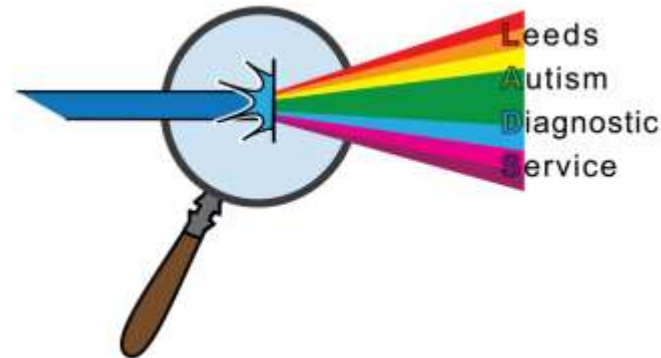


Leeds Autism Diagnostic Service Improvement Project

Dr Alison Stansfield MBChB MRCPsych MD

Clinical Lead, Consultant Psychiatrist



LADS – who are we what do we do?



Not actually Lads... (2:6 - m:f)

8 clinical staff (5.4 wte – 1.8, Drs, Nurses, OTs)

(+ trainees + students + 3 admin)

All IQ adult autism assessment service with consultancy and training

Report against a **12** and **26** week KPI

Commissioned for maximum 16 referrals per month (192/yr)

LADS base Aire Court Community Unit



Leeds and York Partnership
NHS Foundation Trust



Accountability



Teamwork and
Communication



Negotiation



Continuous
Learning



Improvement
and Measurement



Reliability



Transparency



Leadership



Psychological
Safety



LADS environment....



Leeds and York Partnership
NHS Foundation Trust

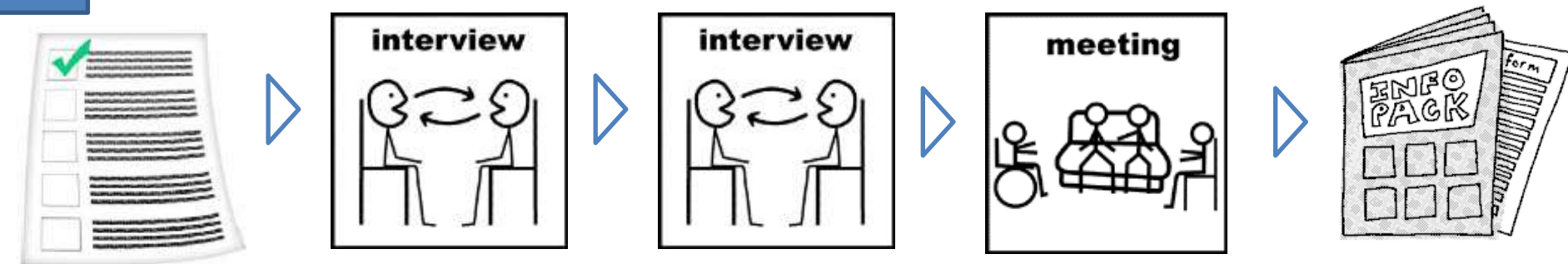
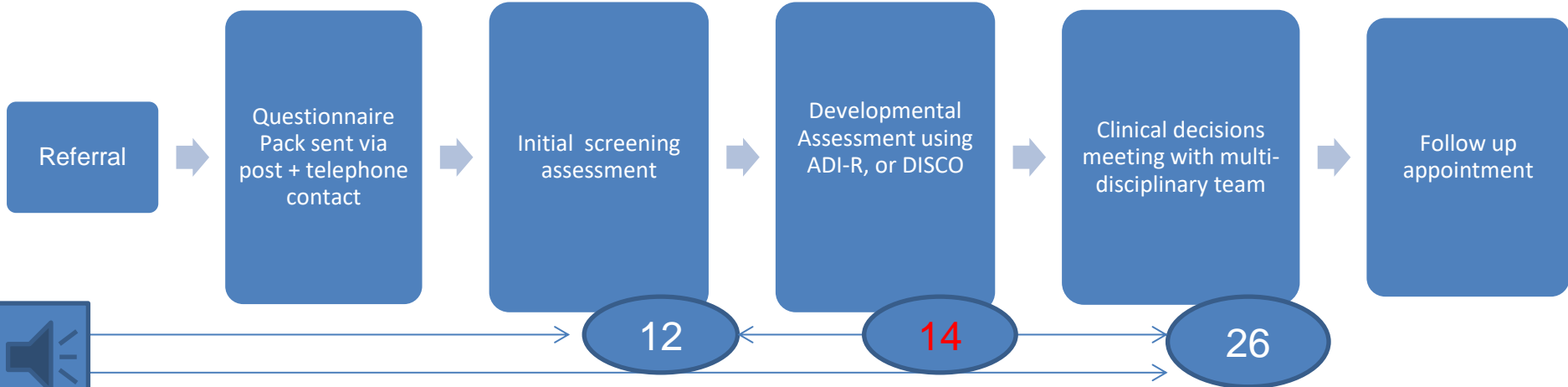




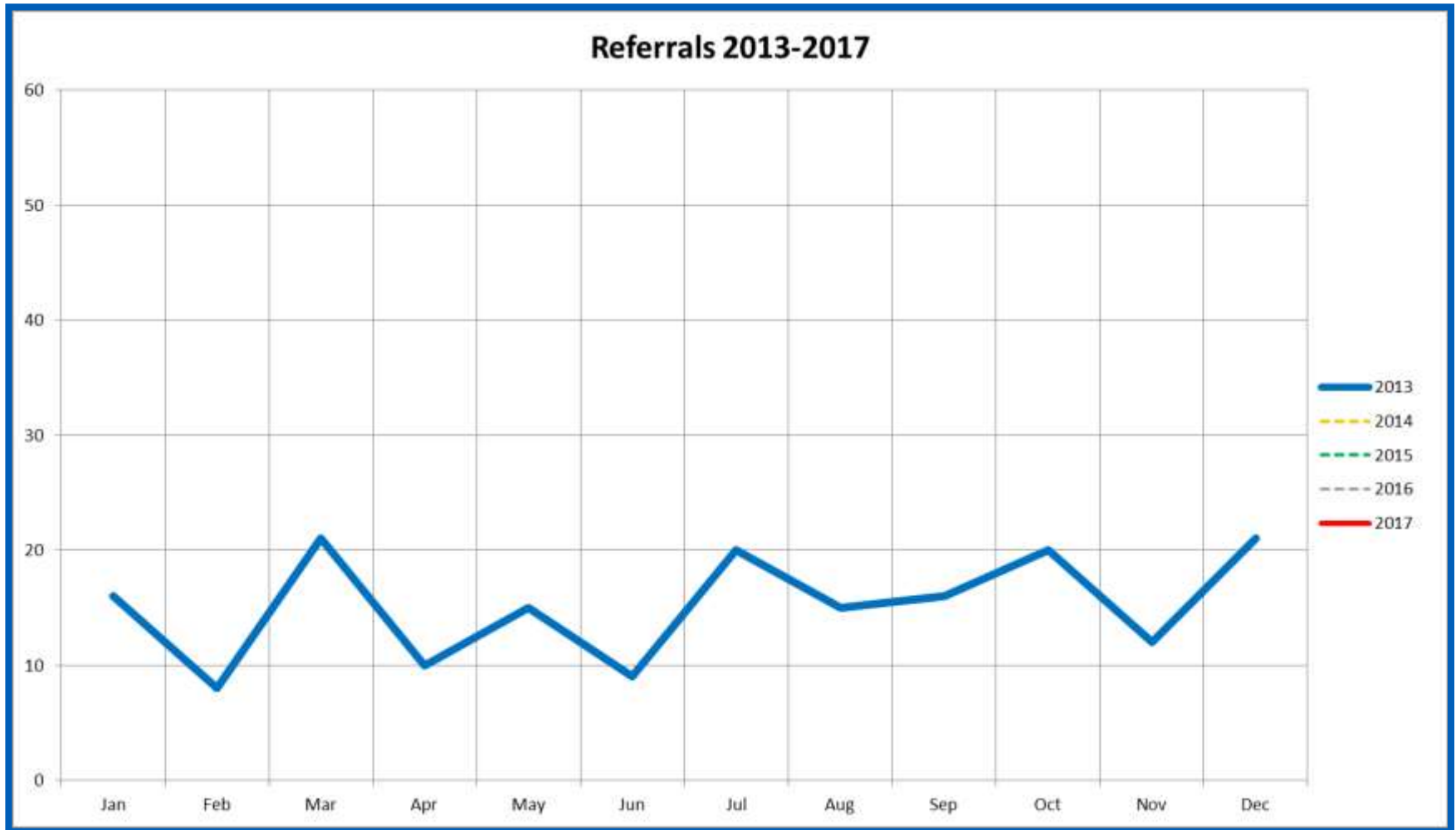
LADS evolution

Month	Year	Event	Business Case
Sep	2011	small pilot	1
Apr	2013	commissioned as a permanent diagnostic service	2
Mar	2014	team fully recruited (assessment for all IQ)	
Mar	2015	commissioned to provide consultancy and training	3
Apr	2015	became part of neurodevelopmental service with ADHD	4
Nov	2017	moved to current accommodation, CTM retired	
Jan	2018	new CTM	

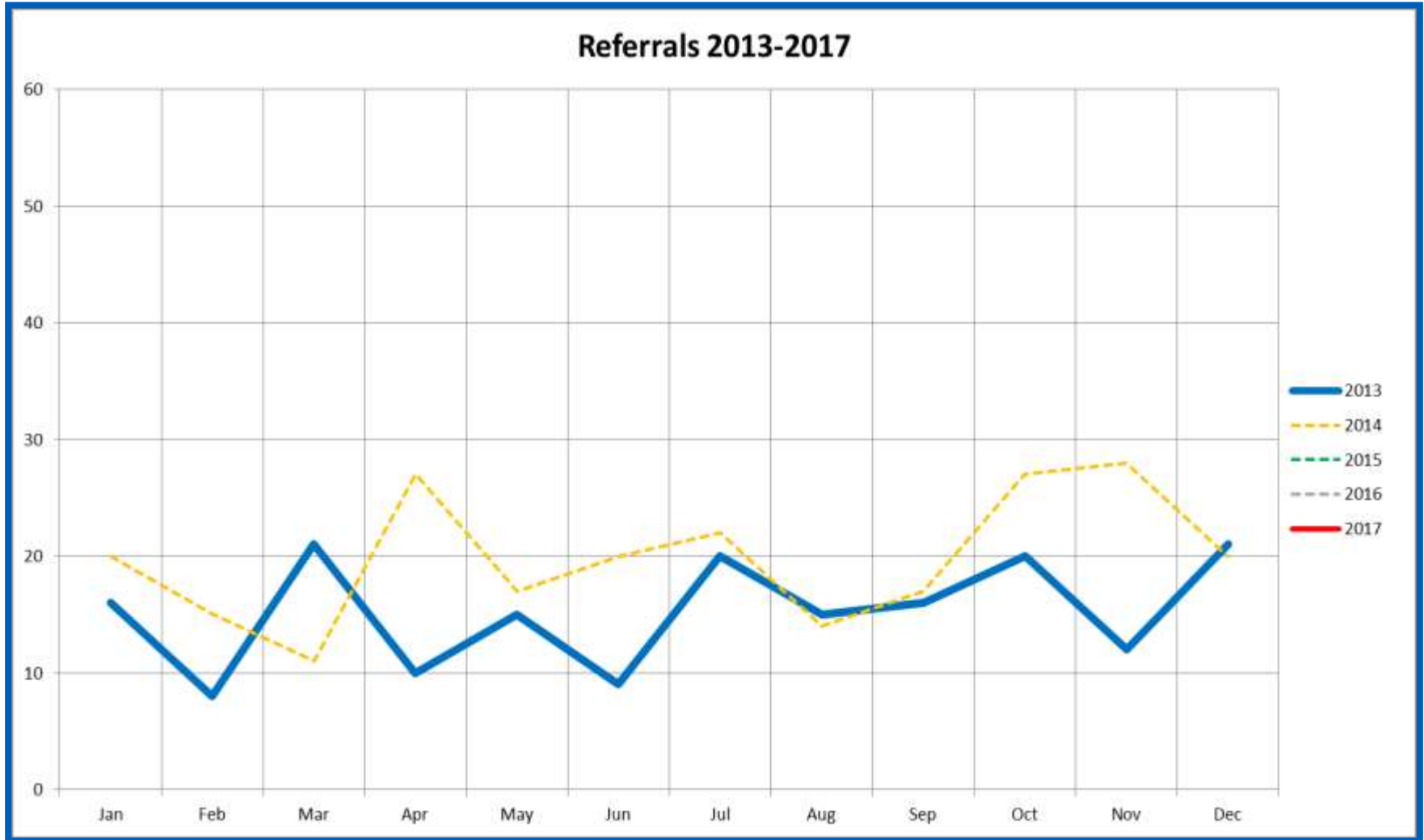
Leeds Autism Diagnostic Pathway



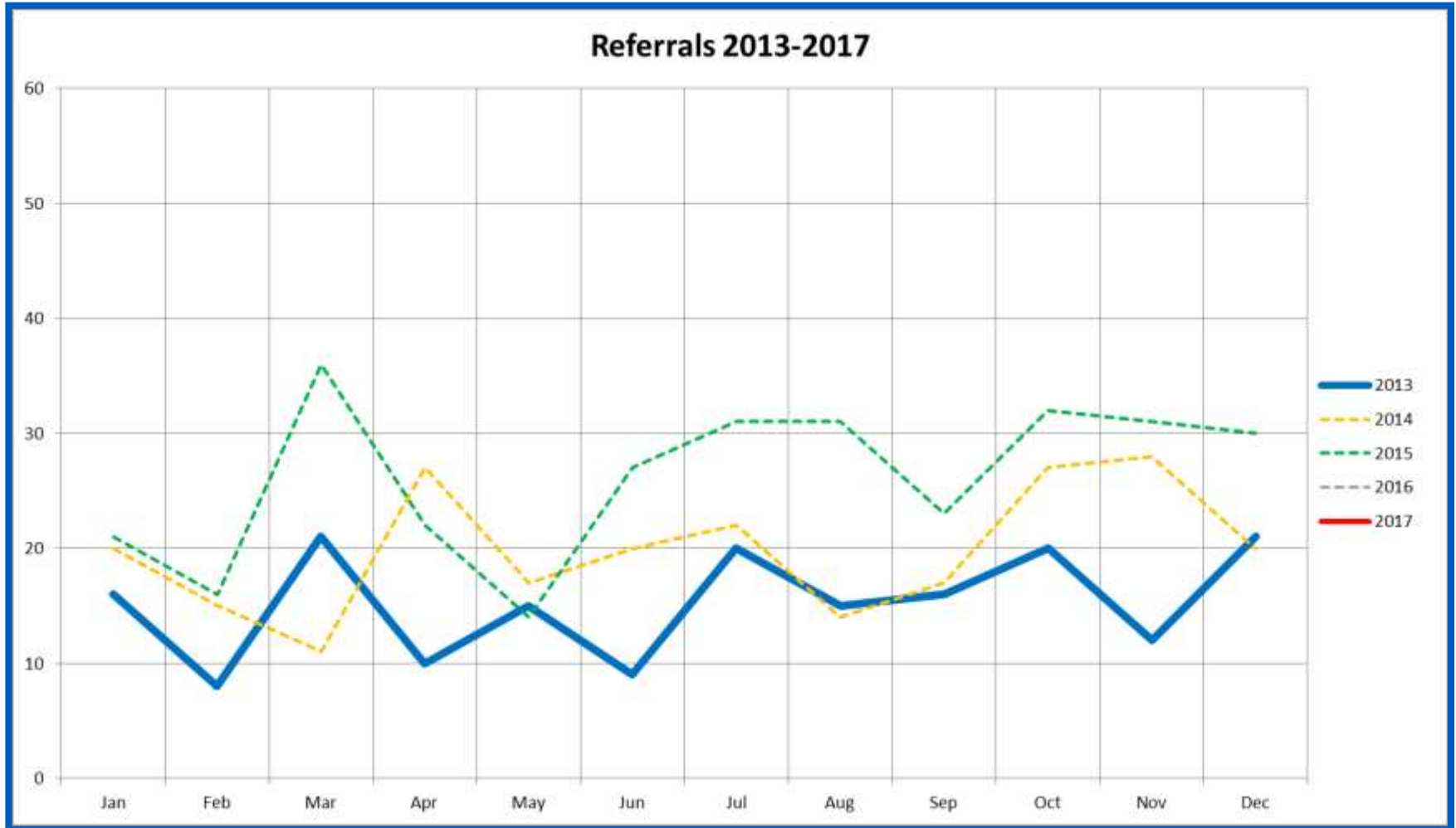
Referral History



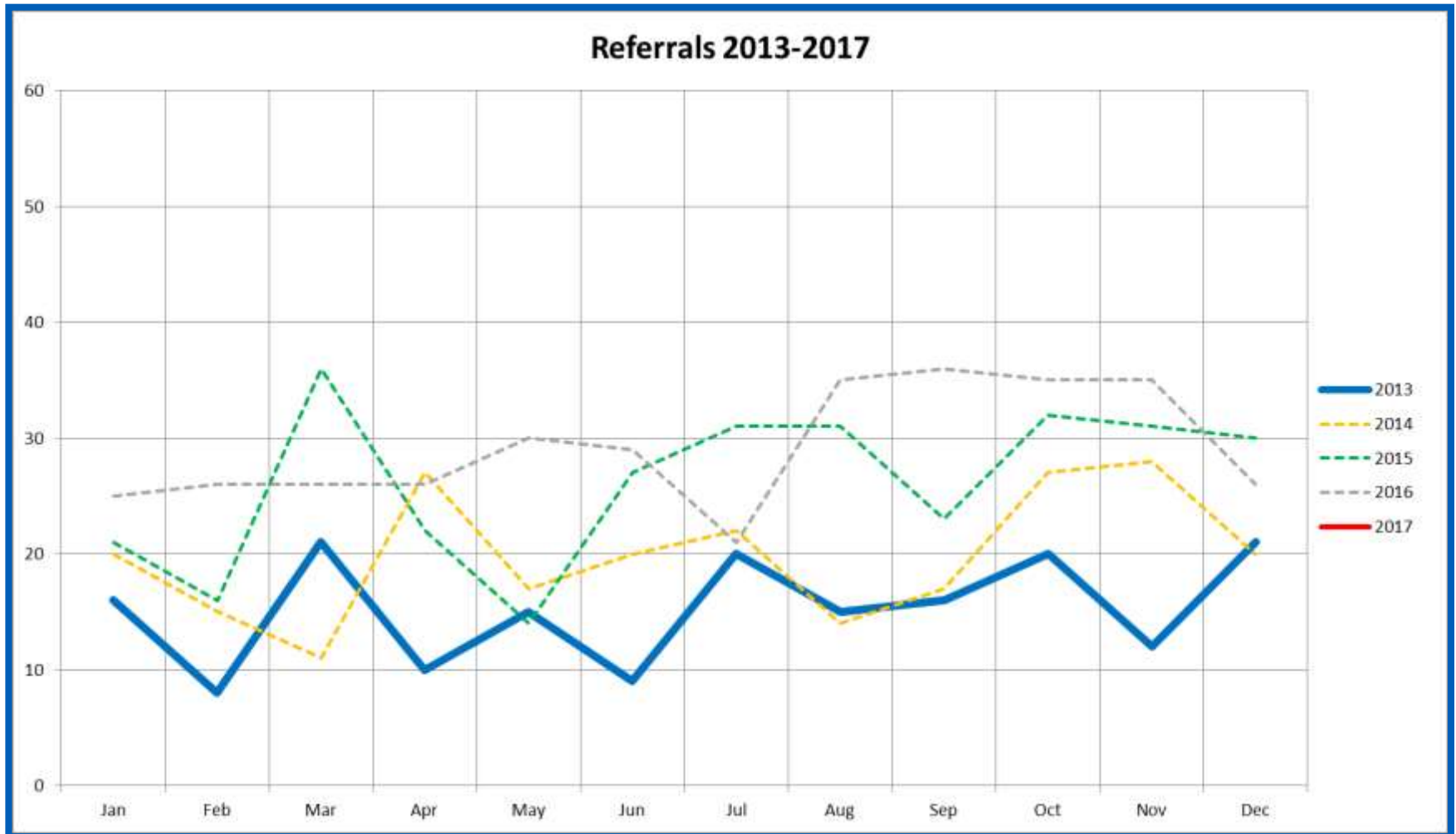
Referral History



Referral History

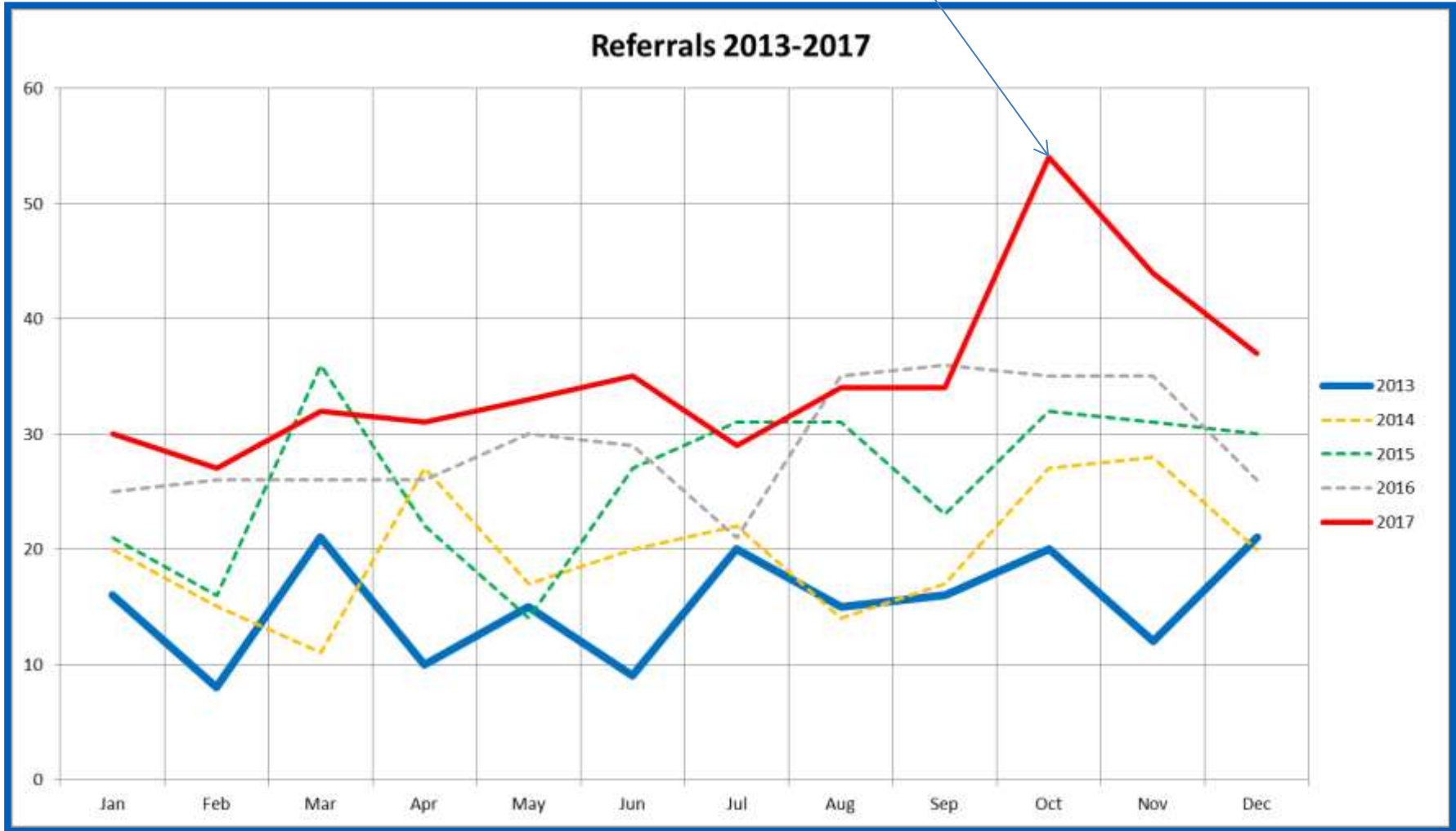


Referral History

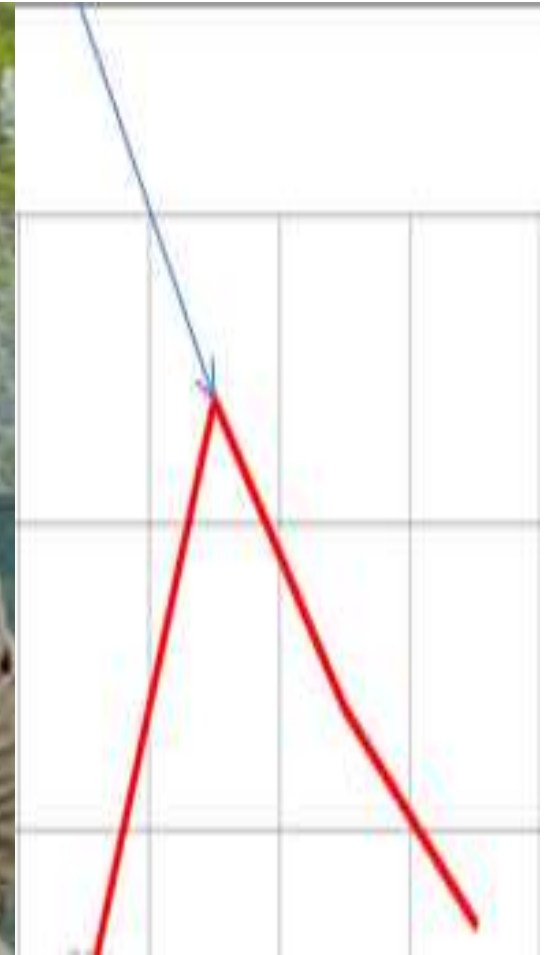


Referral History “CPE” Leeds and York Partnership NHS Foundation Trust

Referrals 2013-2017



“Chris Packham effect”



Targets 2016-7



Country Sign in / Register Shop Con

About autism What we do Get inv

Autistic people wait years for diagnosis in some parts of England

In this section

You are here: Home > Get involved > Media centre > News > Autism diagno

Autism diagnosis postcode lottery exposed (18 July 2018)

Children and adults face shocking waits of more than 2 years for an autism assessment and over 3 years for a diagnosis in some areas of England, according to new evidence. The research was conducted by Liberal Democrat former Health Minister Norman Lamb MP, in consultation with the National Autistic Society and the All Party Parliamentary Group on Autism.

MP says 'scandalous waiting times' affect access to NHS support for those with autism



Rt Hon Norman Lamb

BMA

Failing a generation: delays in waiting times from referral to diagnostic assessment for autism spectrum disorder

The autism diagnosis crisis - LADs not part of the crisis

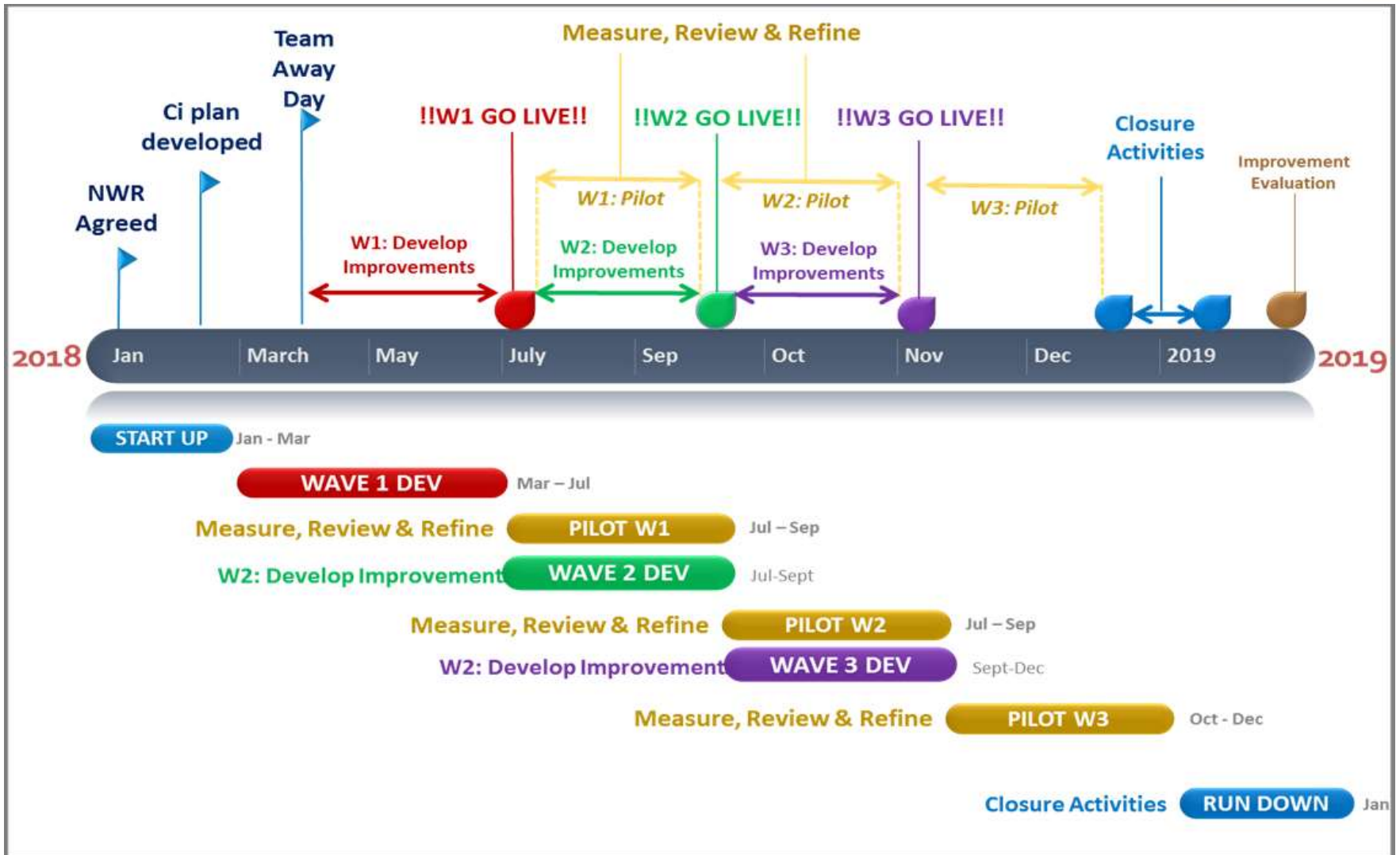
Assess & Dx waiting times 2016-7	% who started Dx Within 3 mths from referral	Mean wait for start of assess in 2016-7	Max wait for start of assess in 2016-7	Median wait from ref to Dx for people Dx ASD 2016-7	Max wait from ref to Dx for people Dx ASD 2016-7	Current time from ref to assess as of Oct 2017	Expected time from referral to final Dx ASD as of Oct 2017
LADS Oct 2017	97%	6 wks	35 wks	21 wks	75 wks complex	6 wks	Approx 26 wks

Why did we opt for CI?

- Referral numbers: **183** (2013) rose to **420** year ending 2017
- Sustained increase in referral numbers
- 26 wk KPI performance deteriorating (+ quality concerns)
- Systems & processes were not able to cope with levels of demand (**no chance of new funding**)
- Improvement expertise necessary to help improve efficiency and quality - contacted Continuous Improvement Team Jan
- Improvement Project started in March 2018



LADS improvement plan



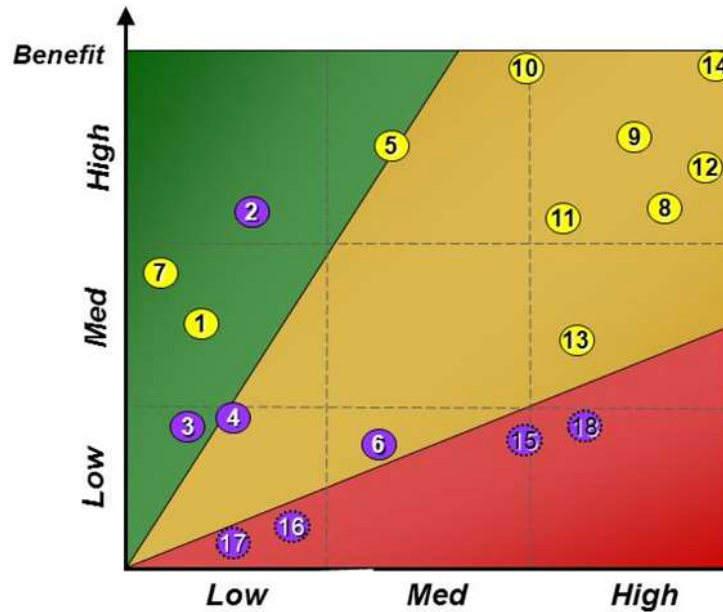
Improvement Overview



- pathway was mapped from referral to diagnosis (very complicated as evolved over 7 years)
- reviewed the pathway for quality improvement opportunities
- 61 ideas generated

Improvement Priorities

61 ideas



- **Referral quality:** poor – “I think I’m autistic”
- **Service consistency:** lots of variability in processes, difficult for admin
Needed to simplify processes & standardise practice
- **Pathway protocol:** lack of operational/pathway management protocols
Lack of access to information informing clinical decision (20% repeated)

Change Structure

Carried on with business as usual ***and

- weekly improvement 1 hour meetings
- 1 day per week continuous improvement support
- Ad hoc 1:1 coaching sessions with the improvement lead
- Monthly improvement sponsor meetings
- Critical peer review

Change summary

1. Developed a service specific referral form
2. Improved our internet presence
3. Requested vital information prior to first appointment (20% 2nd)
4. Introduced a service appointment policy – “ring and book” appointment (35% DNA/cancellation)
5. Developed a new joint appointment model providing opportunity to diagnose earlier in the pathway
6. Rationalised our service registration forms

Impact of changes 1



Referral form

- Improved referral quality
- 50% inappropriate referrals rejected
- Self referrals generally better quality

Impact of changes 2

internet presence

NHS
Leeds and York Partnership
NHS Foundation Trust

Home | Our Services | Advice & Support | News, Events and Blogs | Get Involved | Research | Careers | About Us | Contact Us

Autism Diagnostic Service (LADS)

Located in - Leeds

About the Service close

The Leeds Autism Diagnostic Service (LADS) provides assessment and diagnosis of people of all intellectual ability, who may have autism and live in Leeds. The assessment is provided by a team of mental health and learning disability professionals with specialist knowledge of autism.

We accept referrals from Healthcare Professionals and also directly from individuals (self-referral) who would like an autism assessment. We are happy to receive referrals for all adults over the age of 18 years regardless of their IQ. This includes people who also have a learning disability or other developmental conditions.

Due to a high level of demand on the service we are currently operating a waiting list. We ask for your patience during this time and we will keep you up to date regarding your referral. We aim to provide all service users with an initial assessment appointment within 12 weeks of referral, and provide a diagnosis within 26 weeks of referral.

If autism is diagnosed, all service users are offered a one off follow up appointment where guidance and advice is provided. You can find out more about what to expect in the care pathway section on this page.

The team also provide training and development for neighbouring NHS organisations and delivers an autism masterclasses to local authority professionals. Please see the training section for further information.

Expand All

How to find us?

Aire Court
Aire Court Community Unit
Langwell Grove
Middleton
Leeds
LS10 4BS

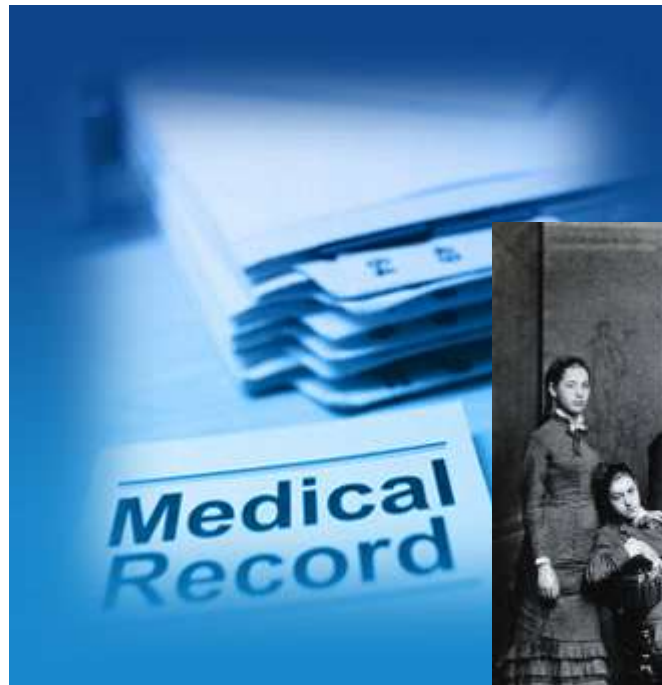
Tel: 0113 85 50712
Email: lads.lyp@nhs.net

Read a former patient's experience of our Service

“It was the first time I had truly felt able to talk, at length, about how much I struggle with seemingly simple things that to others just seem to come naturally.”

Impact of changes 3

Information available



Impact of changes 4

Choose appointment – reduced DNAs by 5%



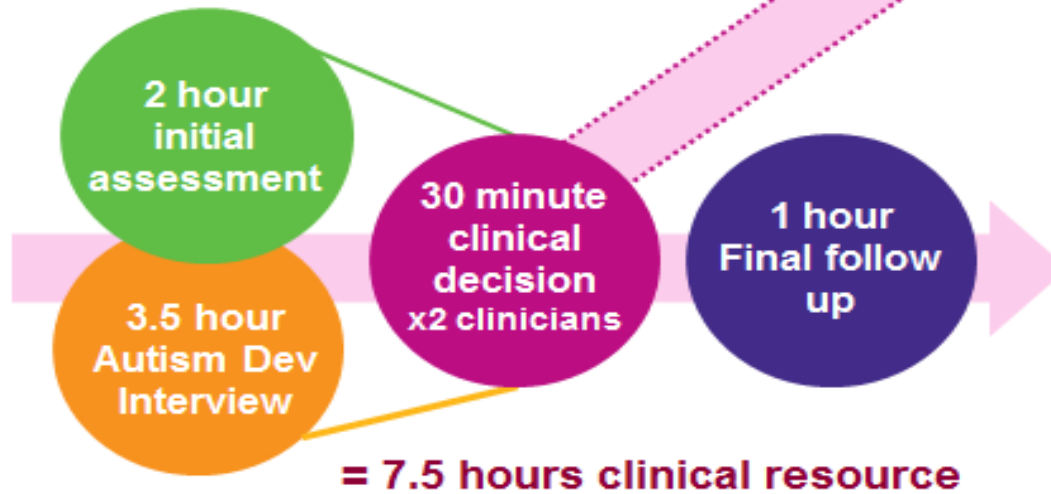
Impact of changes 5

Appointment Models

Separate Apps



Joint App (New)



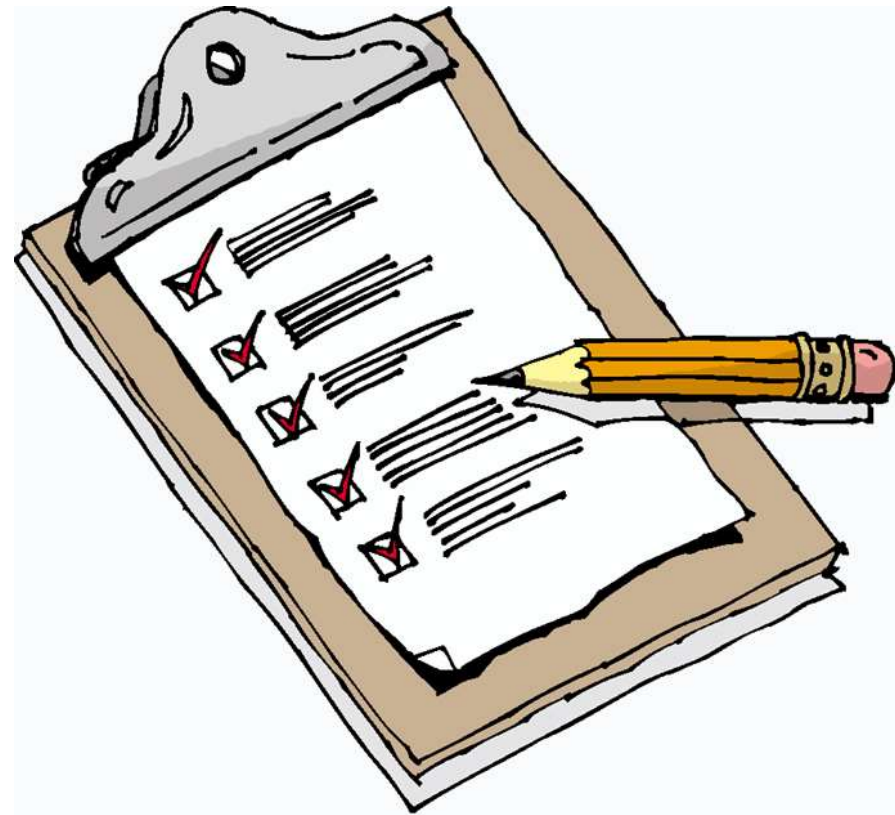
- **50%** of 'Joint' apps were given a clinical decision
 - The joint app model has created a **115.5 hour** clinical resource efficiency *(since Jan)*.

- If a clinical decision IS NOT possible following the 'joint' app model a full CD is arranged.

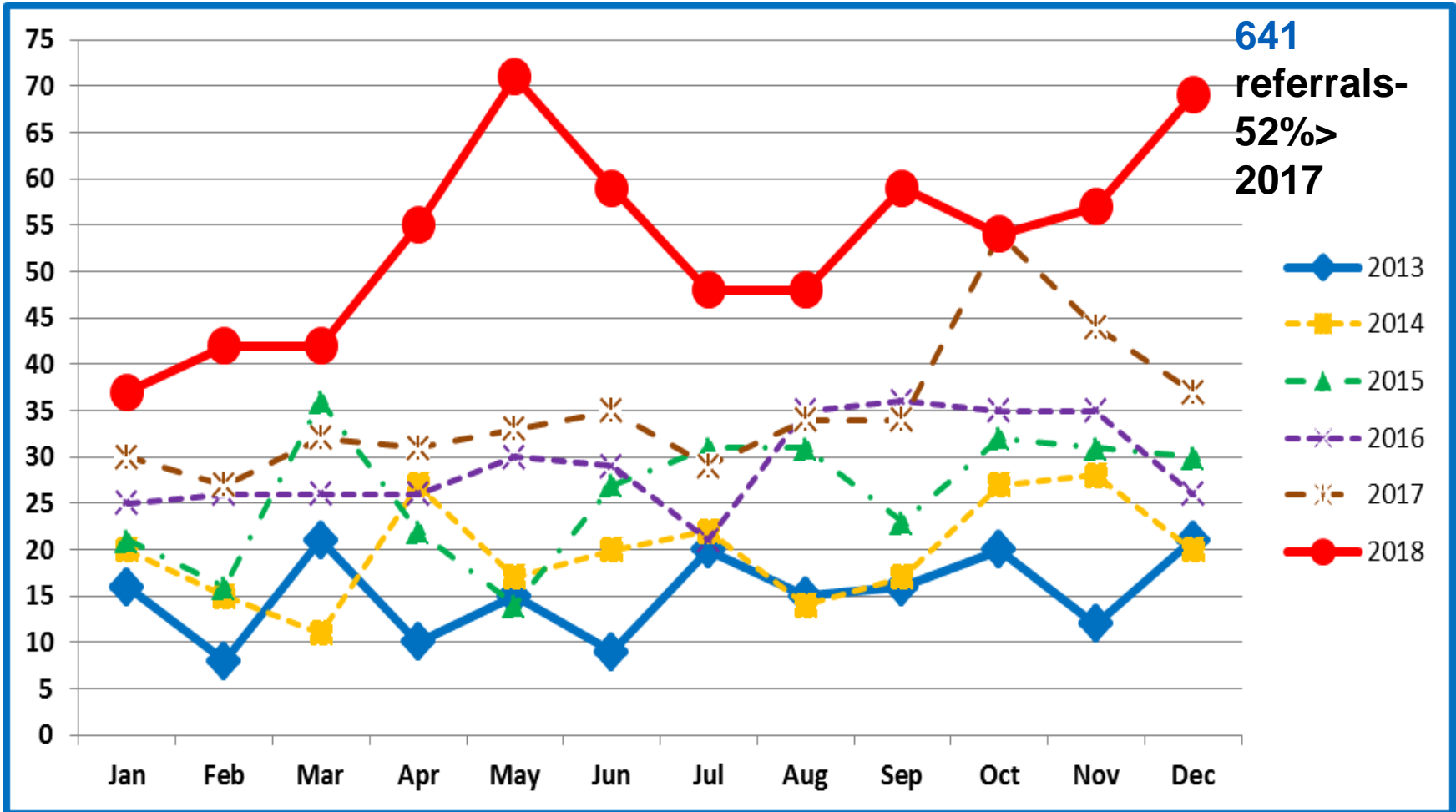
Impact of changes 6

Service registration form

Key information e.g. Risk
No duplication

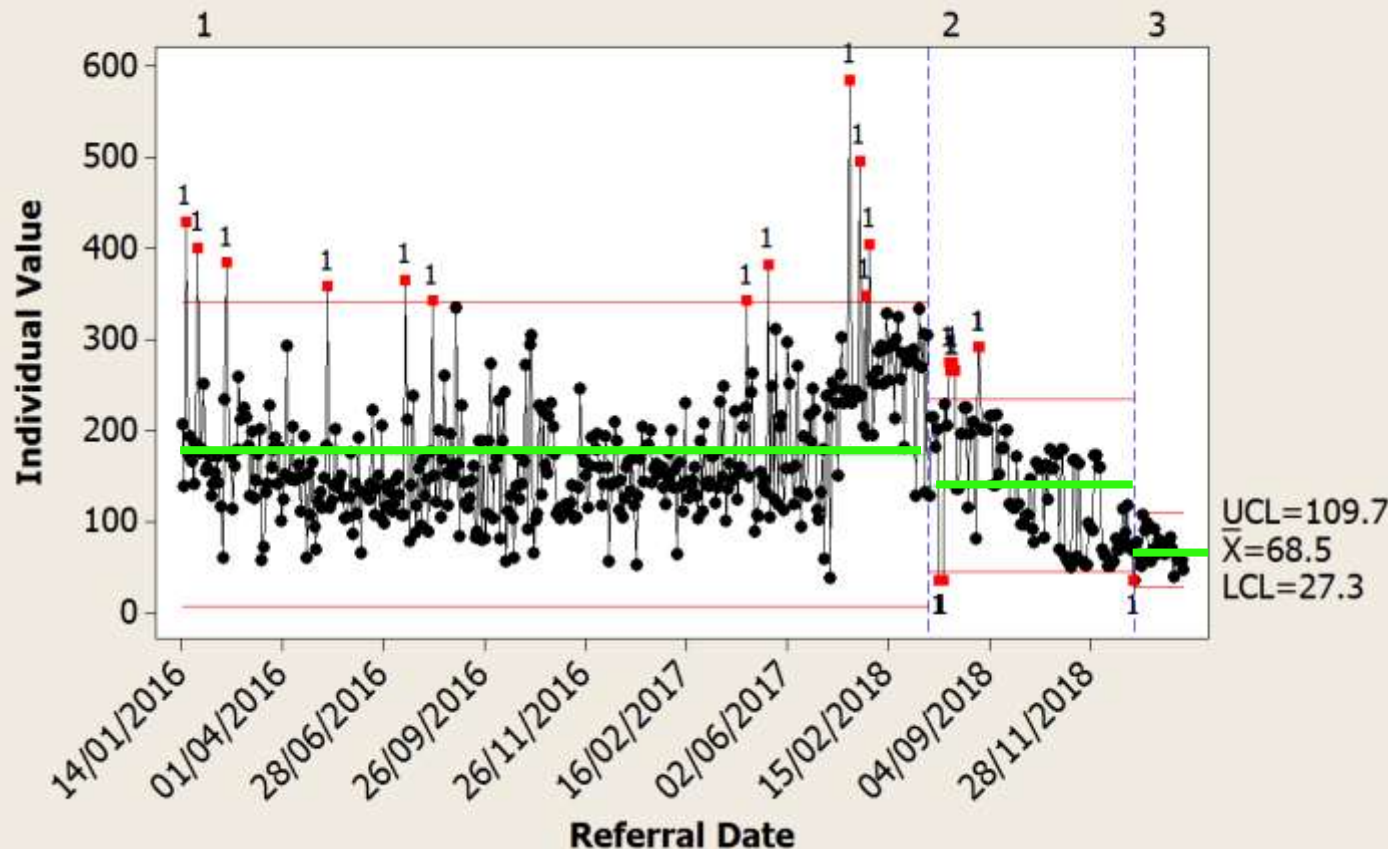


Referral History - keeps



Improvement Impact in Phases

Days until diagnosis: joint and separate appointments combined



Stage 1: Old service model until 1st July

Stage 2: new service operational model launched 2nd July

Stage 3: new appointment model launched 2nd January

There has been a reduction in variation from a possible **341** days until diagnosis to **109.7** days.

The average has reduced from **174** to **68.5** days

13 Week Time to Assessment KPI Summary



Collaboration

Shared our learning, pathway and processes with a neighbouring trust

Feedback:

For me it was good to have some non-judgemental support to journey us through a challenging time
I really appreciate the way you have worked with us
I hope we continue to have positive changes and continue a good working relationship

Business as usual***



CHAPTER 13
Gender and Autism
Alison Stansfield, Padakkara Sajju, Isabelle Gately, Kate Cooper, Derek Glidden, and Ruth Bevan

Advances in Autism
International outcomes in education, health and care
Volume 3 Number 1, 2017

Contents

Number 1

- 1 Editorial
- 3 Examining the experiences and quality of life of parents with an autism spectrum disorder: a qualitative study
Sheel Murphy and Rachel Adams
- 15 Are we good and are we safe? Measuring quality and assessing risk in an adult autism population
Alexandra M. Poulos, M. Neil, and Tony Lovell
- 27 Changing profiles of individuals with autism spectrum disorder admitted to a specialist residential unit
Helen M. Poulos, M. Neil, and Tony Lovell
- 34 Cognitive-behavioral therapy for social anxiety in autism spectrum disorder: a systematic review
Julian Stein, Jacqueline de Lavenex, Maria Antonia Mendez, and Francesca Masi
- 47 Depressing ASD with facial analysis
Helen Masi

Business as usual***

NAS Accreditation pilot



NAS Accreditation

Autism Accreditation is UK's only autism-specific quality assurance programme of support and development for all those providing services to autistic people. It is a way for organisations to show they offer excellent support to autistic children and adults. Join accreditation.

[Autism Accreditation - National Autistic Society](#)

National Autistic Society

Business as usual***

Films

The videos can be accessed through the [Autism Diagnostic Service \(LADS\) page](#) but if you need the individual YouTube links they are:

Leeds Autism Diagnostic Service - An Introduction:
<https://www.youtube.com/watch?v=phPR1etxiXo>

Leeds Autism Diagnostic Service - The sensory world:
<https://www.youtube.com/watch?v=DEsrtMqIOOI>

Leeds Autism Diagnostic Service – Routines and Rituals:
https://www.youtube.com/watch?v=51rTbI1A_ul

Leeds Autism Diagnostic Service - Autism and the media:
<https://www.youtube.com/watch?v=leW1LcOZWPK>

The password protected video is at <https://vimeo.com/251150580> and the password is: AutismGP2018



An external perspective

Institute for Healthcare Improvement (IHI) visited LADS in March 2019 as part of the Trust's Quality Strategic Plan



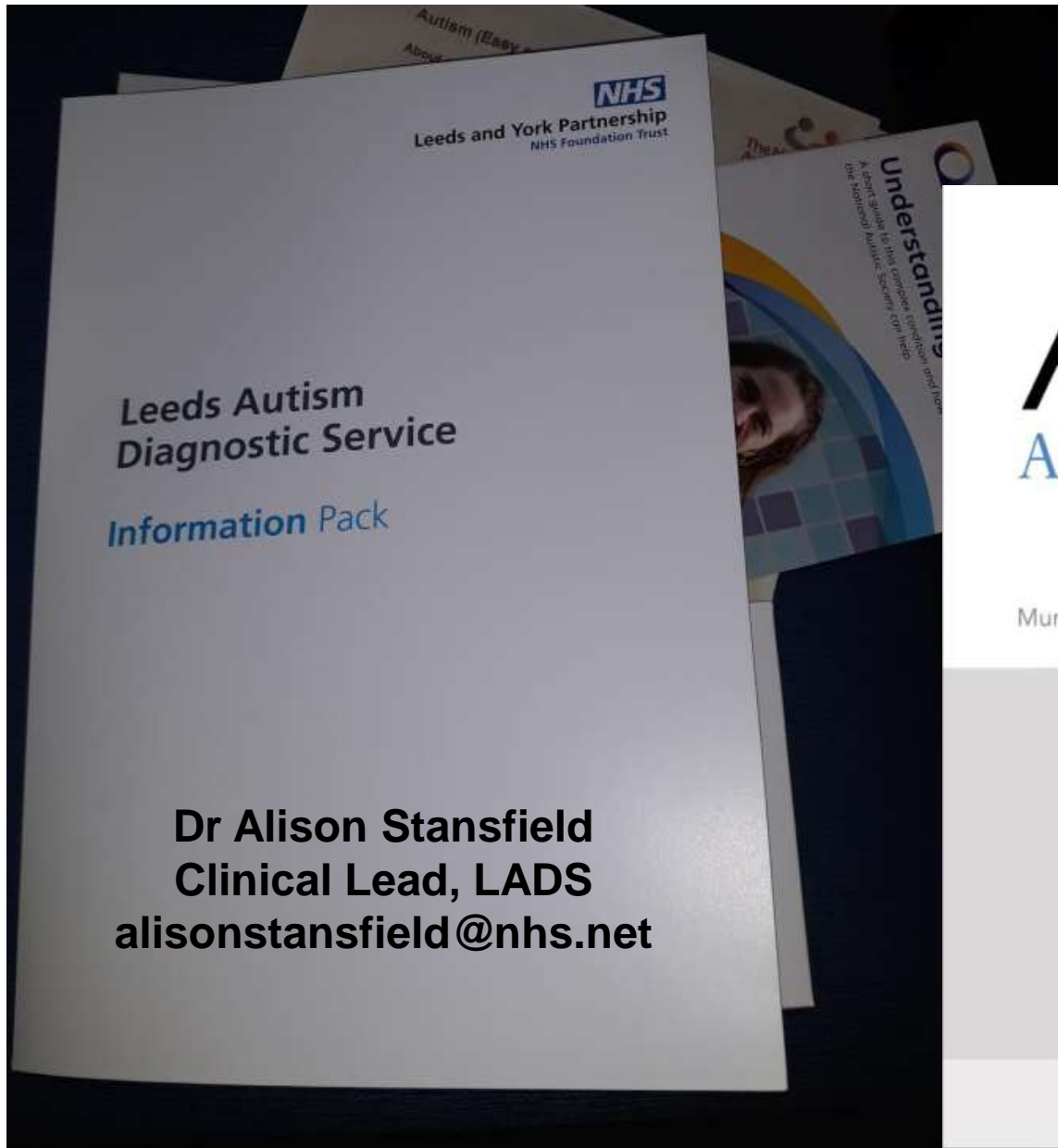
Distributed leadership

Commended the culture of the team as being integral to the successful implementation of the quality improvements

Looking forward to the future...

Huge thankyou from LADS to Tim Grocott and his
team



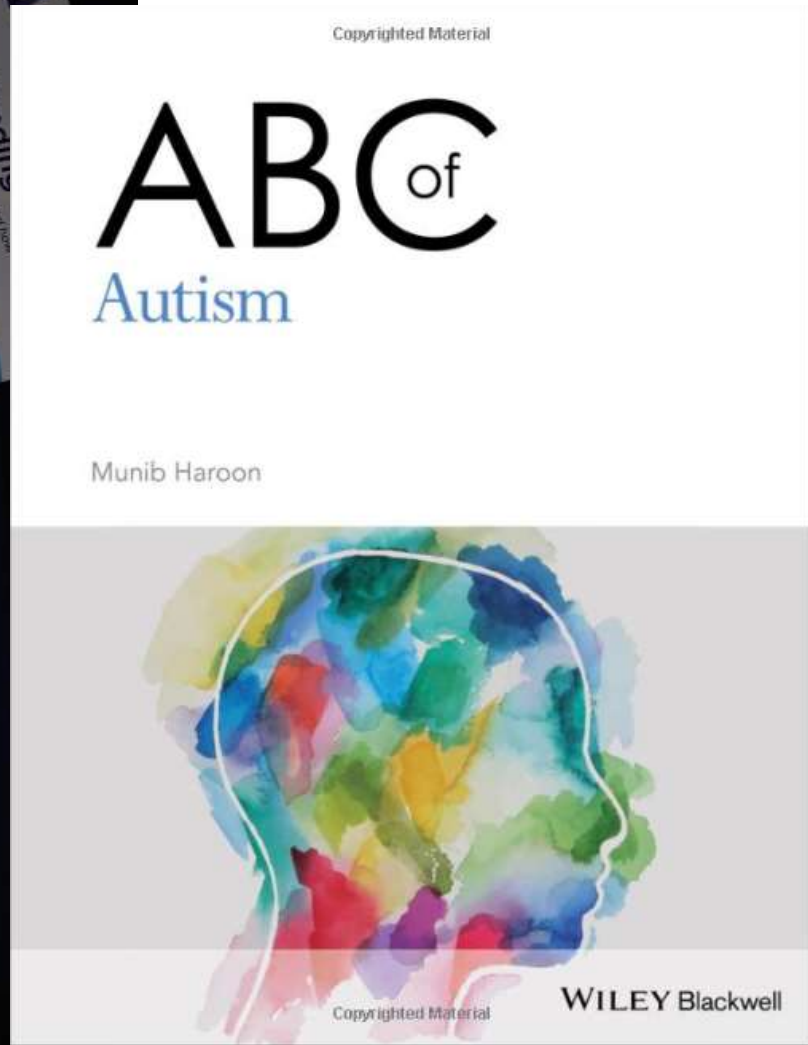


Leeds Autism
Diagnostic Service
Information Pack

Dr Alison Stansfield
Clinical Lead, LADS
alisonstansfield@nhs.net



Leeds and York Partnership
NHS Foundation Trust



Copyrighted Material

ABC of Autism

Munib Haroon

Copyrighted Material

WILEY Blackwell