

Mapping and referral pathways for CMHT services in Chelmsford

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Background: the recent and ongoing changes in different services in community mental health team are causing some unclarity in the CMHT about their availability and their referral pathway.

The aim of the project: is to design and formulate clear referral pathways/ map for different clinical needs/concerns, clarifying the different services available responding to these clinical needs, with their inclusion criteria and their forms if available to help health care professionals to confidently refer patients to the correct service with no delay. It will also be accessible to all staff and continuously updated.

Method: By using survey with team members over 2 weeks in December 2024 to check their knowledge about current different services and satisfaction with referral process. We also checked old mapping projects. Started to create data base with updated information. Plan to design final map and review it with Mid Essex team managers. Then complete post project survey.

- **Discussion:-**

- The project helped team members to come together to share their knowledge about different/available services with better contribution and enthusiasm than expected.
- I was informed that the project was done before and arranged meeting with transformation team to clarify the information and it was a different project and also not updated.
- I gained more confidence and experience in dealing with different stalkholders and collecting data.

- **Conclusion :** Mapping of current services is not ground breaking and has been done several times before, but up till now none of the previous projects survived the highly dynamic and rapidly changing environment and turned obsolete and outdated quickly. We hope with the use of the internet and easier accessibility to update our database this could change this.