

# MTW & KMPT West Kent Interface Meeting

## West Kent Liaison Activity

### 12 05 2025

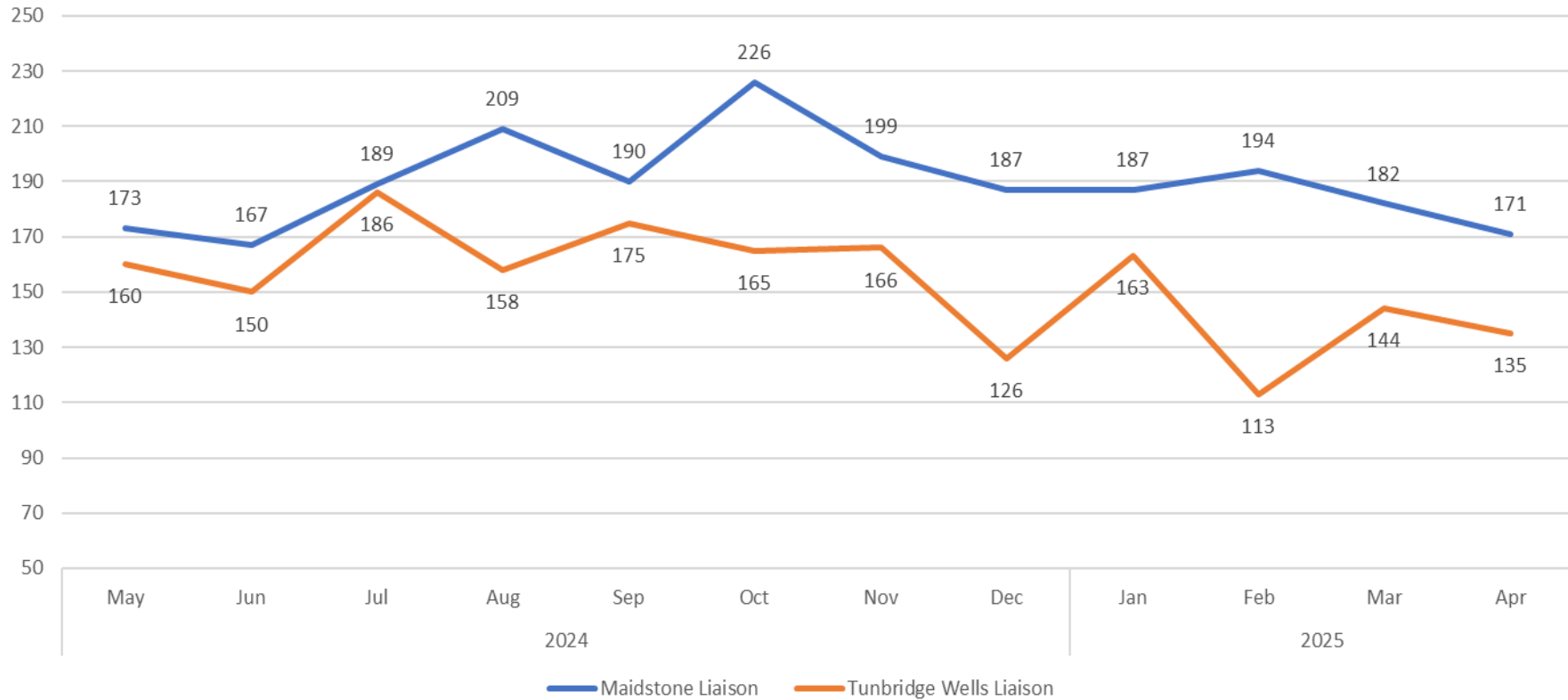
V1.0 Date: 07 05 25

*Brilliant care through brilliant people*



# Referrals – all urgencies

May 2024 to April 2025 inc



[Referral Measures - Power BI](#)

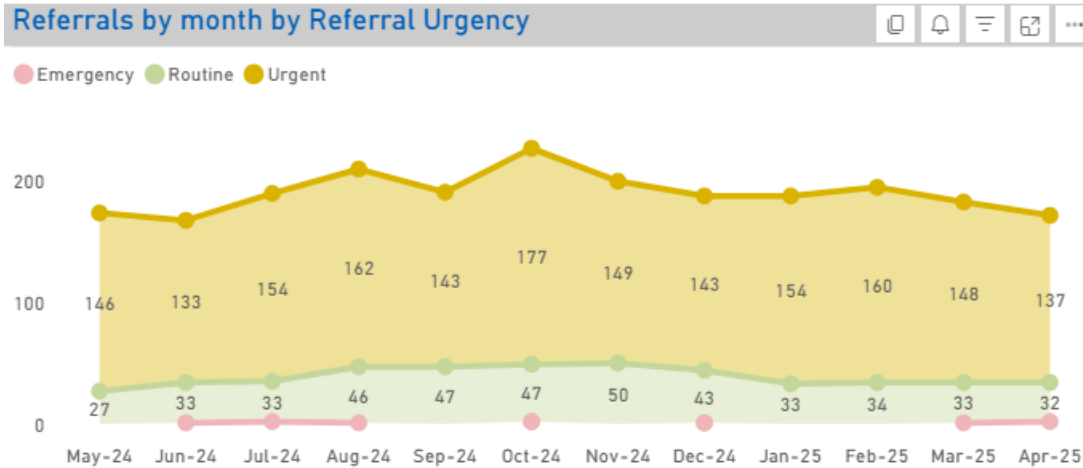
*Brilliant care through brilliant people*



# Referrals by Urgency

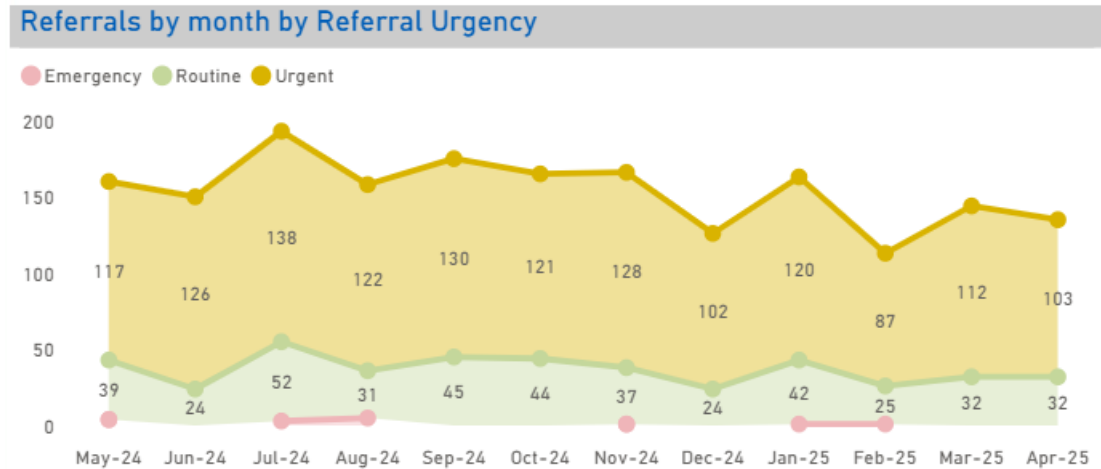
May 2024 to April 2025 inclusive

## Maidstone



Source: PBI Liaison dashboard

## Tunbridge Wells



Brilliant care through brilliant people



# 1 hr to Triage Target

## (emergency & urgent referrals only)

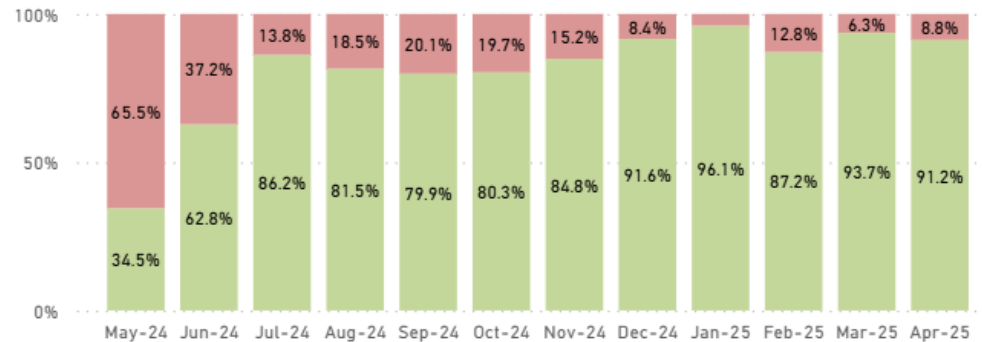
\* Measure commenced April 2024

\*\* excl left before being seen

### Maidstone

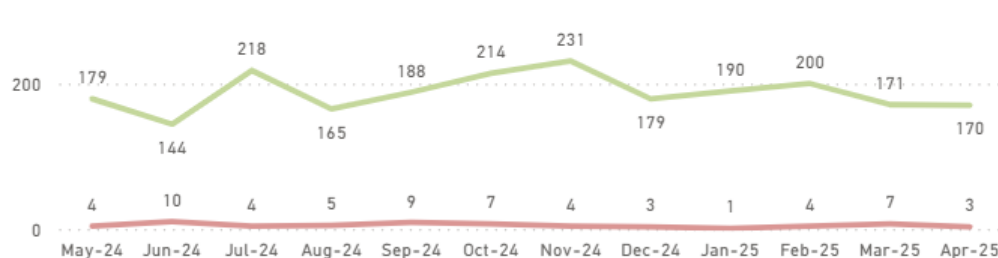
% of Urgent and Emergency Referrals triaged within 1hr (excl.left before seen)

1 Hour Triage Target Met: Yes No



All Referrals closed by Left before Seen

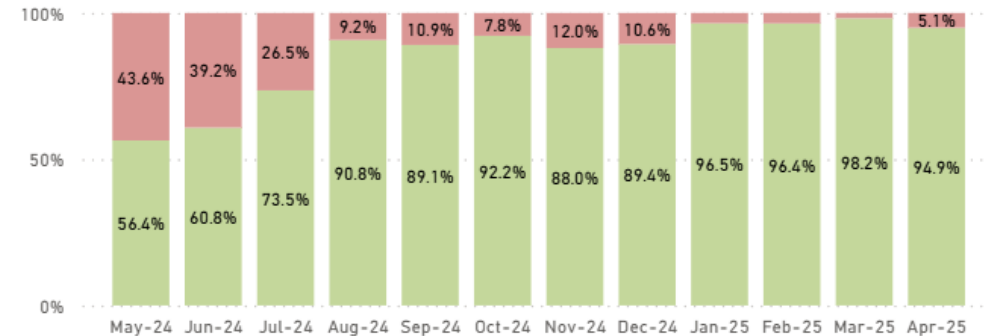
LeftBeforeSeen N Y



### Tunbridge Wells

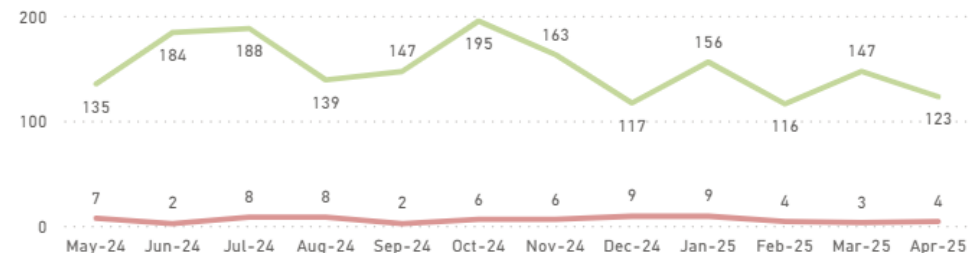
% of Urgent and Emergency Referrals triaged within 1hr (excl.left before seen)

1 Hour Triage Target Met: Yes No



All Referrals closed by Left before Seen

LeftBeforeSeen N Y

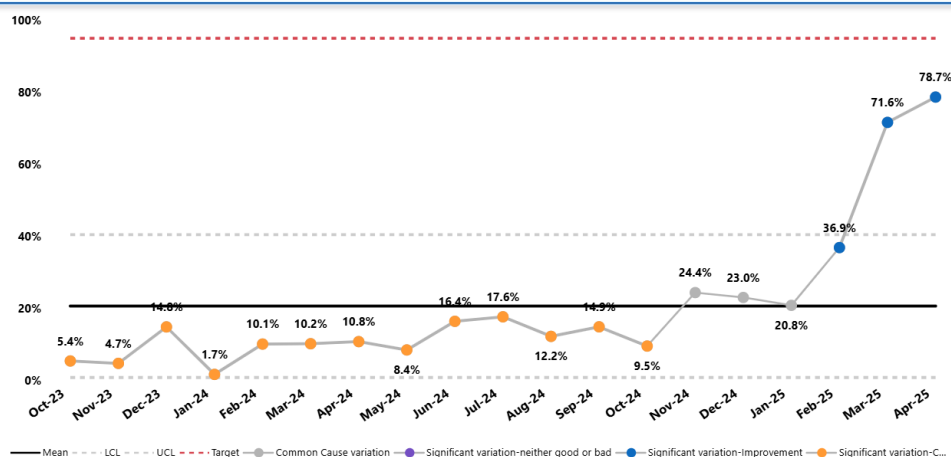


# 12 Hours from Referral Received to Discharge *urgent referrals*

## Maidstone Liaison

1.1.05a: Liaison Psychiatry referrals closed within 12 hours  
SPC Chart: Maidstone Liaison

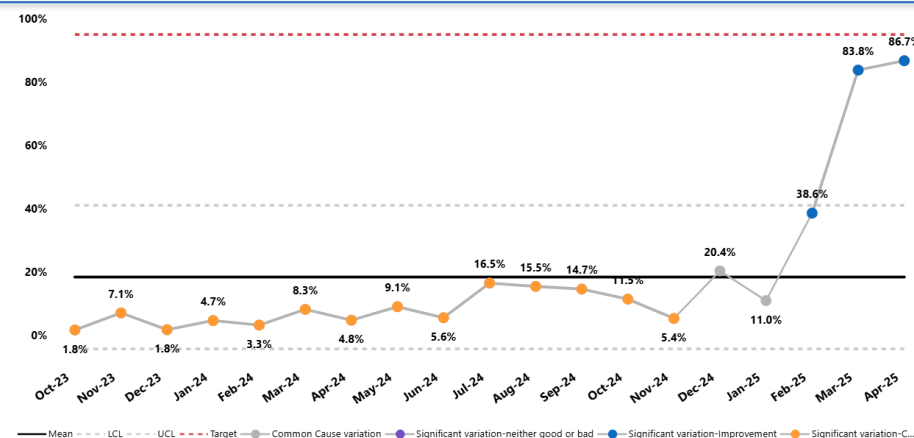
| Target | Actual | UCL   | Mean  | LCL  | Variation | Assurance |
|--------|--------|-------|-------|------|-----------|-----------|
| 95.0%  | 78.7%  | 40.5% | 20.6% | 0.8% |           |           |



## Tunbridge Wells Liaison

1.1.05a: Liaison Psychiatry referrals closed within 12 hours  
SPC Chart: Tunbridge Wells Liaison

| Target | Actual | UCL   | Mean  | LCL    | Variation | Assurance |
|--------|--------|-------|-------|--------|-----------|-----------|
| 95.0%  | 86.7%  | 41.1% | 18.5% | (4.2%) |           |           |



Measuring urgent referrals from referral received to discharge date via entry/exit on RIO. Excluding discharge reason of “admitted elsewhere (at some or other HC Provider)

**Action: To commence weekly auditing ensuring correct discharge date is inputted on RIO. Improvement should be evidenced in April’s QPR**

Phase 2 – to follow – 12 hour admission to MH inpatient bed

# Mode of Arrival to A&E

## Maidstone Liaison

| Mode of Arrival | May-24     | Jun-24     | Jul-24     | Aug-24     | Sep-24     | Oct-24     | Nov-24     | Dec-24     | Jan-25     | Feb-25     | Mar-25     | Apr-25     | Total       |
|-----------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Ambulance       | 97         | 95         | 91         | 117        | 100        | 110        | 94         | 92         | 91         | 87         | 73         | 84         | 1131        |
| Self-presented  | 63         | 60         | 83         | 83         | 72         | 89         | 75         | 66         | 77         | 85         | 72         | 63         | 888         |
| Police          | 9          | 6          | 8          | 2          | 8          | 13         | 20         | 17         | 13         | 11         | 21         | 13         | 141         |
|                 | 1          | 5          | 7          | 6          | 7          | 7          | 7          | 9          | 5          | 8          | 12         | 6          | 80          |
| Unknown         | 3          | 1          |            | 1          | 3          | 7          | 3          | 3          | 1          | 3          | 4          | 5          | 34          |
| <b>Total</b>    | <b>173</b> | <b>167</b> | <b>189</b> | <b>209</b> | <b>190</b> | <b>226</b> | <b>199</b> | <b>187</b> | <b>187</b> | <b>194</b> | <b>182</b> | <b>171</b> | <b>2274</b> |

## Tunbridge Wells Liaison

| Mode of arrival - Number by month |            |            |            |            |            |            |            |            |            |            |            |            |             |
|-----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Mode of Arrival                   | May-24     | Jun-24     | Jul-24     | Aug-24     | Sep-24     | Oct-24     | Nov-24     | Dec-24     | Jan-25     | Feb-25     | Mar-25     | Apr-25     | Total       |
| Ambulance                         | 99         | 87         | 108        | 85         | 81         | 87         | 96         | 67         | 78         | 58         | 76         | 74         | 996         |
| Self-presented                    | 44         | 47         | 61         | 64         | 77         | 62         | 56         | 47         | 55         | 41         | 62         | 41         | 657         |
| Unknown                           | 5          | 7          | 7          | 5          | 7          | 7          | 7          | 2          | 15         | 4          | 2          | 4          | 72          |
|                                   | 3          | 4          | 11         | 2          | 5          | 5          | 4          | 5          | 8          | 2          | 1          | 12         | 62          |
| Police                            | 9          | 5          | 6          | 2          | 5          | 4          | 3          | 5          | 7          | 8          | 3          | 4          | 61          |
| <b>Total</b>                      | <b>160</b> | <b>150</b> | <b>193</b> | <b>158</b> | <b>175</b> | <b>165</b> | <b>166</b> | <b>126</b> | <b>163</b> | <b>113</b> | <b>144</b> | <b>135</b> | <b>1848</b> |

[Liaison - Power BI](#)

ant people



# Referral Sources & Reasons

May 2024 to April 2025 inc

All Referrals Received in the period by Referral Source



| Referral Source                                                    | Referrals Received | %              |
|--------------------------------------------------------------------|--------------------|----------------|
| Accident And Emergency Department                                  | 3,294              | 79.91%         |
| Other                                                              | 449                | 10.89%         |
| Other: Clinical specialty                                          | 358                | 8.69%          |
| Ambulance Service                                                  | 10                 | 0.24%          |
| Internal referral                                                  | 5                  | 0.12%          |
| Mental Health Drop In Service                                      | 2                  | 0.05%          |
| Temp transfer from MH services                                     | 2                  | 0.05%          |
| Medium Secure MH Services                                          | 1                  | 0.02%          |
| Permanent transfer from another Mental Health Service (NHS-funded) | 1                  | 0.02%          |
| <b>Total</b>                                                       | <b>4,122</b>       | <b>100.00%</b> |

'Other' is what is being used for referrals from Acute Trust Ward

All Referrals Received in the period by Referral Reason

| Referral Reason                     | Referrals Received | %              |
|-------------------------------------|--------------------|----------------|
|                                     | 1,996              | 48.42%         |
| In crisis                           | 853                | 20.69%         |
| Self harm behaviours                | 652                | 15.82%         |
| Depression                          | 249                | 6.04%          |
| Anxiety                             | 138                | 3.35%          |
| Drug and alcohol difficulties       | 52                 | 1.26%          |
| Ongoing or Recurrent Psychosis      | 52                 | 1.26%          |
| Bi polar disorder                   | 28                 | 0.68%          |
| Organic brain disorder              | 18                 | 0.44%          |
| Unexplained physical symptoms       | 14                 | 0.34%          |
| Adjustment to health issues         | 13                 | 0.32%          |
| Eating disorders                    | 13                 | 0.32%          |
| Personality disorders               | 9                  | 0.22%          |
| (Suspected) First Episode Psychosis | 8                  | 0.19%          |
| Self-care issues                    | 8                  | 0.19%          |
| Conduct disorders                   | 4                  | 0.10%          |
| Post-traumatic stress disorder      | 4                  | 0.10%          |
| <b>Total</b>                        | <b>4,122</b>       | <b>100.00%</b> |

Top 5 Referral Sources by month

| Referral Source                   | May-24     | Jun-24     | Jul-24     | Aug-24     | Sep-24     | Oct-24     | Nov-24     | Dec-24     | Jan-25     | Feb-25     | Mar-25     | Apr-25     | Total       |
|-----------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Accident And Emergency Department | 288        | 262        | 308        | 296        | 278        | 305        | 272        | 248        | 279        | 248        | 263        | 247        | 3294        |
| Other                             | 27         | 37         | 36         | 44         | 51         | 34         | 46         | 40         | 36         | 30         | 33         | 35         | 449         |
| Other: Clinical specialty         | 15         | 18         | 35         | 24         | 34         | 48         | 47         | 25         | 33         | 28         | 28         | 23         | 358         |
| Ambulance Service                 | 2          |            |            | 1          | 1          | 2          |            |            |            | 1          | 2          | 1          | 10          |
| Internal referral                 | 1          |            | 1          | 1          |            | 1          |            |            | 1          |            |            |            | 5           |
| <b>Total</b>                      | <b>333</b> | <b>317</b> | <b>380</b> | <b>366</b> | <b>364</b> | <b>390</b> | <b>365</b> | <b>313</b> | <b>349</b> | <b>307</b> | <b>326</b> | <b>306</b> | <b>4116</b> |

## Referral Reason

First Episode of Psychosis – data input issue

# EDI

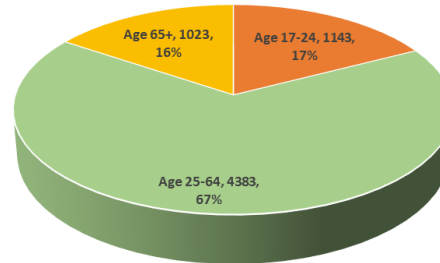
May 2024 to April 2025 inc

**Age** – comparison of those ages with  
90+ referrals and the & gender

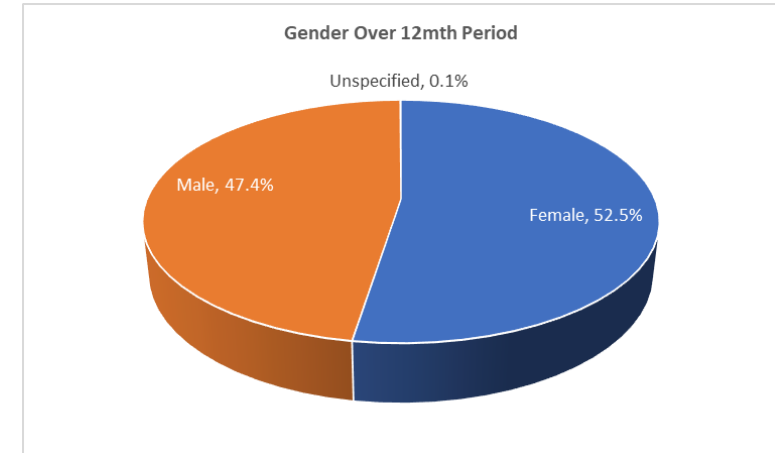
| Age & Gender | No of referrals | % Gender |
|--------------|-----------------|----------|
| <b>18</b>    | <b>123</b>      |          |
| F            | 91              | 74.0%    |
| M            | 32              | 26.0%    |
| <b>44</b>    | <b>121</b>      |          |
| F            | 53              | 43.8%    |
| M            | 68              | 56.2%    |
| <b>32</b>    | <b>116</b>      |          |
| F            | 67              | 57.8%    |
| M            | 48              | 41.4%    |
| X            | 1               | 0.9%     |
| <b>28</b>    | <b>112</b>      |          |
| F            | 43              | 38.4%    |
| M            | 69              | 61.6%    |
| <b>20</b>    | <b>109</b>      |          |
| F            | 80              | 73.4%    |
| M            | 29              | 26.6%    |
| <b>30</b>    | <b>101</b>      |          |
| F            | 65              | 64.4%    |
| M            | 36              | 35.6%    |
| <b>23</b>    | <b>98</b>       |          |
| F            | 61              | 62.2%    |
| M            | 37              | 37.8%    |
| <b>31</b>    | <b>98</b>       |          |
| F            | 58              | 59.2%    |
| M            | 40              | 40.8%    |
| <b>45</b>    | <b>96</b>       |          |
| F            | 45              | 46.9%    |
| M            | 51              | 53.1%    |
| <b>26</b>    | <b>96</b>       |          |
| F            | 44              | 45.8%    |
| M            | 52              | 54.2%    |
| <b>40</b>    | <b>92</b>       |          |
| F            | 56              | 60.9%    |
| M            | 36              | 39.1%    |

[Referral Measures - Power BI](#)

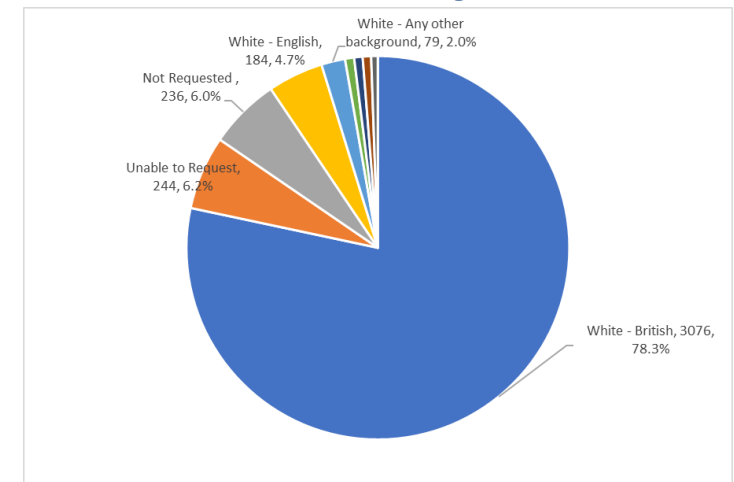
## Age



## Gender



## Ethnicity



**To Note:** EDI activity will be updated at end of each quarter