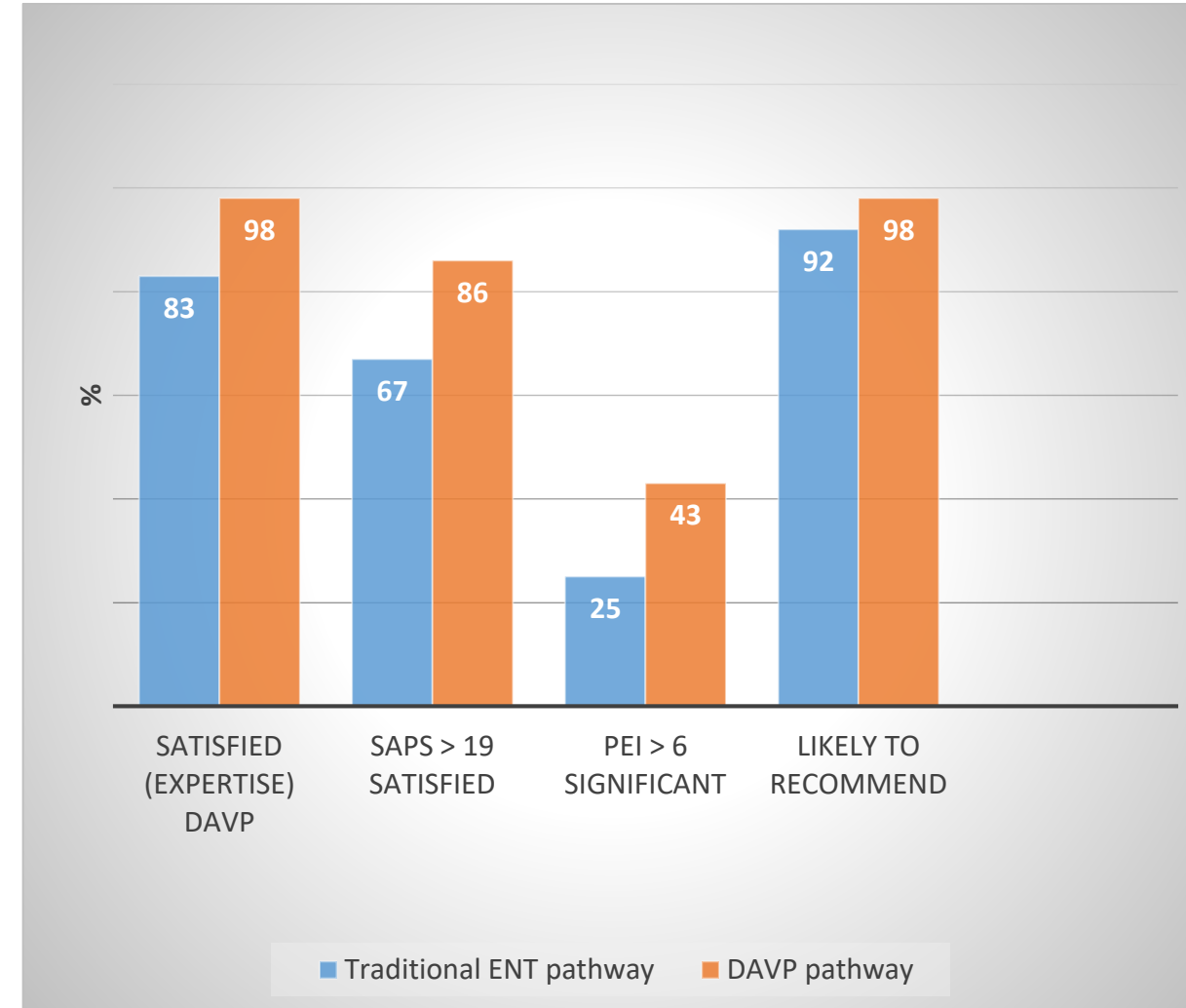
**Reduced review appointments**

Waiting List  
Action Plan  
2025



# Increasing ENT capacity

- 85% of vestibular patients managed without any formal ENT appointment
- Releases 408 ENT clinic appointments/year (102 hours/ 12.75 days/year)
- 98% patient satisfaction





## Current Focus/ Future

- **Salaso**
- **Spark**
- **Community Integration**

- **Scope**
  - **Guidelines**
    - **Falls**
    - **Acute/ ED**
    - **Pathfinder**

	cHINTS	vHINTS	MRI B (<48 hours)
Accuracy of detecting a central pathology	88.3%	94.2%	
Sensitivity	90.9%	100%	85.1% *false negative in 15% strokes*
Specificity	85.7%	88.9%	





Questions ?

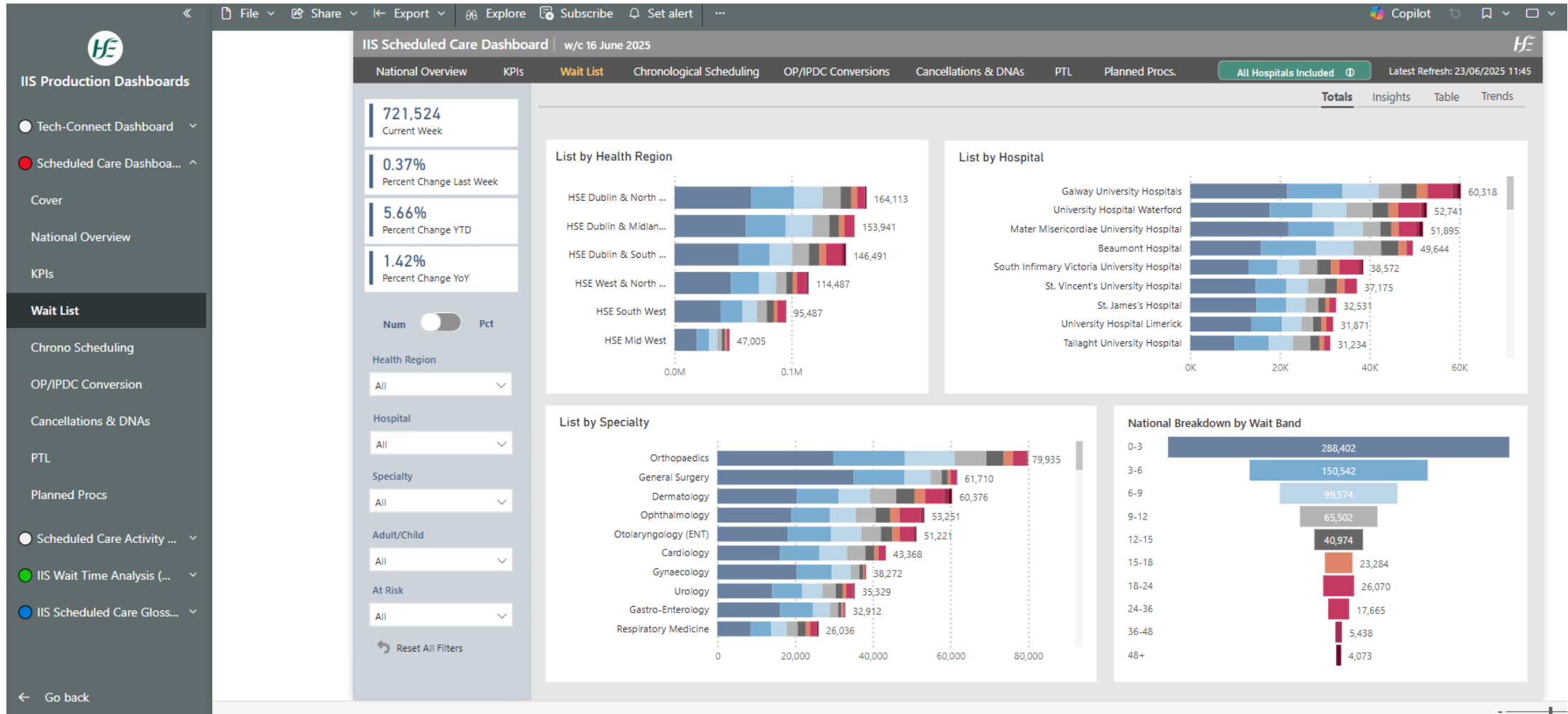




## Demonstration of Analysing Demand on IIS Dashboard

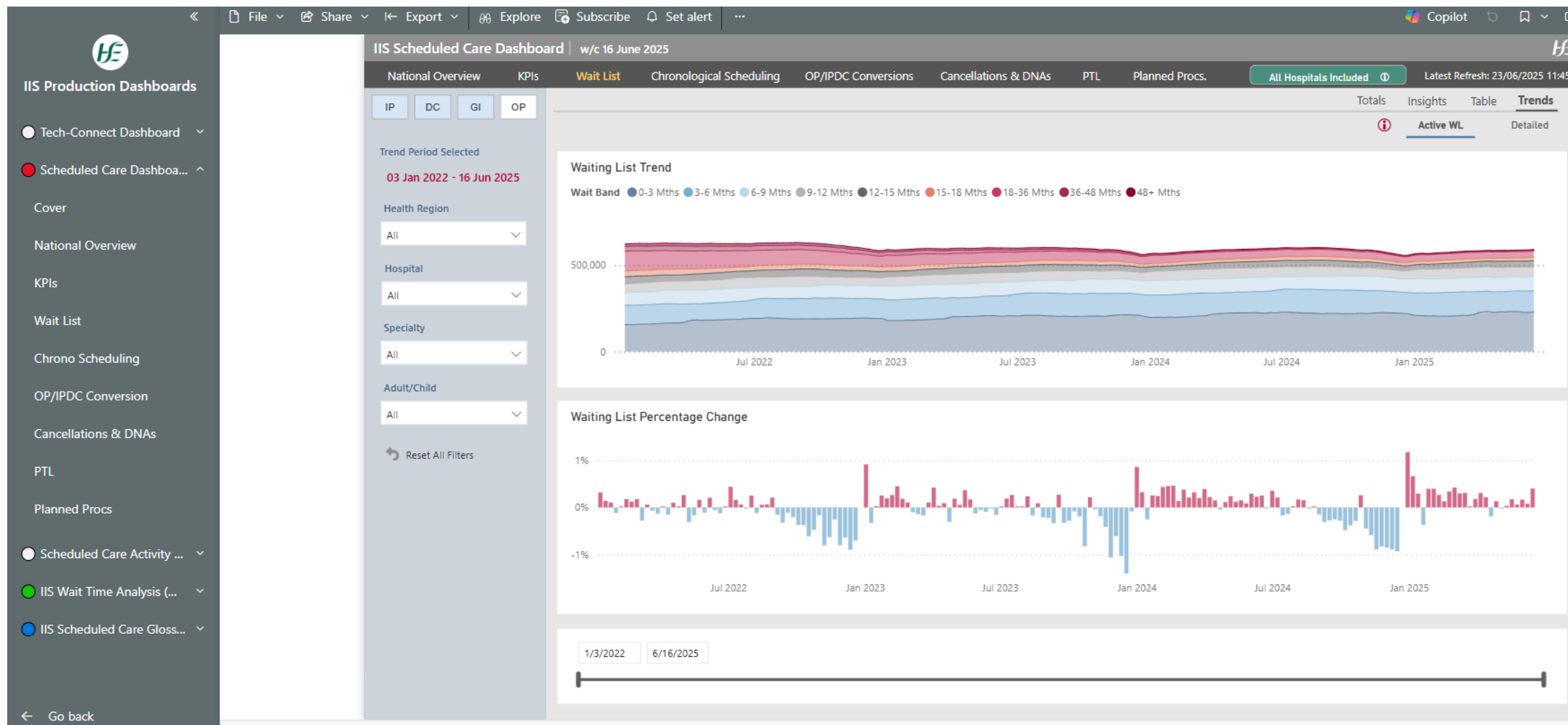


# Schedule Care Dashboard- waiting list



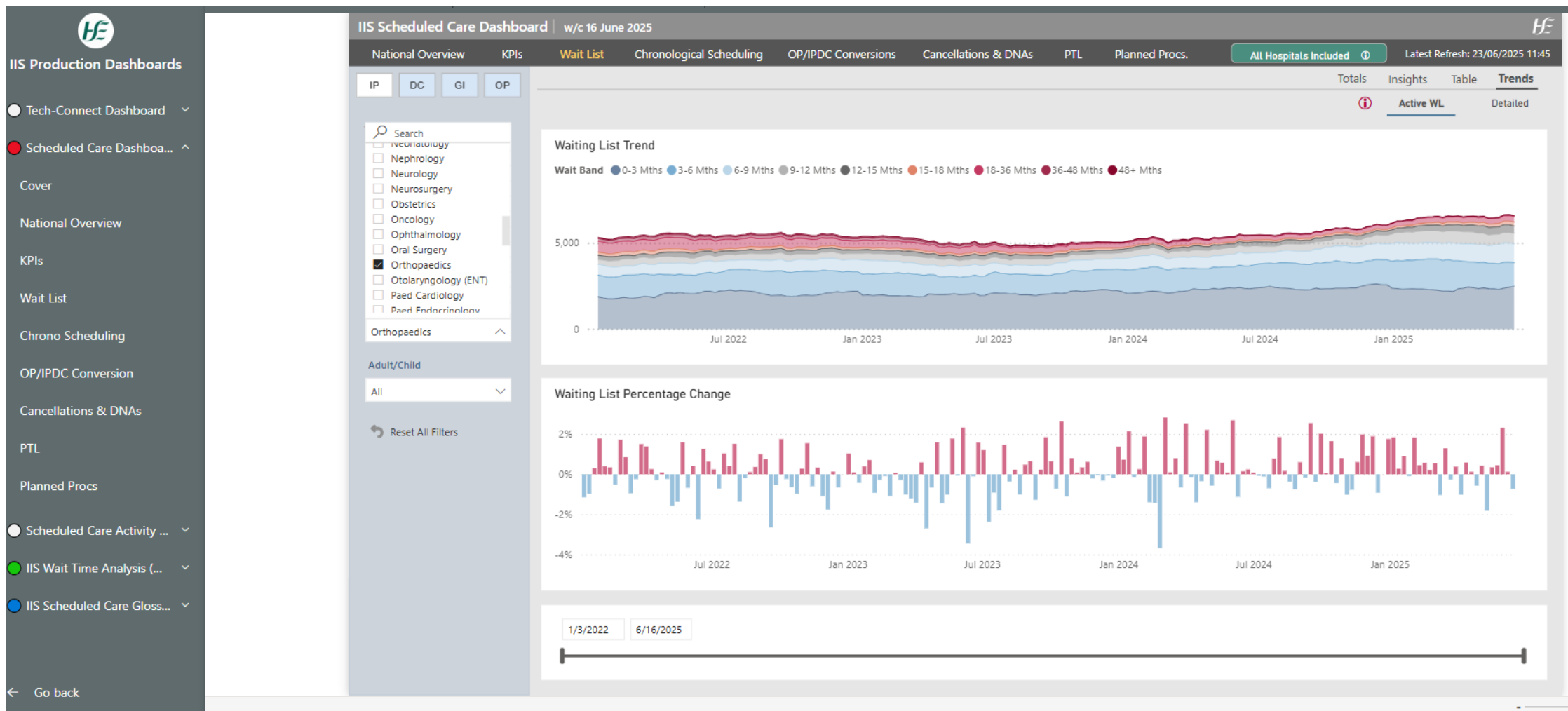


# Schedule Care dashboard- waiting bands





# Schedule Care Dashboard- time bands by speciality





Questions for all  
panelists ?





## News Items

IIS Scheduled Care Dashboard Demos Day	Date	Time
<a href="#">Friday</a>	27/06/2025	1100 – 1200
<a href="#">Monday</a>	21/07/2025	1600 – 1700
<a href="#">Thursday</a>	21/08/2025	1400 - 1500

[Link to Waiting List Action  
Plan 2025](#)





## Thank-you and Next Steps

- Thank-you for attending today
- We look forward to your feedback contained in our survey which can be filled out immediately after this Webinar.
- A copy of this Webinar will be made available on [Waiting List Improvements](#) and the link shared with all of you post Webinar.
- **Dates for your diary:**
  - September 3<sup>rd</sup>
  - October 1<sup>st</sup>
  - November 5<sup>th</sup>
  - December 3<sup>rd</sup>
- **[Access.Programme@hse.ie](mailto:Access.Programme@hse.ie)**

