Leeds and York Partnership NHS
NHS Foundation Trust

The Yorkshire Centre for Psychological Medicine

Annual Review

2016/17

This is the last Annual Review as the Yorkshire Centre for Psychological Medicine - YCPM

In Spring 2017 the unit became the National Inpatient Centre for Psychological Medicine - NICPM

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Introduction

The Yorkshire Centre for Psychological Medicine (YCPM) is a specialist inpatient psychological medicine unit, with a diverse and expert team delivering biopsychosocial care for people with severe and complex medically unexplained symptoms and physical/psychological comorbidities.

The YCPM is an eight bed specialist in-patient unit which was originally established at Leeds General Infirmary in 1980. It is a unique service which has a history over many years of delivering services within Leeds and West Yorkshire' but since 2009 has been able to accept patients from across the UK.

The YCPM aims to help people with complex difficulties make significant improvements with regard to their health and quality of life. Clinical outcomes, even in a range of very chronic and complex cases, are often very good and patient feedback very positive. This is possible due to the nature of the YCPM Unit and its function within the general hospital setting, but also due to the depth of experience and breadth of expertise within the team.

Research activity within the service is facilitated by close links with the Institute of Health Sciences at the University of Leeds.

The YCPM is part of the Leeds and York Partnership NHS Foundation Trust. Everything we do accords with NHS values and our stated Trust purpose of improving health and improving lives.

This is the eighth YCPM Annual Report/Review. The intention is to continue to produce these in order to summarise the function, activity and performance of the unit as it continues to develop.

In future years these Reports will be in an updated format, relating to the new status of this service as the National Inpatient Centre for Psychological Medicine - NICPM

Purpose

The YCPM team specialises in helping people with the following types of problems:

- Severe and complex medically unexplained symptoms and illness
- Psychological difficulties affecting the management of long-term physical health conditions (physical / psychological comorbidities) at a serious level of severity
- Severe chronic fatigue syndrome (CFS/ME)
  (we provide the inpatient care for the Leeds and West Yorkshire CFS/ME service)

The YCPM is staffed by a multidisciplinary team, with the following elements:

- Liaison psychiatry doctors
- Nurses
- Occupational therapists
- Physiotherapists
- Cognitive behavioural therapists
- Dieticians
- Pharmacists, and
- Administrators

We have a very experienced and expert team who, between them, have a broad range of specialist training, including in general/physical medicine, mental health, physical, occupational, and cognitive behavioural therapies.

We can also draw on expertise from other teams including:

- Medical and surgical teams within the general hospital system, across the full range of specialities
- Psychosexual and relationship therapists

Treatment Approaches

Patients referred to the YCPM will be contacted to discuss the aims of the admission and to answer any questions regarding treatment approaches, length of stay, housekeeping arrangements, etc. A key individual will keep contact with the patient about the proposed admission date. The first meeting may be an assessment in hospital or at home, or a visit to the unit. This usefully facilitates meeting key individuals from the team and an appreciation of the location of the unit in the general hospital.

On admission, and in the first week, the various members of the MDT will meet the patient and carry out specific assessments. These are then shared with the patient and at the weekly MDT meeting. The care planning process is designed to encompass physical, psychological and social health needs. Care plans are designed by the team in collaboration with the patient.

Physical (for example)

Physical monitoring - liaison with and input from medical/surgical teams within the general hospital system, across the full range of specialities.

Any required physical treatments to improve health.

Programmes to improve physical functioning – Occupational Therapist and Physiotherapist interventions.

Graded activity programmes - particularly in relation to fatigue.

Pharmacological treatments.

Psychological (for example)

A range of modalities and approaches are available, delivered on an individualised basis. Patients may also be referred into various groups as relevant to them and their needs.

Programmes to deal with particular fears and anxieties (graded exposure)

Individual sessions with key members of the multidisciplinary team - focus on particular areas of the psychological care plan - working with ambivalence / motivation / symptom management, etc.

Full range of cognitive behavioural and related approaches, mindfulness, compassion-focussed therapy, EMDR, etc.

Family members and carers are offered support and can be included in discussions around clinical care, with the agreement and consent of the patient concerned.

Social (for example)

Specific social needs are assessed in relation to the patient's home and community situation. The unit is essentially a social space and patients are encouraged to talk to and engage with each other in the experience of being in hospital. To this end there are various groups and activities which enable the social environment to work therapeutically.

Groups

The unit provides a group treatment programme with psychotherapeutic, educational, and activity-based groups

Safety and risk management

Formal risk assessments are carried out regularly with all patients. Risk management plans are reviewed at all MDT meetings (at least weekly) and inform planned interventions, including observation procedures and individual and group therapies.

Environment

The unit is in the centre of Leeds with excellent rail, road and public transport links and parking facilities. This facilitates admission and visiting, but also means that the unit is ideally placed to help patients re-engage in normal activities in the wider community as and when possible and appropriate.

The eight bedrooms all have:

An electric profiling bed

Vanity suite

Wardrobe

Bedside table

Curtains and blind

Armchair

Privacy/observation window

Extra wide 2 way opening doors

Assistance call facilities

In addition the Unit provides

One assisted bathroom

One independent bathroom

One level access shower room

(each with assistance call facility)

Laundry Room

Patient telephone

The YCPM is based at Leeds General Infirmary. Although this is a general hospital setting, the environment on the YCPM is specifically designed to provide a therapeutic environment for patients with mixed physical and psychological/emotional difficulties.

The unit provides a comfortable environment with communal areas where patients have the opportunity to socialise with peers but also have their own individual bedrooms. Patients have the use of two lounges which provide televisions, DVDs, music and other group and therapeutic activities.

The conservatory and balcony areas enable patients to spend time with their fellow patients and with their visitors in a relaxing environment.

Performance 2016-17

Activity

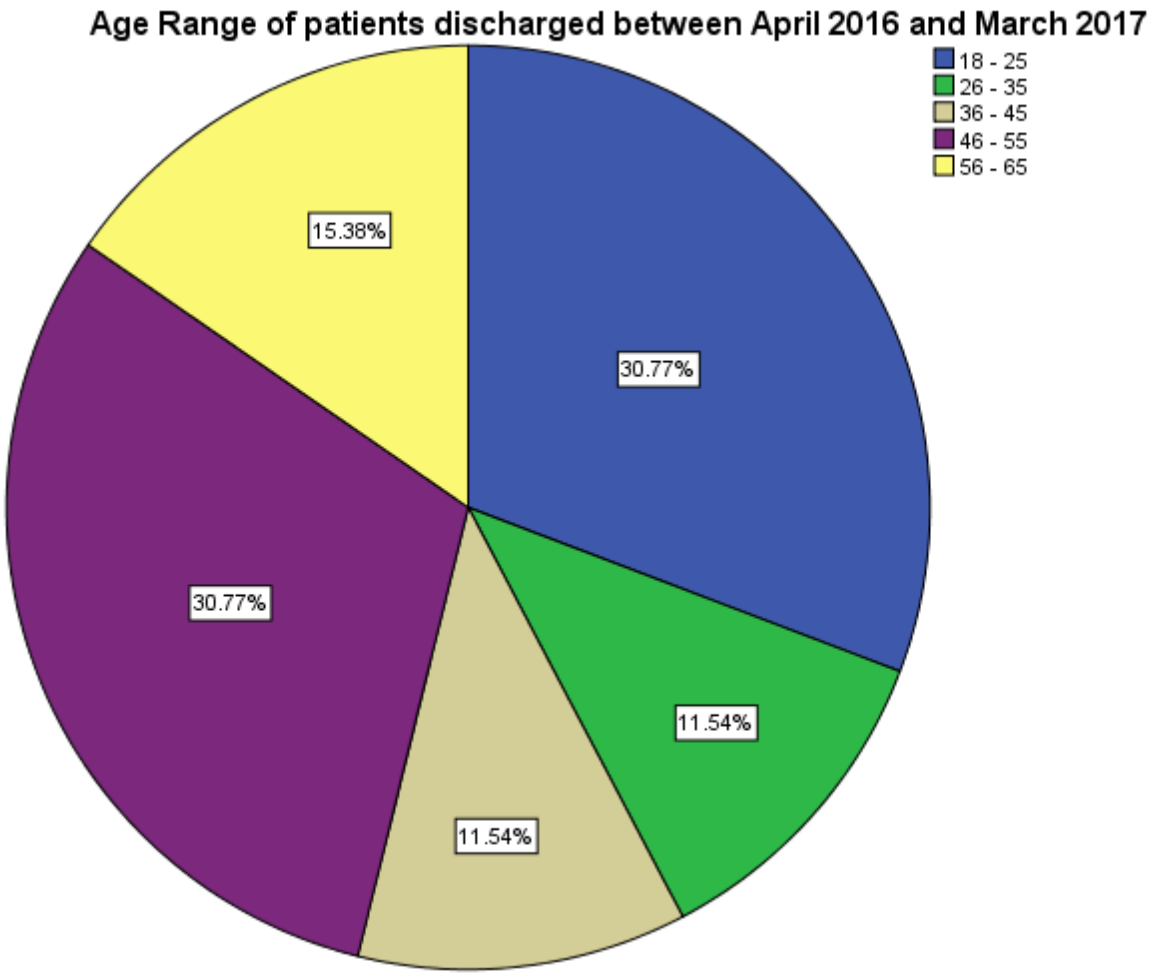
Inpatient Treatment

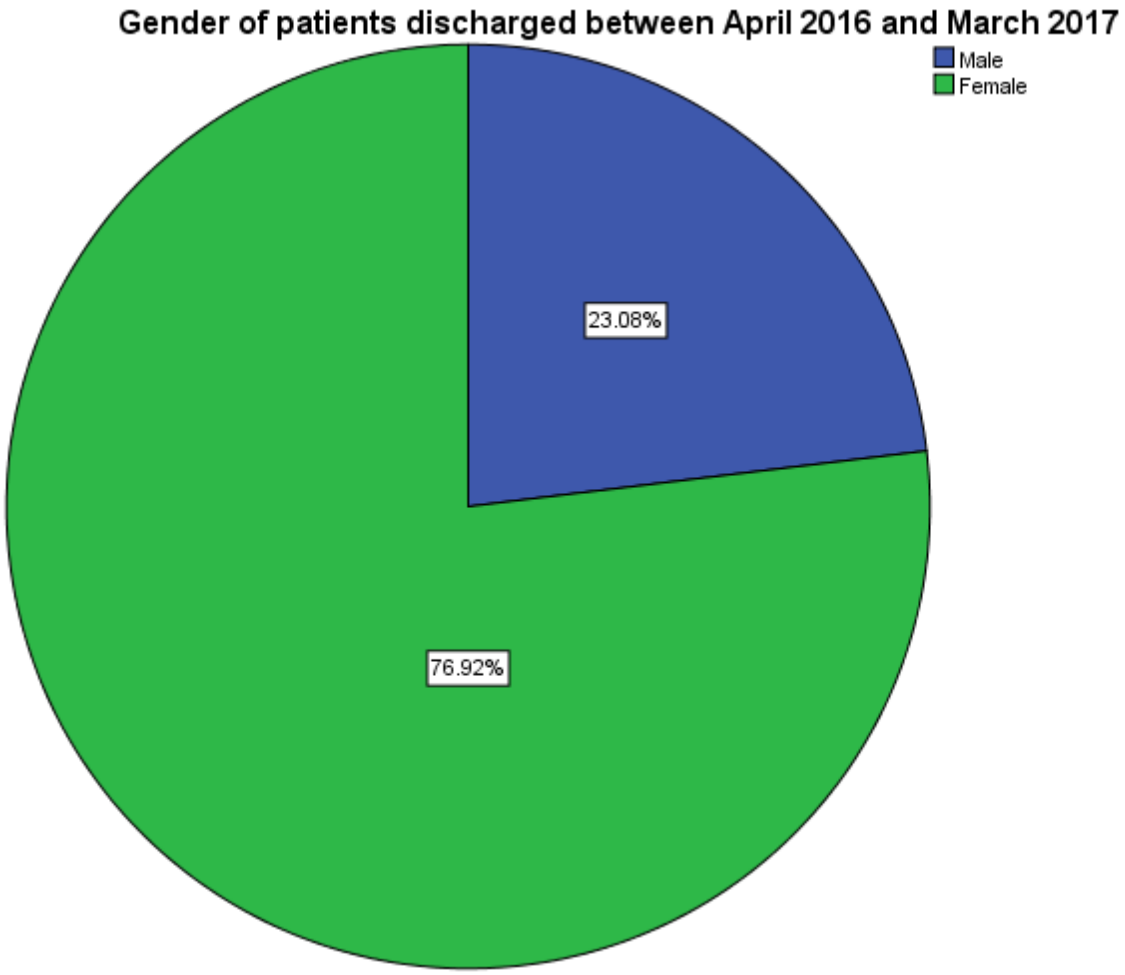
Data for all patients discharged from the YCPM between 1st April 2016 and 31st March 2017 are included in this report. In total:

- **26** patients were discharged during this period.
- **19** having been on the unit for a full treatment admission (as opposed to assessment and opinion/advice only).
- **18** (95%) of these being willing and able to complete all outcome measures, so forming the main group for the analysis.

Figures for **Age, Gender, Diagnoses** and **Length of stay (LOS)** relate to the whole group of **26.**

All other (ie outcome analysis) figures relate to the group of **18** with complete information - apart from EQ-5D-5L data which is for 17 people because 1 person did not provide a Discharge EQ-5D-5L score.





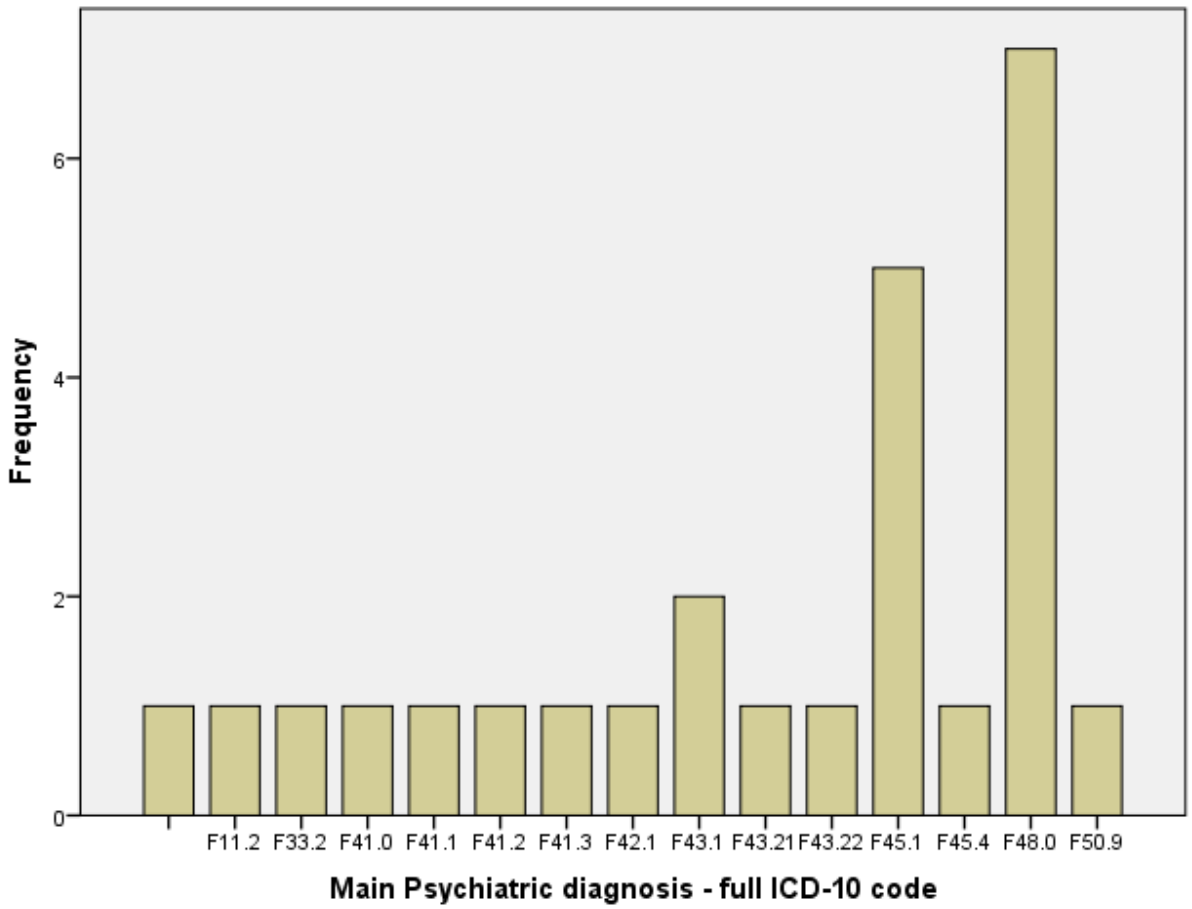
Female:Male ratio = approximately 3:1

Diagnoses

As mentioned earlier in this report, the YCPM team specialises in helping people with three main types of presentation:

- Severe and complex medically unexplained symptoms and illness.
- Physical and psychological comorbidities at a serious level of severity.
- Severe CFS/ME.

It is important to note that patients admitted to the unit may present with a broad range of conditions satisfying the criteria for various psychological or psychiatric diagnoses. For the period of this report, this range of diagnoses was as shown below:



Diagnoses:

Nil = no psychiatric diagnosis

F11.2 = Opioid dependence syndrome

F33.2 = Recurrent depressive disorder, current episode severe without psychotic symptoms

F41.0 = Panic disorder [episodic paroxysmal anxiety]

F41.1 = Generalized anxiety disorder

F41.2 = Mixed anxiety and depressive disorder

F41.3 = Other mixed anxiety disorders

F42.1 = Obsessive compulsive disorder

F43.1 = Post-traumatic stress disorder

F43.2 = Adjustment disorder(s)

F45.1 = Undifferentiated somatoform disorder

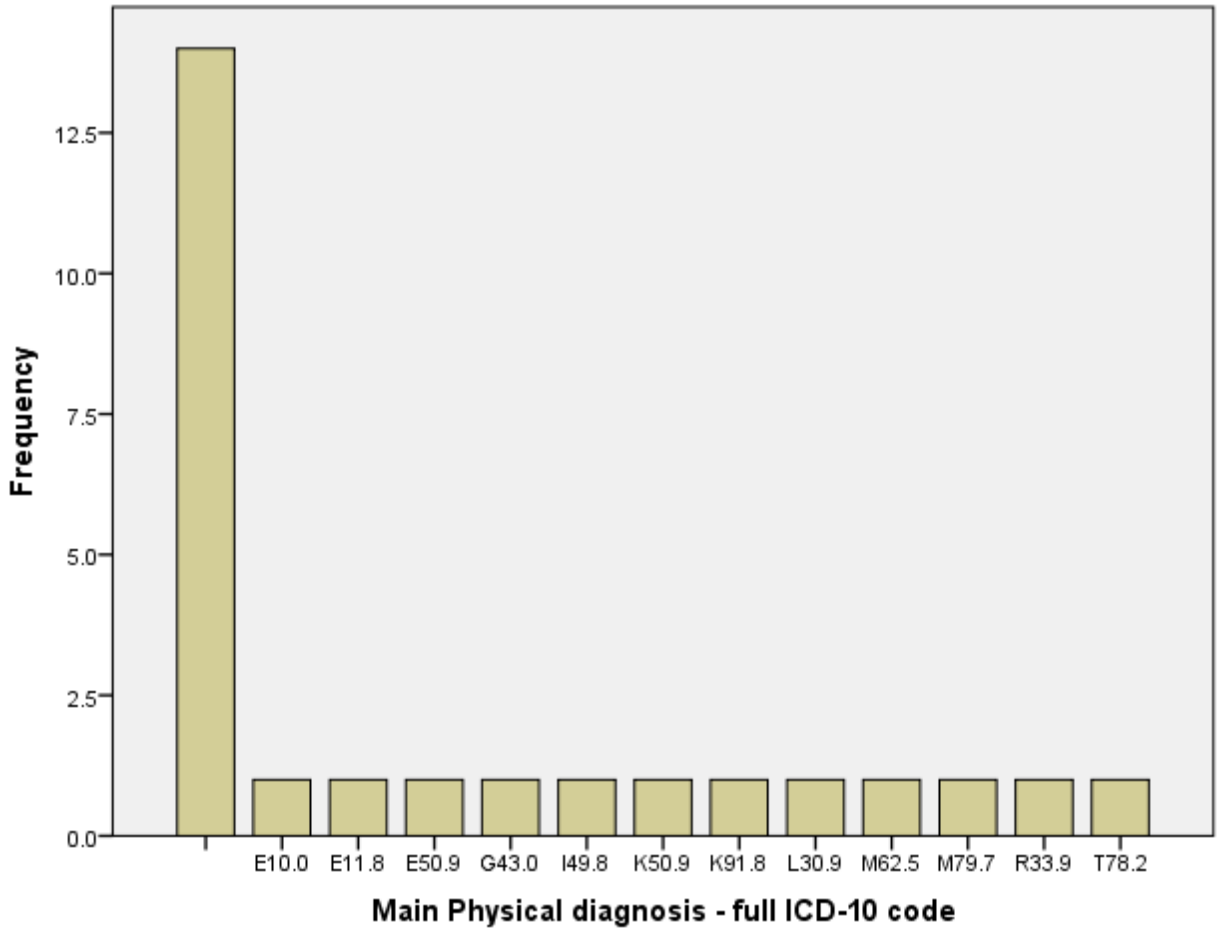
F45.4 = Persistent somatoform pain disorder

F48.0 = Fatigue syndrome (CFS/ME)*****

F50.9 = Eating disorder, unspecified

(*NOTE: CFS/ME is categorised in this section simply because, although far from ideal, the best fit within the system which we use for diagnostic classification (ICD-10) is F48.0. However, the YCPM team do not view CFS/ME as a mental disorder. People who suffer with CFS/ME have a physical illness, although generally without an identifiable organic pathology.)

Similarly, patients admitted to the unit tend to present with a broad range of other / comorbid physical health diagnoses. For the period of this report, these diagnoses are as shown below:



Diagnoses:

Nil = no organic pathology / no physical diagnosis

E10.0 = Type 1 diabetes mellitus

E11.8 = Type 2 diabetes mellitus with unspecified complications

E50.9 = Vitamin A deficiency

G43.0 = Migraine without aura

I49.8 = Cardiac arrythmia

K50.9 = Crohn's disease

K91.8 = Post-procedural complication / disorder of digestive system

L30.9 = Dermatitis

M62.5 = Muscle wasting and atrophy

M79.7 = Fibromyalgia

R33.9 = Retention of urine

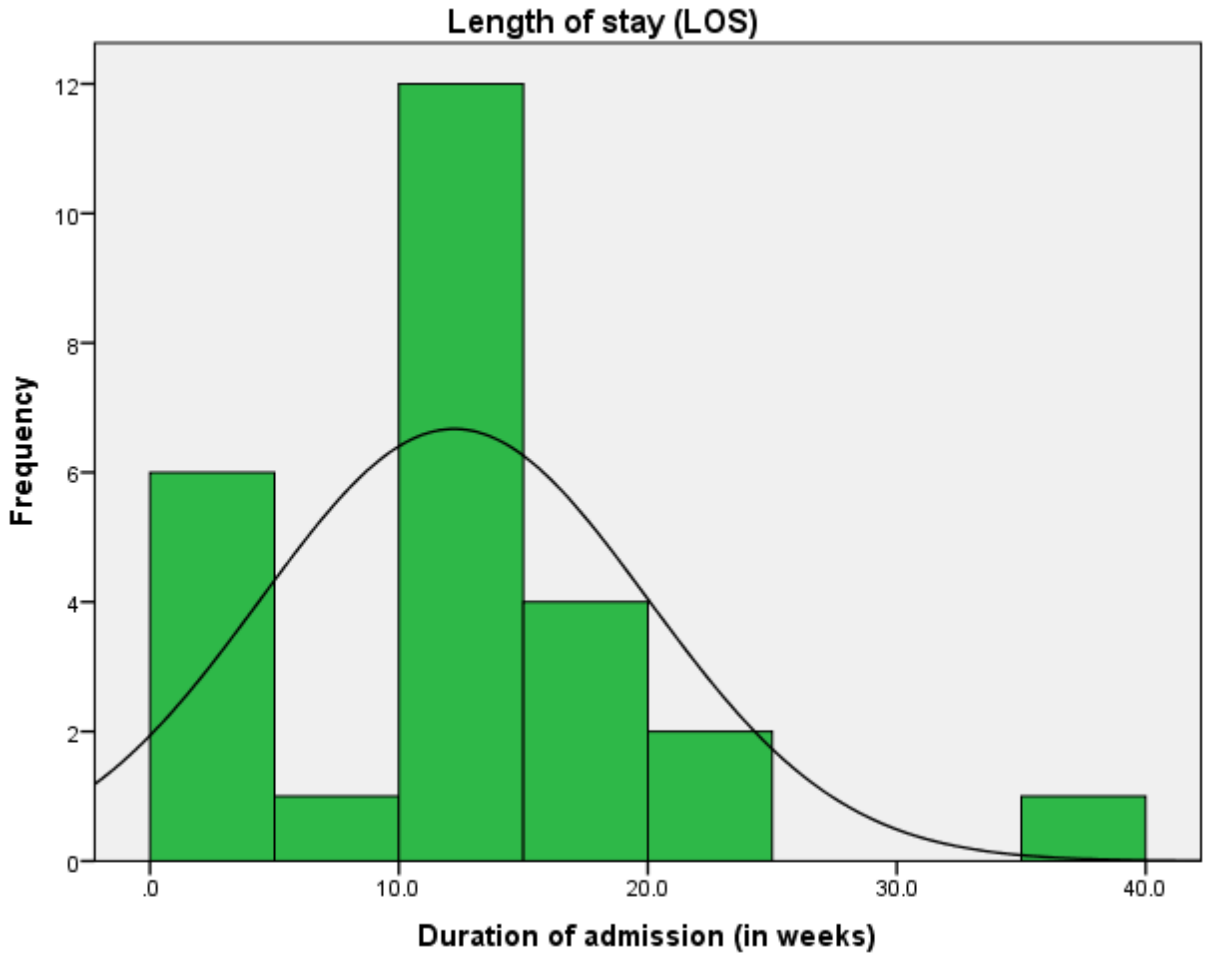
T78.2 = Anaphylactic shock

NOTE: for ease of presentation and interpretation the tables above only show the MAIN psychiatric and physical diagnoses for each person – many patients admitted to the YCPM have multiple psychiatric and multiple physical diagnoses as comorbid presentations.

The result of all of this is that many patients being cared for by the YCPM service are suffering with very complex presentations, involving combinations of multiple physical and multiple psychological symptoms and conditions.

(ALSO PLEASE NOTE: All of the diagnostic categories detailed above refer to those present at the point of discharge, not at admission. This is important because in some cases the discharge diagnoses are not the same as those at admission. This is due to people recovering to the point of no longer satisfying criteria for a particular diagnostic category, and has been the case in relation to various conditions, including some people coming to the unit with severe and complex CFS/ME.)

Length of stay, April 2016 – March 2017



The figure above shows the length of stay in weeks for patients discharged between April 2016 and March 2017.

The duration of admission ranged from 2.0 to 37.1 weeks, with a whole group average of 12.2 weeks.

80:20 split:

For the 20% of patients with the longest length of stay, duration ranged from 17.2 to 37.1 weeks, with an average of 23.3 weeks.

For the remaining 80% of patients the duration ranged from 2.0 to 17.0 weeks, with an average of 9.6 weeks.

Clinical Outcome Measures

The YCPM provides a unique service for the broad range of people suffering with severe and complex MUS. Outcome measurement takes place routinely, providing evidence of clinical effectiveness in what is a highly selected group of very complex cases. Many of these cases have previously been found to be intractable or untreatable by other services, hence the referral to the YCPM. In the context of the severe and complex nature of these cases and the difficult nature of this work the outcome figures are good.

Outcome measures currently in use:

1. Clinical Global Improvement Scale (CGIS)

The proportions of patients showing **improvement** on the CGIS are:

- **81%** in 2009/10

(Major improvement 22%, Moderate improvement 34%, Minor improvement 25%)

- **90%** in 2010/11

(Major improvement 33%, Moderate improvement 33%, Minor improvement 24%)

- **89%** in 2011/12

(Major improvement 48%, Moderate improvement 33%, Minor improvement 7%)

- **93%** in 2012/13

(Major improvement 48%, Moderate improvement 33%, Minor improvement 11%)

- **95%** in 2013/14

(Major improvement 26.3%, Moderate improvement 47.4%, Minor improvement 21.1%)

- **100%** in 2014/15

(Major improvement 47.1%, Moderate improvement 47.1%, Minor improvement 5.8%)

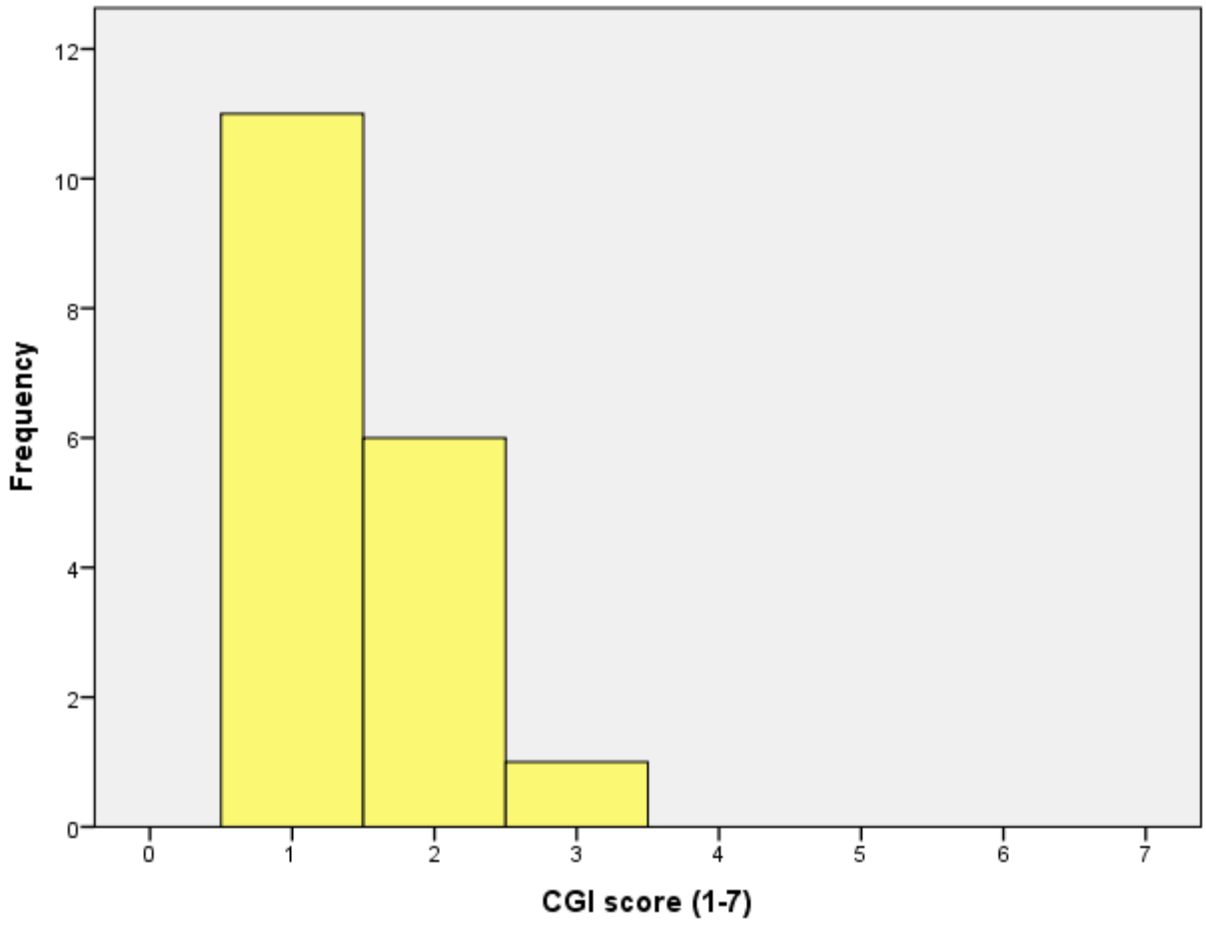
- **100%** in 2015/16

(Major improvement 59.1%, Moderate improvement 36.4%, Minor improvement 4.5%)

- **100%** in 2016/17

(Major improvement 61.1%, Moderate improvement 33.3%, Minor improvement 5.6%)

As shown in the chart below, 17 of the 18 patients (**94.4%**), in what is a highly selected group with severe and complex presentations, scored at either **Moderate or Major improvement** on the CGI Scale.



Key:

1 = Major improvement

2 = Moderate improvement

3 = Minor Improvement

4 = No change

5 = Minor deterioration

6 = Moderate deterioration

7 = Major deterioration

2. CORE-OM

The CORE-OM is a self-report questionnaire which, in essence, measures patients' level of psychological distress. It consists of 34 questions that cover 4 dimensions:

a) W: subjective well-being

b) P: problems/symptoms

c) F: life functioning

d) R: risk/harm

Patients are asked to respond based on how they have been feeling over the last week, using a 5 point scale ranging from 'not at all' to 'most or all of the time'. The responses are then averaged to obtain a mean score to determine the patient's level of current global psychological distress, which can be rated on a continuum from 'healthy' to 'severe'. At the YCPM the questionnaire is administered on admission and then at discharge to provide a comparison of the pre- and post-treatment scores as a measure of outcome.

(Patients who are admitted only for a brief period of assessment are not asked to complete a CORE-OM questionnaire on discharge.)

April 2016 – March 2017:

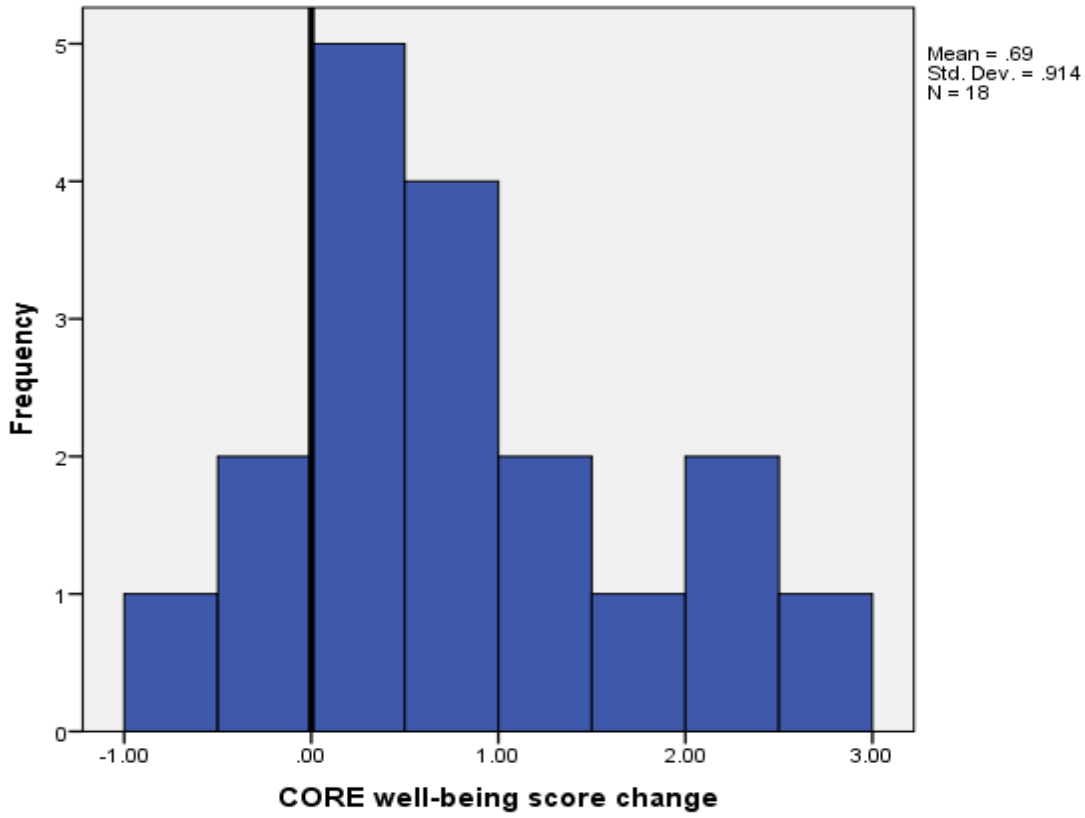
- Wellbeing subscale 72.2% improved
- Problems subscale 83.3% improved
- Functioning subscale 77.8% improved
- Risk subscale 50.0% improved *****
- **Total CORE scores** **77.8% improved**

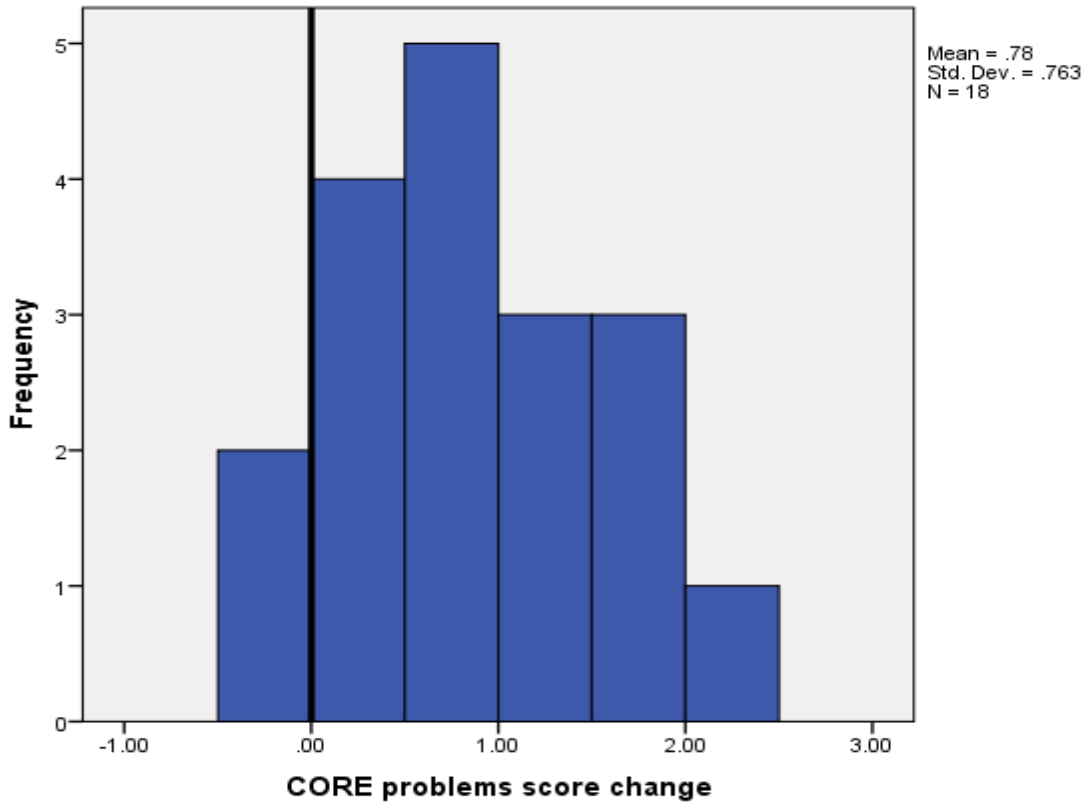
***** (Note: 83.3% of the group had very low "Risk" scores at admission, so limiting the potential improvement)

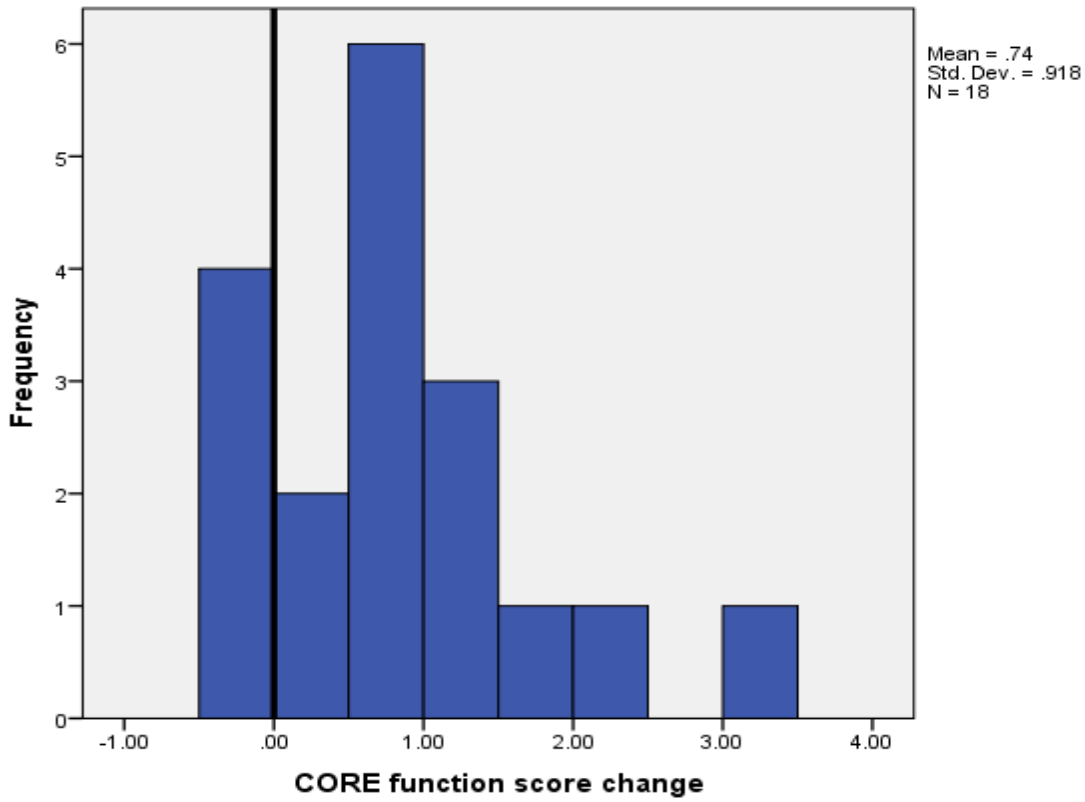
	Admission	**Discharge**
Mean CORE Total score	2.00	1.37

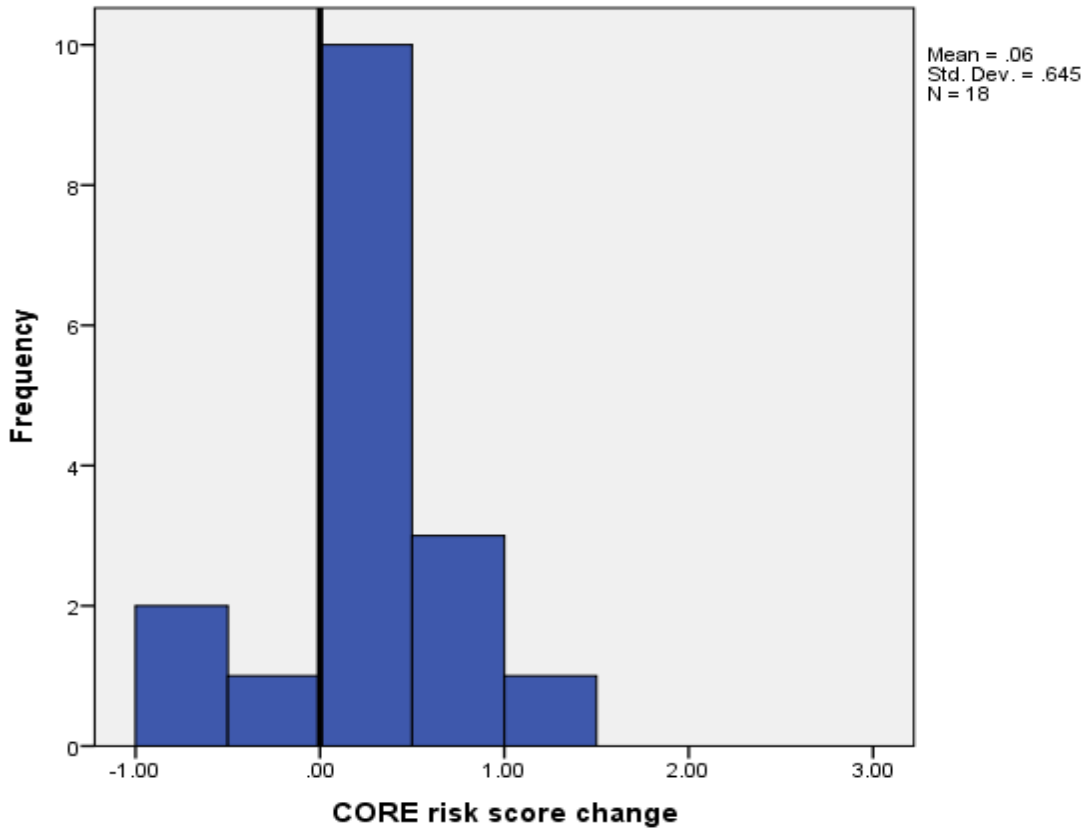
Data gathered on the CORE-OM forms is represented below.

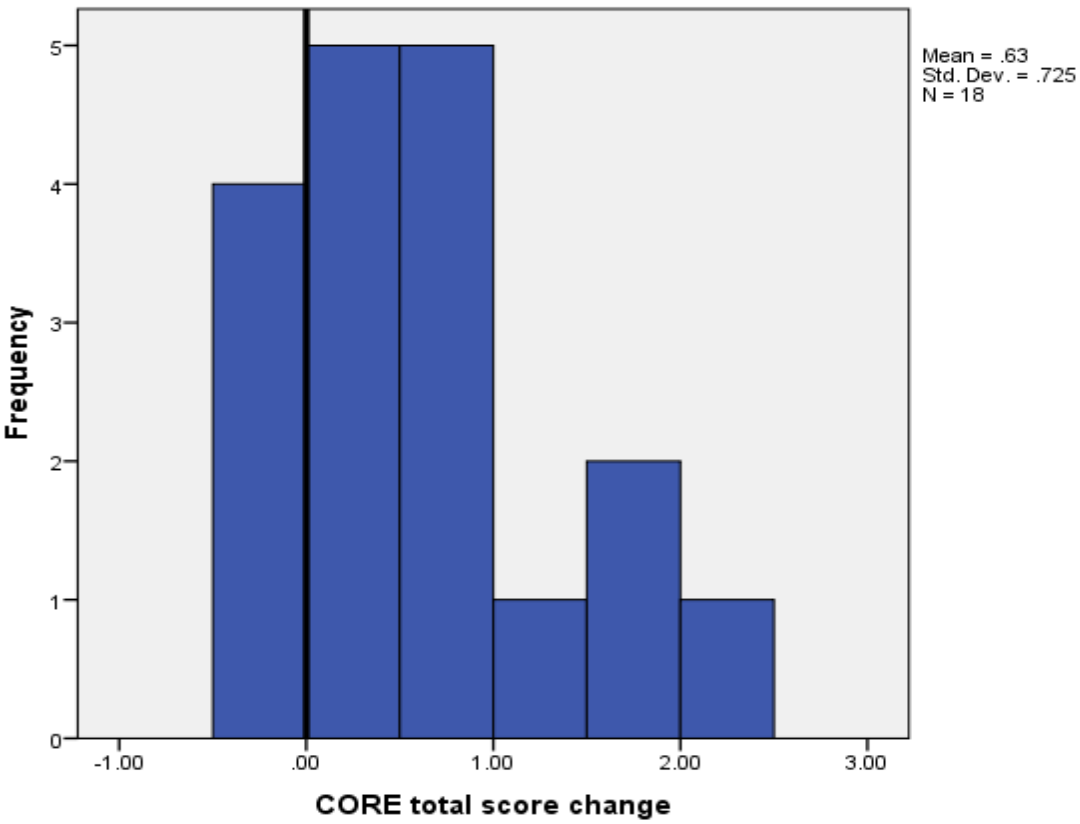
(**NOTE**: on this measure, and the construction of the charts shown below, a positive change in subscale and total CORE scores (ie above the zero line on the bottom axis) is desirable and is evidence of improvement / reduced distress.)


Mean = .69
Std. Dev. = .914
N = 18
Frequency
0
1
2
3
4
5
-1.00
.00
1.00
2.00
3.00
CORE well-being score change


Mean = .78
Std. Dev. = .763
N = 18
Frequency
0
1
2
3
4
5
-1.00
.00
1.00
2.00
3.00
CORE problems score change


Mean = .74
Std. Dev. = .918
N = 18
Frequency
0
1
2
3
4
5
6
-1.00
.00
1.00
2.00
3.00
4.00
CORE function score change


Mean = .06
Std. Dev. = .645
N = 18
Frequency
0
2
4
6
8
10
-1.00
.00
1.00
2.00
3.00
CORE risk score change


Mean = .63
Std. Dev. = .725
N = 18
Frequency
0
1
2
3
4
5
-1.00
.00
1.00
2.00
3.00
CORE total score change

3. EQ-5D-5L

This measure asks the scorer to rate against 5 levels across 5 domains:

a) Mobility

b) Self-care

c) Usual activities

d) Pain / discomfort

e) Anxiety / depression

Plus a 100 point Visual Analogue Scale (VAS) to indicate overall "how good or bad your health is".

(Patients who are admitted only for a brief period of assessment are not asked to complete an EQ-5D-5L questionnaire on discharge.)

April 2016 – March 2017:

Of those people who initially scored at the level of experiencing significant problems in each particular domain (ie score 3 = moderate, score 4 = severe, or score 5 = extreme problems), the proportion of those scoring themselves as improved during the admission was as follows:

- **Mobility** improved in **69.2%** of patients
- **Self-care** improved in **83.3%** of patients
- **Usual activities** improved in **69.2%** of patients
- **Pain / discomfort** improved in **75.0%** of patients
- **Anxiety / depression** improved in **66.7%** of patients

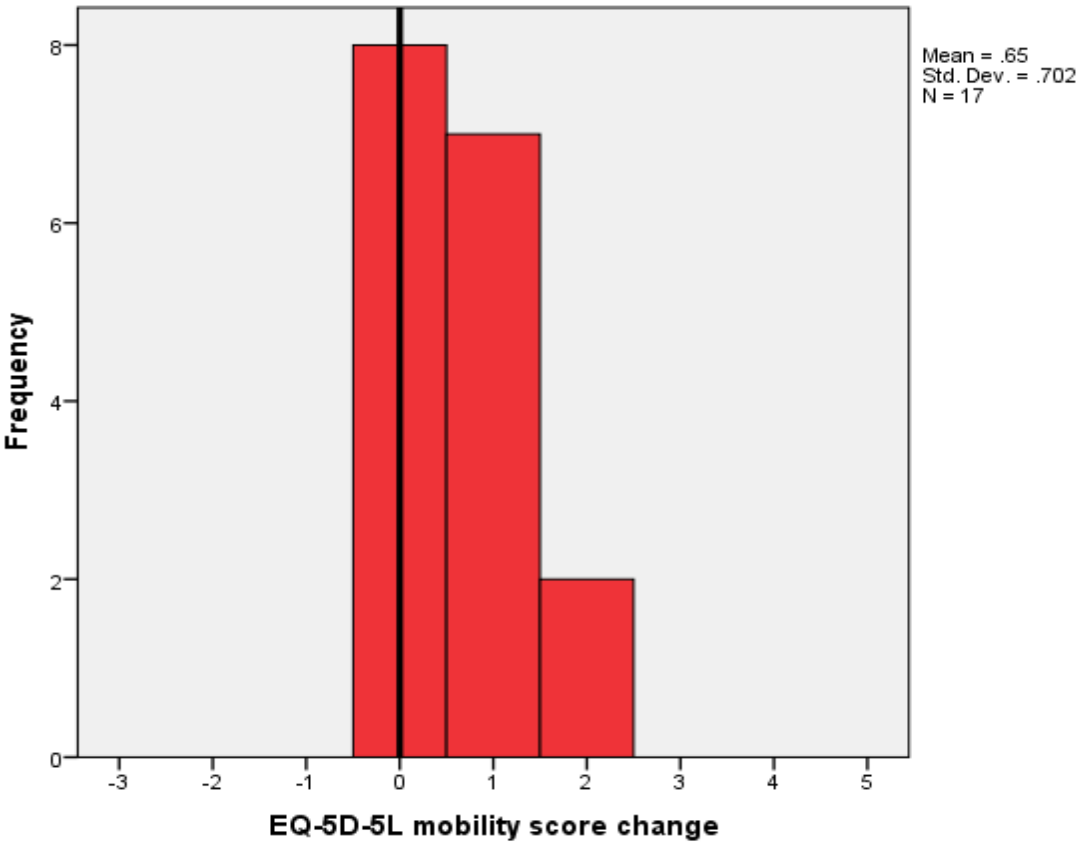
Also, across the whole patient group of **17** people (ie because 1 person did not provide EQ-5D-5L scores at discharge):

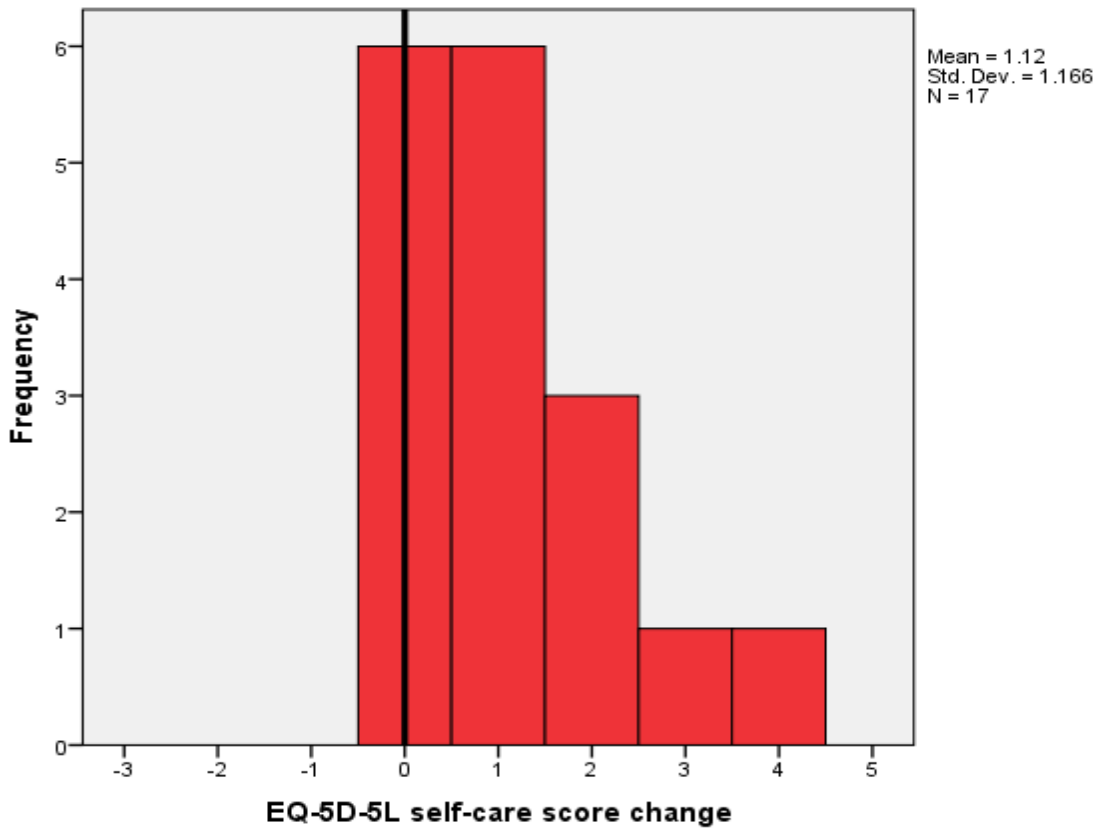
- **At least one domain** improved in **94.1%** of patients
- **Overall health score on VAS** improved in **88.2%** of patients

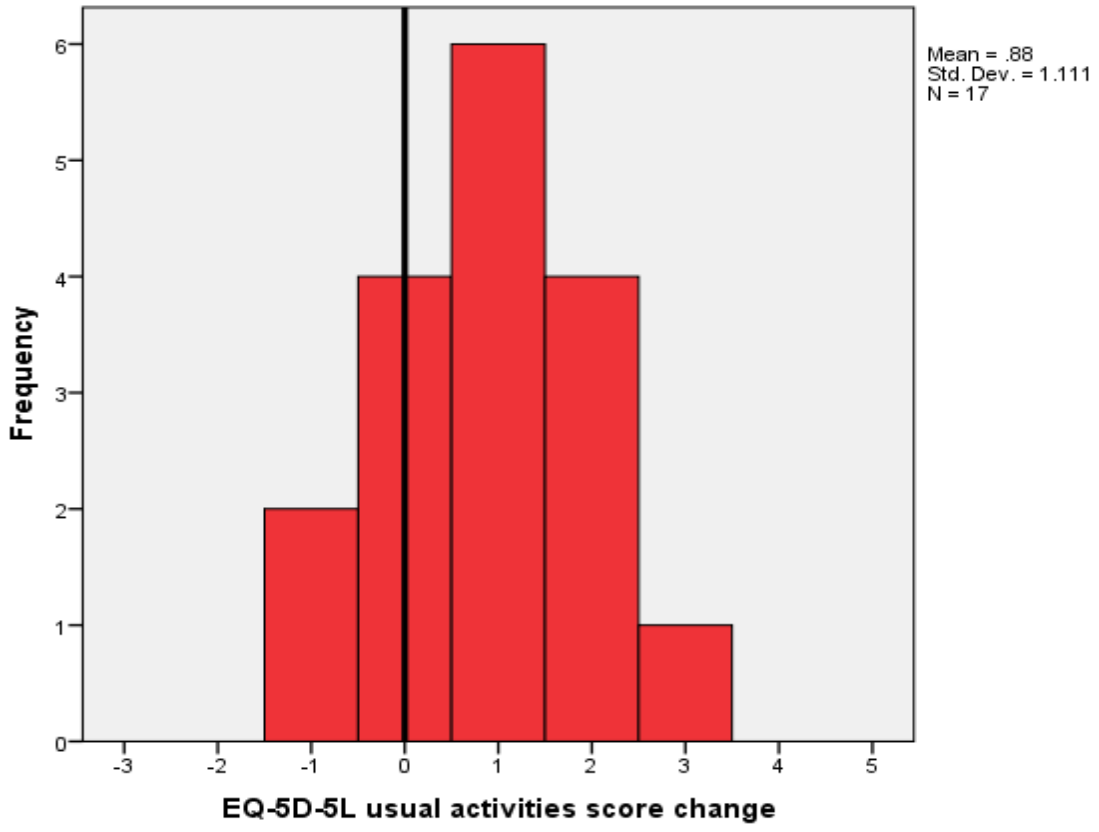
NOTE:

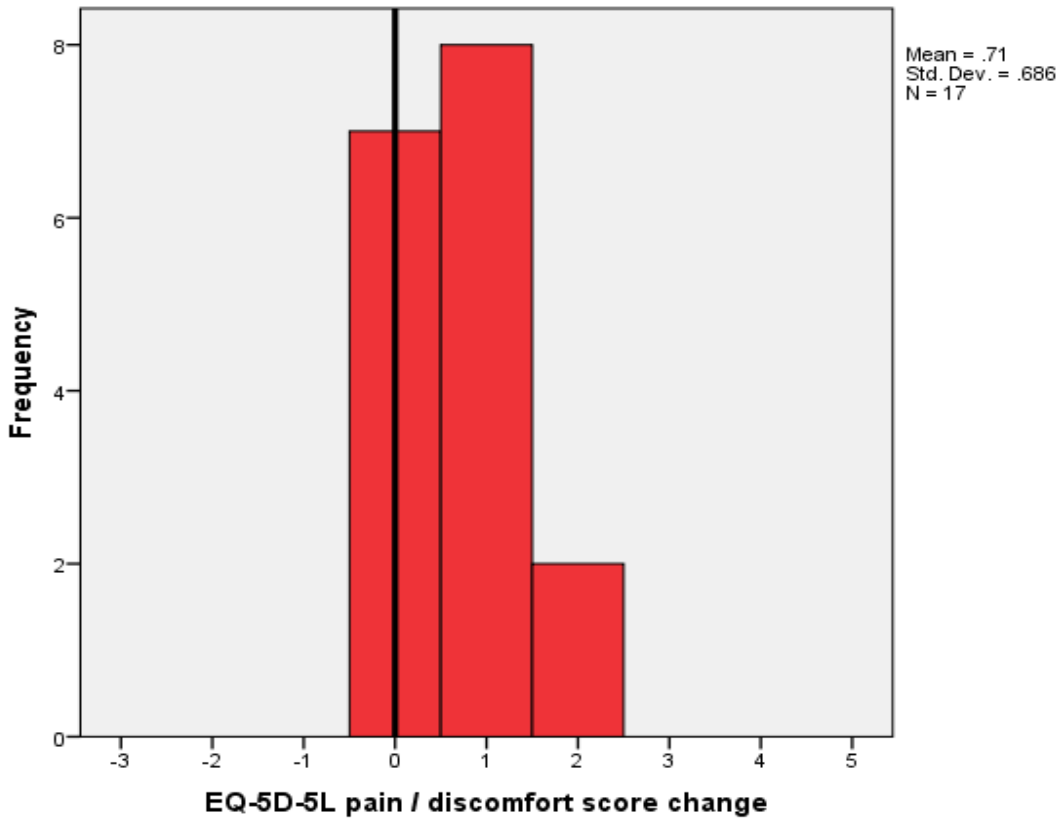
- The charts which follow have been constructed using the dataset of the whole patient group with complete EQ-5D-5L data, ie **17** people, regardless of initial score level.
- In the construction of the first 5 of these charts, a positive change in the X axis (ie an increase in score by 1, 2, 3 or 4 steps, calculated as score at Admission minus score at Discharge) is desirable as evidence of improvement in functioning, etc., and is indicated by the score change columns to the right of the reference line on the bottom axis.

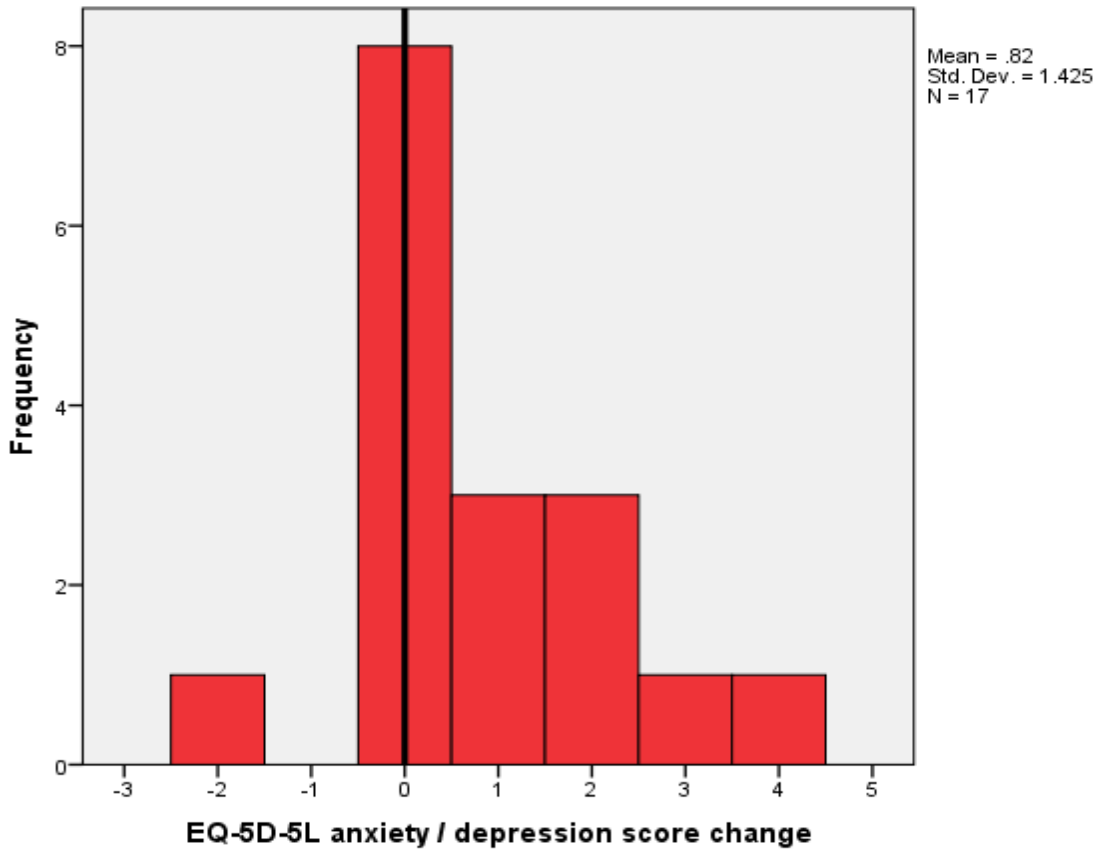
- Similarly in the 6th chart, which illustrates Overall Health Score Change, scores are taken from the 100 point EQ-5D-5L Visual Analogue Scale (albeit in this case as score at Discharge minus score at Admission) and a positive change is again desirable as evidence of improvement, as indicated by the score change columns to the right of the reference line on the bottom axis.

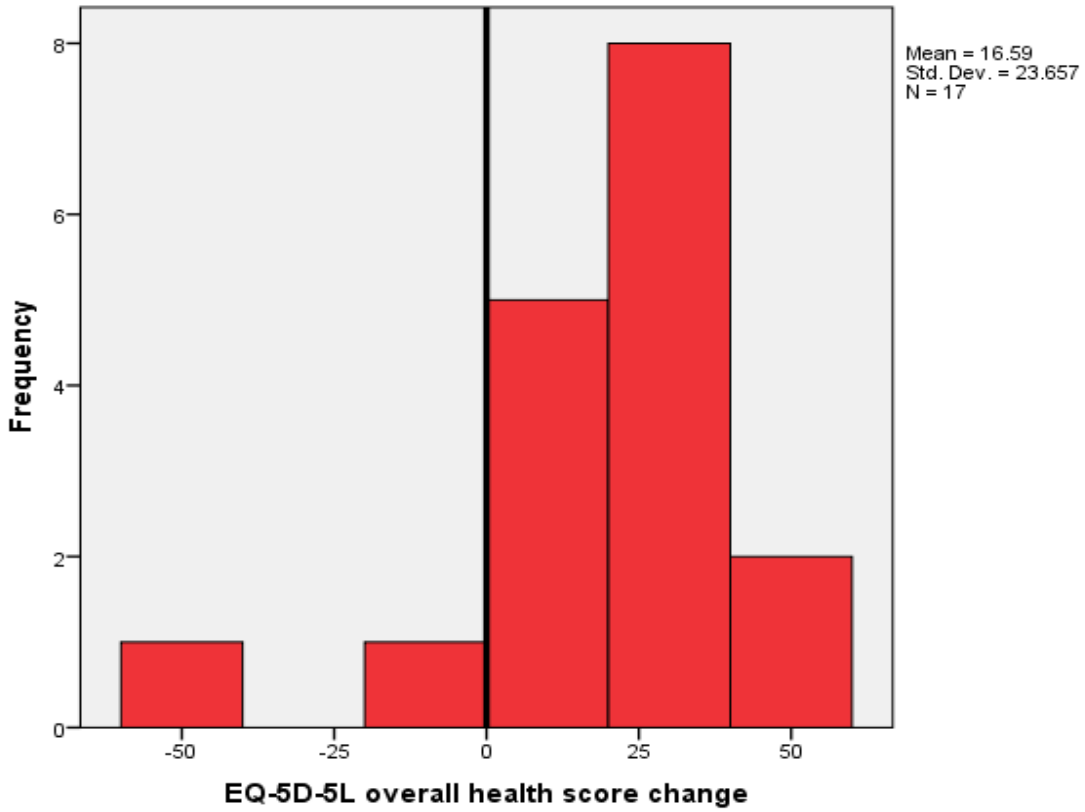



Mean = 1.12
Std. Dev. = 1.166
N = 17
Frequency
0
1
2
3
4
5
6
-3
-2
-1
0
1
2
3
4
5
EQ-5D-5L self-care score change


Mean = .88
Std. Dev. = 1.111
N = 17
Frequency
0
1
2
3
4
5
6
-3
-2
-1
0
1
2
3
4
5
EQ-5D-5L usual activities score change


Mean = .71
Std. Dev. = .686
N = 17
Frequency
0
2
4
6
8
-3
-2
-1
0
1
2
3
4
5
EQ-5D-5L pain / discomfort score change


Mean = .82
Std. Dev. = 1.425
N = 17
Frequency
0
2
4
6
8
-3
-2
-1
0
1
2
3
4
5
EQ-5D-5L anxiety / depression score change


Mean = 16.59
Std. Dev. = 23.657
N = 17
Frequency
8
6
4
2
0
-50
-25
0
25
50
EQ-5D-5L overall health score change

4. TOMs (Therapy Outcome Measures)

The TOMs is a clinician-rated outcome measure which is used, as part of a therapeutic approach, as many times as required and helpful during the admission (this varies depending upon the individual patient and their needs). Results for this annual report are taken from the TOMs scores at admission and then at discharge, providing a comparison of scores covering the following 4 subscales:

a) Impairment

b) Activity

c) Participation

d) Well-being

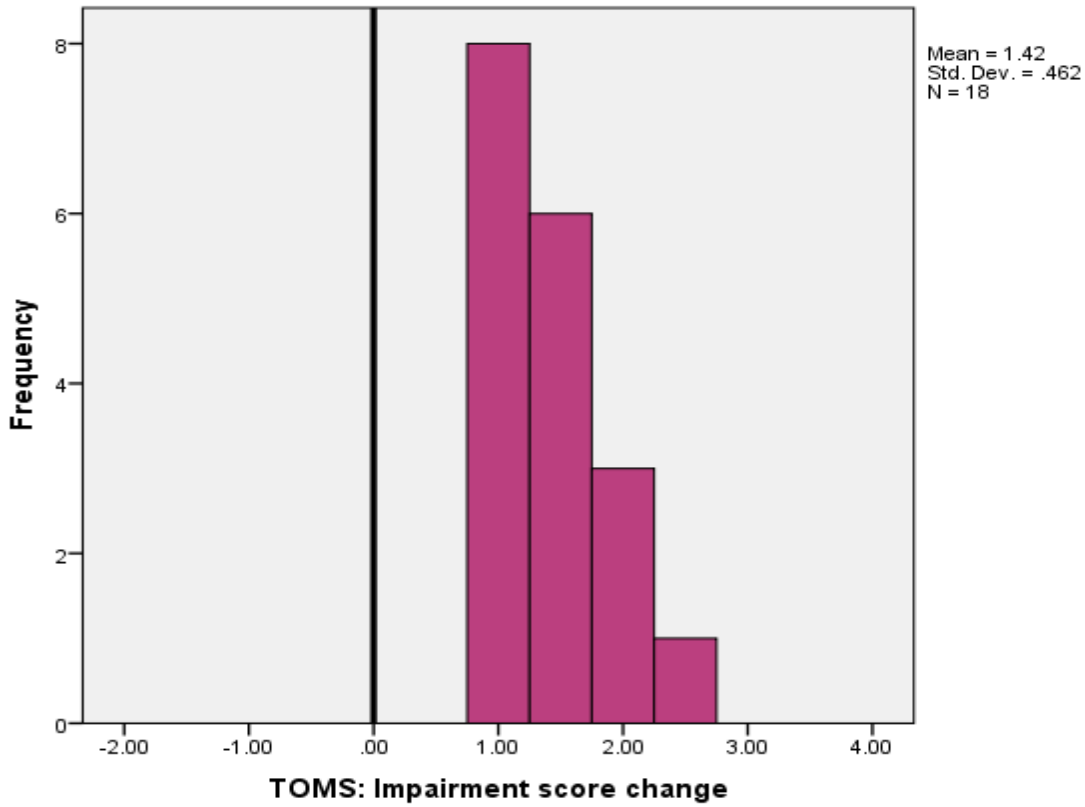
This is a measure which has been validated and used very widely within healthcare services, particular those with a significant Occupational Therapy component. The figures given here relate to use of the standard version of TOMs.

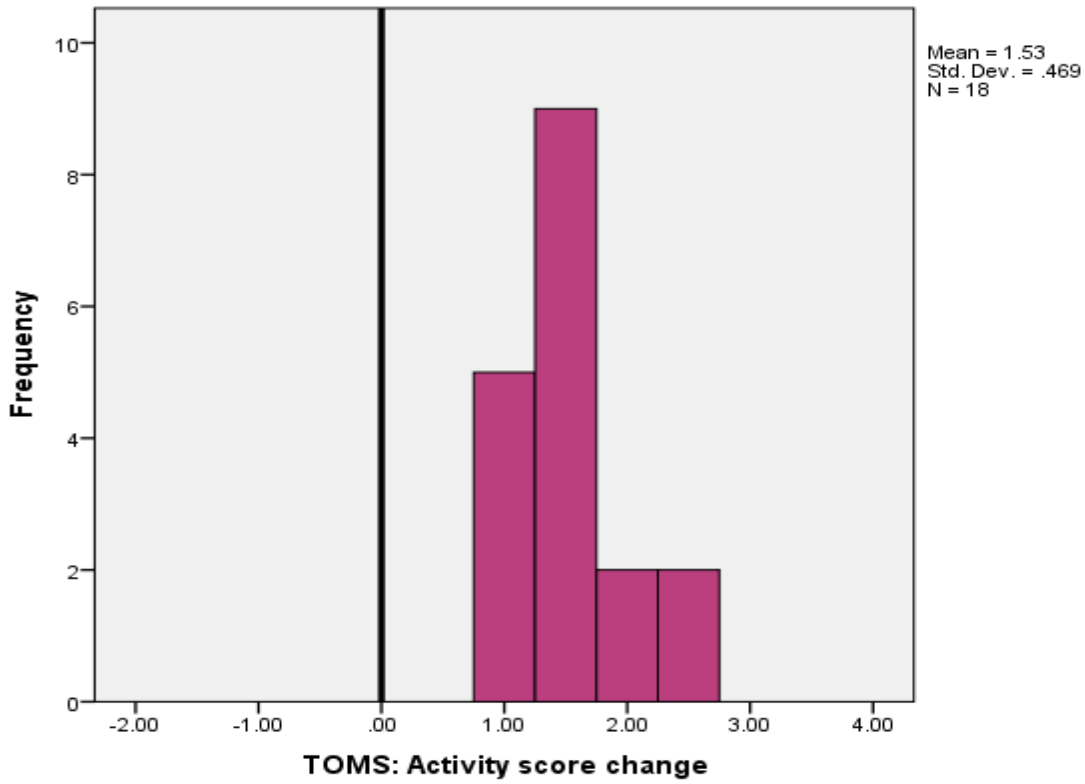
April 2016 – March 2017:

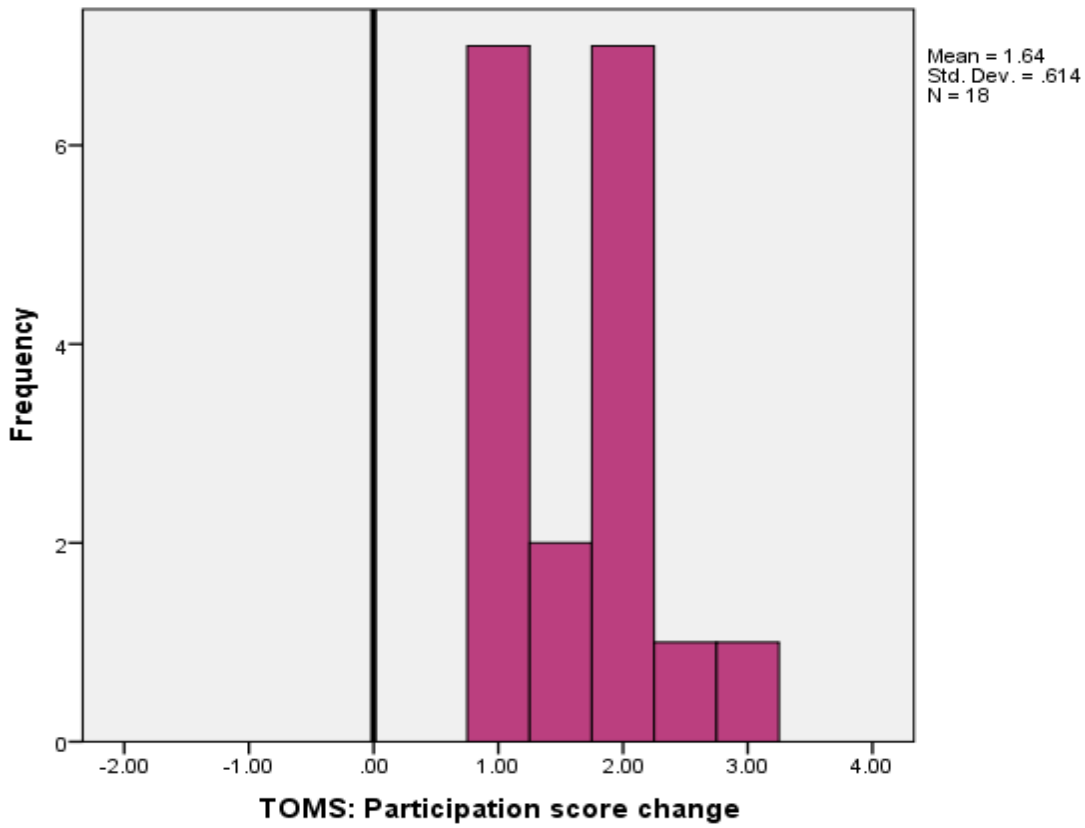
In each particular domain, the proportion of those showing an improvement of at least 1.0 points score change during the admission was as follows:

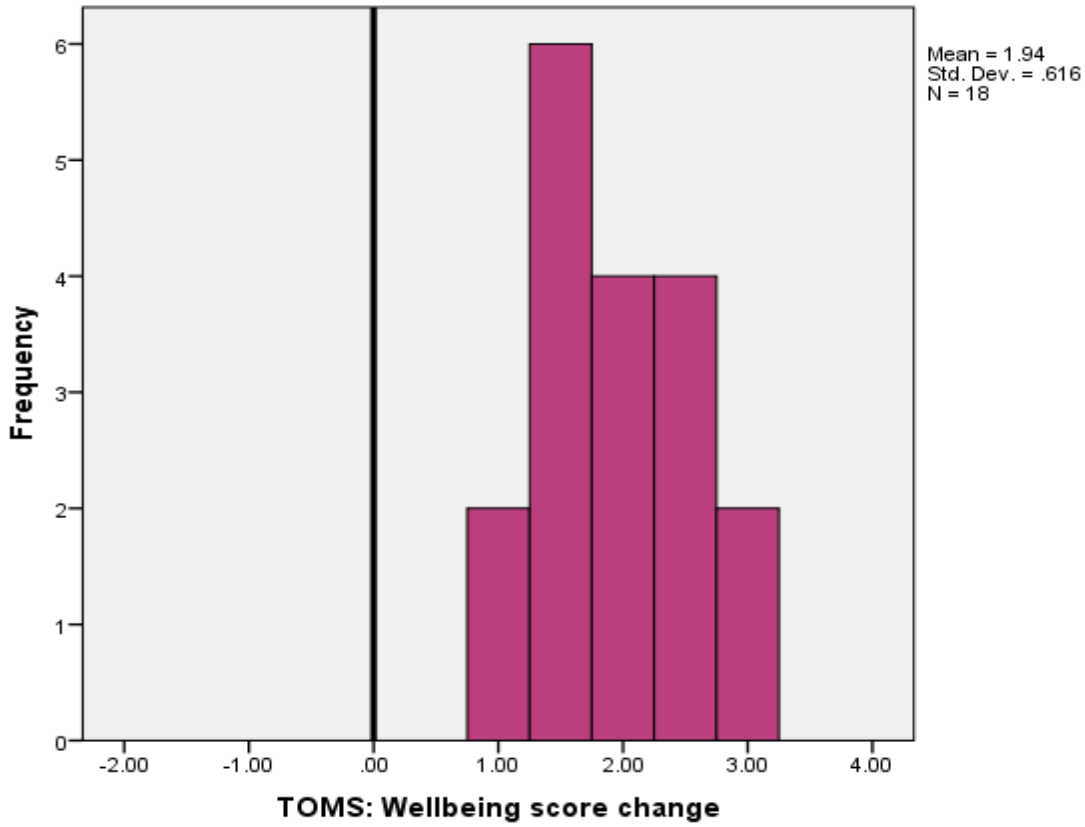
- **Impairment** improved in **100%** of patients
- **Activity** improved in **100%** of patients
- **Participation** improved in **100%** of patients
- **Well-being** improved in **100%** of patients

(**NOTE**: on this measure, and the construction of the charts shown below, any positive change in subscale TOMs scores (ie above the zero line on the bottom axis) is desirable and is evidence of improvement.)


Mean = 1.42
Std. Dev. = .462
N = 18
Frequency
0
2
4
6
8
-2.00
-1.00
.00
1.00
2.00
3.00
4.00
TOMS: Impairment score change


Mean = 1.53
Std. Dev. = .469
N = 18
Frequency
0
2
4
6
8
10
-2.00
-1.00
.00
1.00
2.00
3.00
4.00
TOMS: Activity score change


Mean = 1.64
Std. Dev. = .614
N = 18
Frequency
0
2
4
6
-2.00
-1.00
.00
1.00
2.00
3.00
4.00
TOMS: Participation score change


Mean = 1.94
Std. Dev. = .616
N = 18
Frequency
0
1
2
3
4
5
6
-2.00
-1.00
.00
1.00
2.00
3.00
4.00
TOMS: Wellbeing score change

5. Chalder Fatigue Scale

This measure asks the scorer (patient) to answer 11 questions which cover physical and mental fatigue (including one item on subjective memory function). The questionnaire is given to all patients at admission and at discharge, ie including but not only those patients with a diagnosis of CFS/ME.

There are two main ways to score this tool and analyse the results. At the YCPM the 4-point Likert scoring approach is used (0,1,2,3).

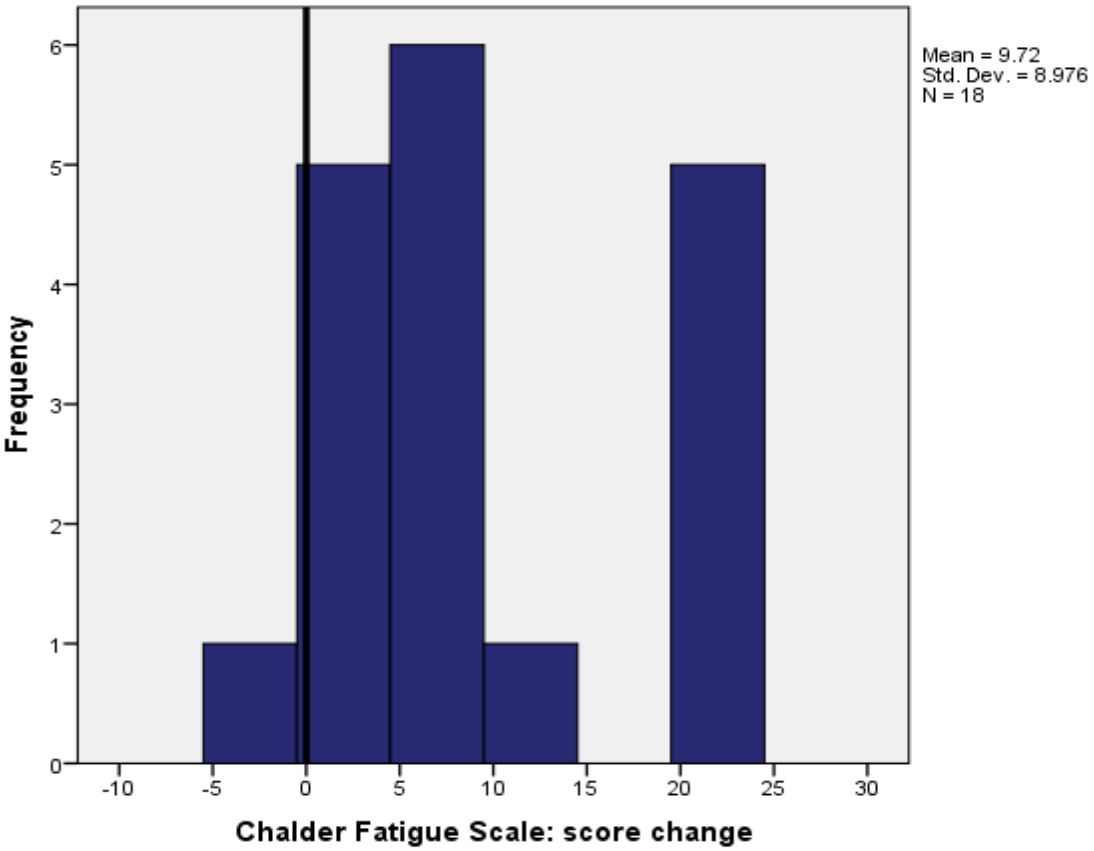
April 2016 – March 2017:

- **80%** of patients admitted with CFS/ME showed a reduction (improvement) in their fatigue score

- **83.3%** of the total patient group showed a reduction (improvement) in their fatigue score
- Of the total patient group:
    - 2 patients showed no change in fatigue score
    - 1 patient showed a slight worsening (marginal increase of 3 points) in fatigue score

(**NOTE**: on this measure, and the construction of the charts shown below, any positive change in total fatigue scores (ie above the zero line on the bottom axis) is desirable and is evidence of improvement.)

Chalder Fatigue Scale results



6. HAD (Hospital Anxiety and Depression) scale

This 14 item measure consists of 7 items rating Anxiety (giving the “HAD-A” score) and 7 items rating Depression (giving the “HAD-D” score). For each of these subscales the cut-off score (threshold) which indicates a person is likely to be suffering with a case of clinical anxiety or depression is a score of 12+.

The HAD-A results reported here are for people who scored at or above the threshold of 12 at admission on the Anxiety subscale and, similarly, the HAD-D results are for people who scored at or above the threshold of 12 at admission on the Depression subscale.

April 2016 – March 2017

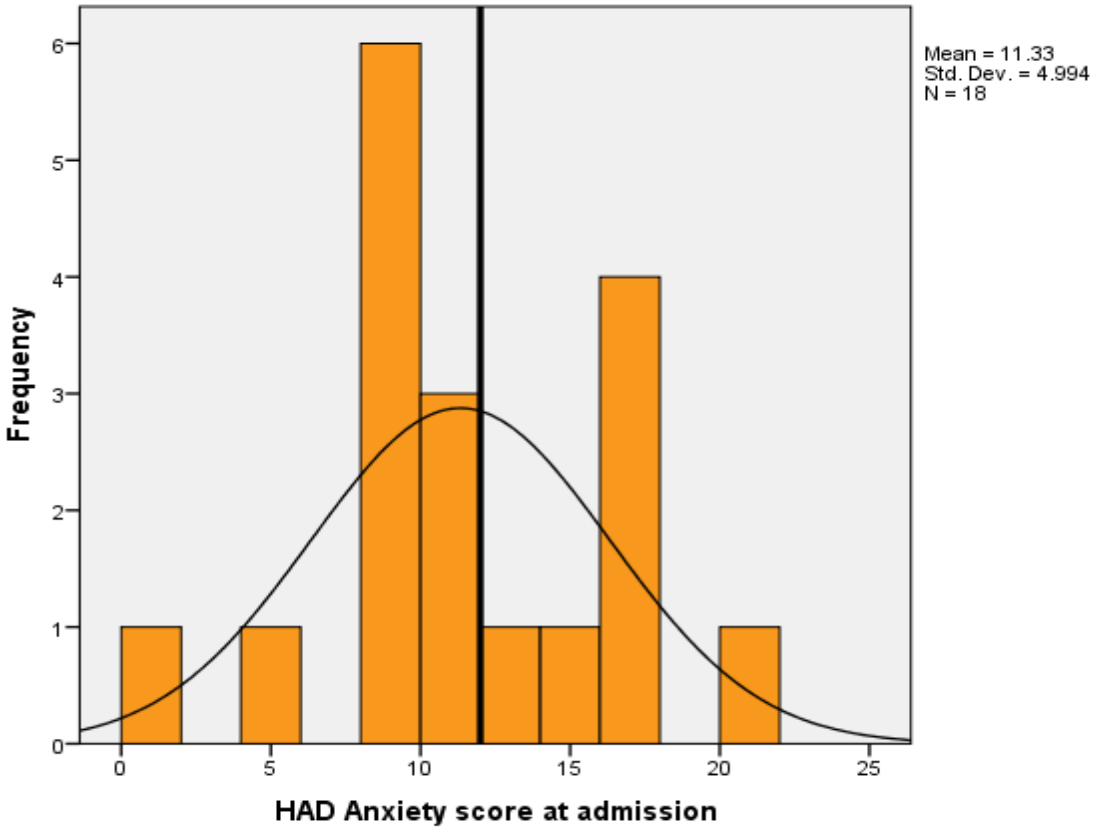
HAD-A:

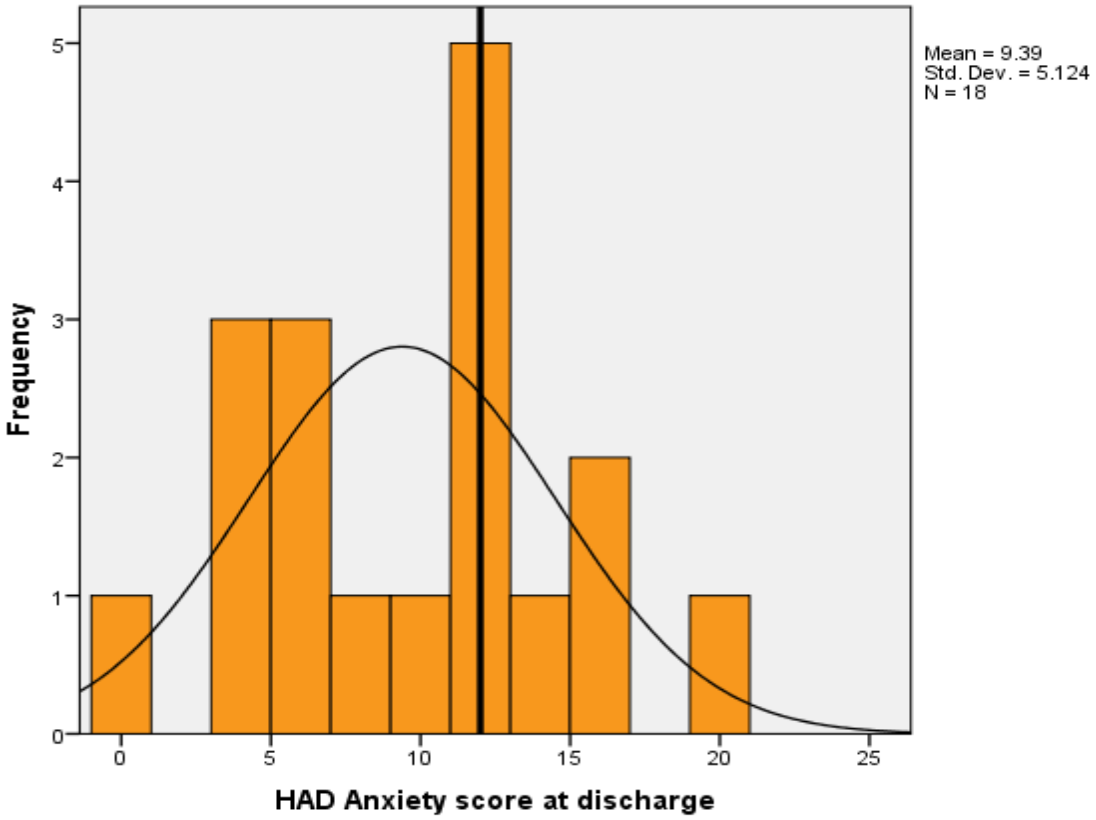
- 39% of patients admitted scored 12 or more on HAD-A at admission
- Of these, 86% showed a reduction in score by the time of discharge
- The scores in 50% of those reduced to below threshold

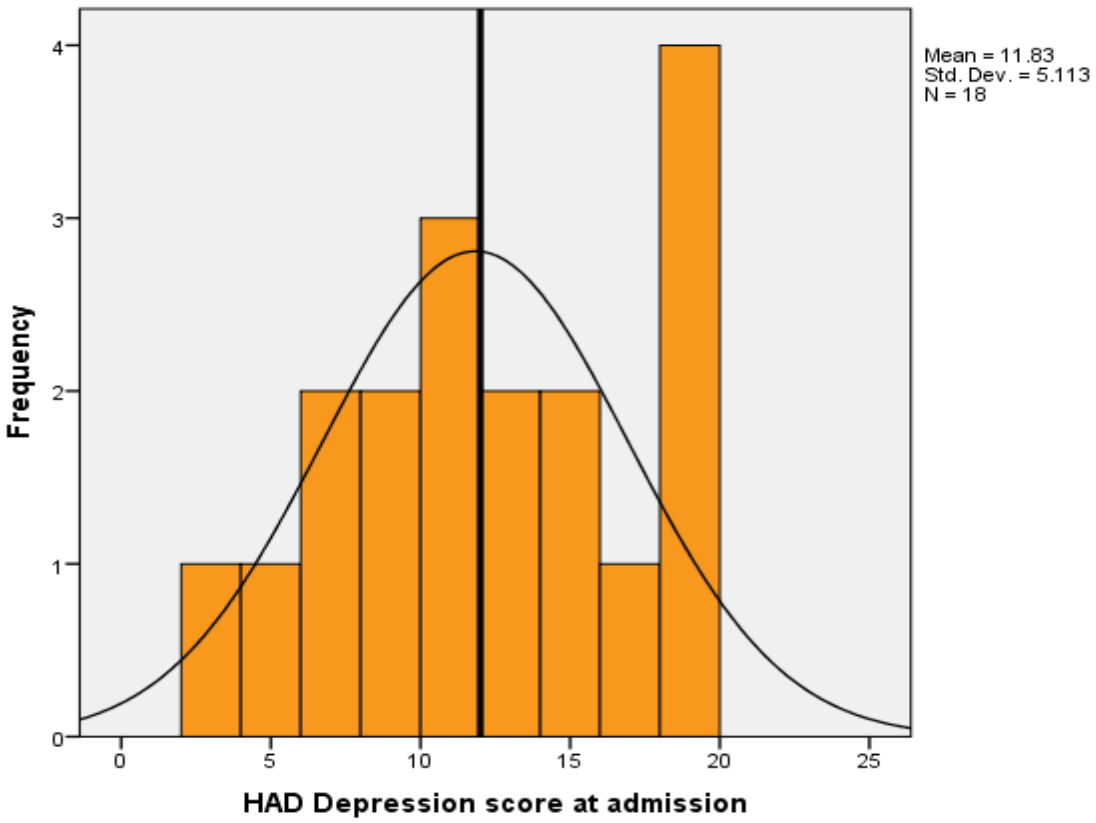
HAD-D:

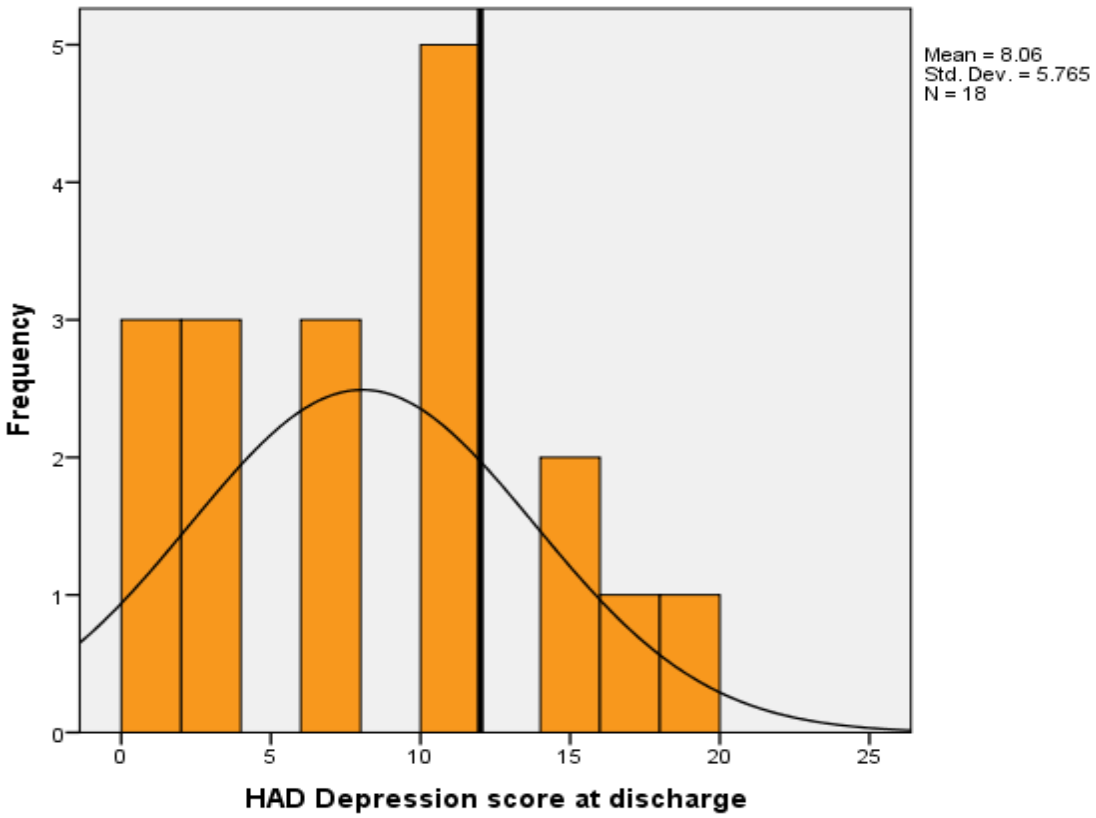
- 50% of patients admitted scored 12 or more on HAD-D at admission
- Of these, 78% showed a reduction in score by the time of discharge
- The scores in 71% of those reduced to below threshold

(**NOTE**: comparative charts below include scores at admission and at discharge. The bold line at “12” on the bottom axis indicates the clinical cut-off / threshold point, as described above.)


Mean = 11.33
Std. Dev. = 4.994
N = 18
Frequency
HAD Anxiety score at admission


Mean = 9.39
Std. Dev. = 5.124
N = 18
Frequency
HAD Anxiety score at discharge


Mean = 11.83
Std. Dev. = 5.113
N = 18
Frequency
0
1
2
3
4
0
5
10
15
20
25
HAD Depression score at admission


Mean = 8.06
Std. Dev. = 5.765
N = 18
Frequency
0
1
2
3
4
5
0
5
10
15
20
25
HAD Depression score at discharge

Patient experience / feedback

The Patient Discharge Questionnaire was created by the YCPM team based on the guidance set out by Leeds and York Partnership NHS Foundation Trust. It is designed to collect both qualitative and quantitative data from inpatients regarding their care on the unit. The team at YCPM feel it is important to collect the views of patients' regarding their care, environment, and therapies provided. The information collected is collated and reviewed regularly in order to continuously improve and provide the best possible service to our patients.

The questionnaire is given to patients in their last week of admission and collected on discharge. In the period of this review,

April 2016 – March 2017:

- 88% of patients reported that when they were first admitted they were made to feel welcome and were given enough information about the ward.
- 71% reported that they were "always provided with copies of their care plans" (plus 24% "most of the time").
- 88% of patients rated the YCPM service as either "excellent" or "good"
- 87.5% of those who had identified family/carers involved reported that the support/advice received by their family/carers was "excellent" or "good"

Carer experience / feedback

The Carer Satisfaction Questionnaire was also created by the YCPM team. It is designed to collect both qualitative and quantitative data from the identified main carers of inpatients at the YCPM, regarding their view of care provided on the unit and their experience of contact with, and support from, the YCPM team.

April 2016 – March 2017:

- 86% of carers rated the YCPM service as either "excellent" or "good"
- 71% reported that communication by the YCPM was either "excellent" or "good"
- 86% of carers rated the support/advice they received as "excellent" or "good"

Some examples of patients' written feedback (2016/17):

"For the first time after years of illness I am in an arrangement where I feel that my condition has been taken seriously. Medics and staff have been knowledgeable about my condition. I have been treated kindly and supported. Now I feel medically safe. I'm very please I didn't give into my fears about coming to YCPM. Good care during acute illness (chest infection)."

"Great practical information from physio. Some staff are truly excellent and really put themselves out to engage with you as a person, demonstrating that nursing is truly about caring not just practical things."

"Everybody was kind and helpful. Very committed and professional. Always there to help."

"Staff always happy to help when asked, including consultant / manager / senior staff."

"Opportunity to make comments / suggestions in the patient forum."

"A lot of work is done in the time prior to discharge to ensure good follow-up care."

"Joe was great, Edward was fantastic. Simon sorted a lot of things for me. Majella has been instrumental in supporting me since she has been here. "

"Jamie is great; understanding, totally reliable, sorts things out, easy to talk to, knowledgeable, etc…"

"Best things… Diabetic advice, Dr Mulukutla was amazing with compassion, empathy and knowledge. I can't thank her enough, life changing. Anti-depressant increase."

"Heather has been kind and compassionate. Karina has been kind and cheered me up when down. Kairon - excellent at her job. A lot of staff are just amazing."

"The whole programme has helped me a lot."

"How bloody lovely all the staff have been. The really genuine and positive relationships I have made with so many. Multidisciplinary approach."

"Individually tailored to provide me with best support whilst maintaining some independence."

"Staff are extremely understanding and helpful and treat everyone individually. Receiving treatment specialised to my needs was important as I'd never had my mental, physical and social issues all tackled at once. The activities and therapeutic meals are great for my much needed social interaction and its a comfortable environment."

"My mood has increased a lot, eating more. Staff have been positive and kind. "

"I've learned to accept I'm ill and its ok for me to be ill! I've learned from cookery and gardening groups and this helped my self worth."

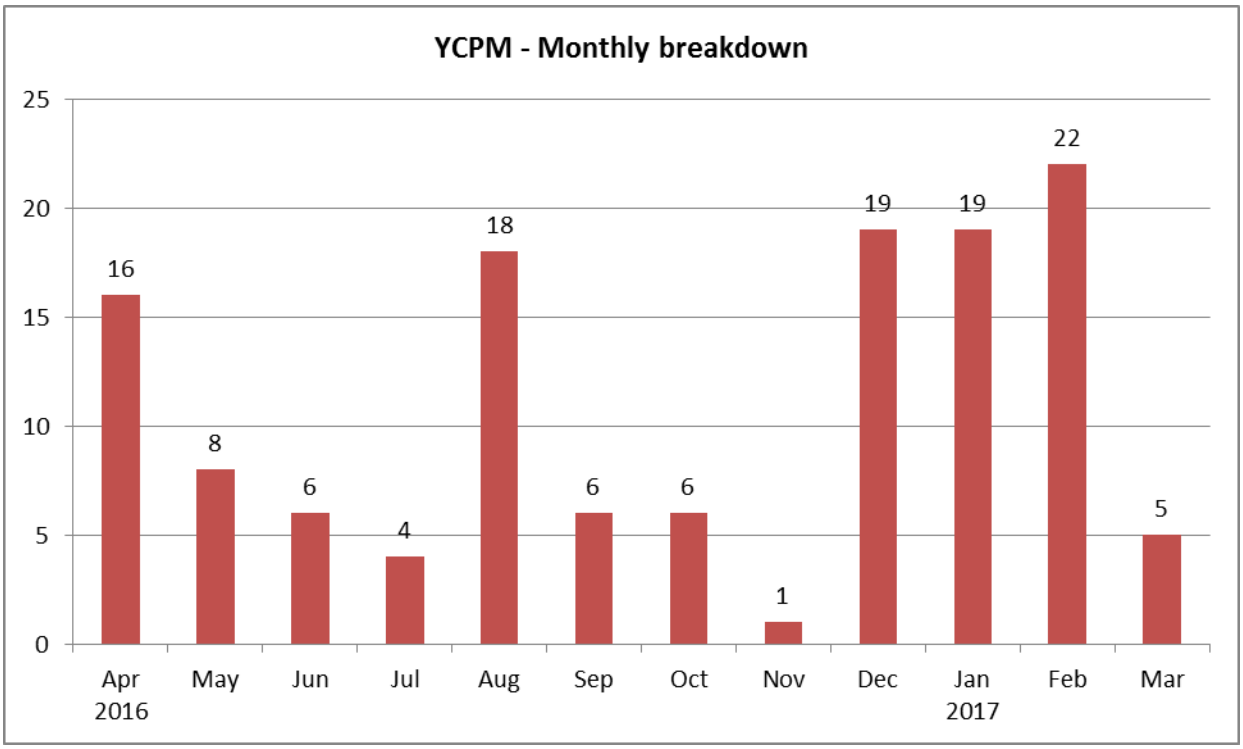
"People listen to what you have to say. You are not pushed into anything that you don't want to be involved in. The staff are very caring and companionate."

Incidents

In line with the general approach across the Leeds and York Partnership NHS Foundation Trust, and with what is considered to be a sign of a mature service and team, the YCPM has a relatively low threshold for reporting incidents. As a result, the numbers are not small but, importantly, the incidents seen are almost all of low severity or risk; ie as mapped against the Yorkshire Patient Safety Agency (NPSA) ratings for levels of harm they are all level 1 ('no harm') or level 2 ('minimal harm'), apart from one incident at level 3 ('short-term harm').

In total, 130 incident forms were completed within the period to which this report relates, as detailed below.

Incidents reported April 2016 – March 2017



Severity	1	2	3	4	5	Total
Apr 2016	11	5				16
May	7	1				8
Jun	4	1	1			6
Jul	3	1				4
Aug	18					18
Sep	5	1				6
Oct	5	1				6
Nov	1					1
Dec	17	2				19
Jan 2017	18	1				19
Feb	22					22
Mar	5					5
Total	116	13	1			130

Severity 3 incident

Incident date	Description
10/06/2016	As requested from patient A via staff A, staff B emailed Care & Crisis Plan to him, but realised during 3 day follow-up call that it had been sent to wrong email address

Key:

Trust Severity Rating Criteria		NPSA Ratings	
1	No injuries, very minor financial loss, and/or service interruption	**1**	**No harm** ▪ *Impact prevented:* any patient safety incident that had the potential to cause harm but was prevented, resulting in no harm to person(s) receiving NHS-funded care ▪ *Impact not prevented*: any patient safety incident that ran to completion but no harm occurred to the person(s) receiving NHS-funded care
2	First aid treatment, minor financial loss, minor service interruption	**2**	**Low** (Minimal harm - patient(s) required extra observation or minor treatment)
3	Medical treatment required, moderate financial loss, service interruption	**3**	**Moderate** (Short-term harm - patient(s) required further treatment, or procedure)
4	RIDDOR reportable, significant loss of service capability, major financial loss, legal consequences	**4**	**Severe** (Permanent or long-term harm)
5	Death, huge financial loss, permanent/ semi-permanent loss of service, threat to achievement of Trust's objectives, legal consequences	**5**	**Death** (Caused by the patient safety incident)

Incidents by category / type

CATEGORY/SUB CATEGORY	No of incidents
Accident/Health and Safety (Pt)	
Collision with person/object	1
Accident/Health and Safety (Staff)	
Contact with hot surface/burn	2
Electricity - deliberate/accidental contact	1
Slips, Trips, Falls (Pt)	
Pt found on floor	2
Slipped in bath/shower	2
Clinical Patient Care	
Injury - cause not known	1
Other clinical patient care incident	1
Pressure ulcer/sore - grade 1	1
Test results - missing	1
Confidentiality/IG Breach	

CATEGORY/SUB CATEGORY	No of incidents
Accidental breach of confidentiality	2
Fire/Smoking	
Smoking on Trust premises	1
Potential fire hazard/Near miss	3
Fire - cooking	1
Infrastructure	
Food - delivery/supply problem	3
Poor housekeeping/potential safety risk	4
IT - PARIS/EPMA related problems	20
IT - systems failure	1
Potential ligature point	1
Staff shortage	1
Medication	
Dispensing error from pharmacy	5
Drug administering error by ward/unit staff	5
Drug chart incomplete/inaccurate	14
Expired medication administered	1
Incorrect dose administered	1
Medication discarded - accidentally spoiled or spilled	5
Medication intentionally omitted	1
Medication lost/missing	6
Medication past expiry date	1
Medication unintentionally omitted	6
Pt sequestered his/her medication	2
Unprescribed drugs	2
Unsecured drugs	10
Wrong route	1
Property (Pt)	
Theft/attempted theft	1

CATEGORY/SUB CATEGORY	No of incidents
Fault with door locking system	1
Room search	2
Tools/equipment/materials left unattended	1
Other security incident	3
Self harm	
Self- inflicted lacerations/cuts/wounds	3
Substance Abuse	
Possession/use of alcohol	2
Other (Pt)	
Allergic reaction (non-medication)	2
Gastrointestinal symptoms	1
Physically unwell	4
Seizure or faint	1
Total	**130**

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Leeds and York Partnership NHS Foundation Trust

May 2017