ESM1. Survey Questions

Grade:
- o Staff
- o Senior
- o Principal

No. of years working in service:
- o Less than 1 year
- o 1 – 5 years
- o 6 – 10 years
- o 11 – 20 years
- o 20 years+

1. How many referrals have you received in the past 24 months?

2. Do you have clear referral guidelines in place, including eligibility criteria? If so, please describe:

3. Which of the following do you use to manage your waiting list:

    - Electronic system
    - Paper based
    - Both
    - Neither

4. How many people are currently on your waiting list?

5. What is the longest waiting time for someone to be seen for assessment?

6. Which of the following is more applicable to your service:

    o A single service waiting list (i.e. all clients on one waiting list)
    o Multiple waiting lists (e.g. waiting list for personality assessment, waiting list for cognitive assessment, general waiting list etc.)

7. Do you use an 'opt-in' waitlist management system? (i.e. the client decides whether he or she wants to 'opt-in' to joining the waiting list in order to access further treatment).

    If no.
    Could you please outline your reasons for not using this system?

    If yes.
    Please tick all options that apply to the opt in process in your service:
    - o There is an allotted time given to 'opt in'
    - o Clients must return a letter to opt in

o Clients can send a letter or phone the service to opt in

How would you rate the usefulness of this 'opt in' approach in managing your waiting list:

Not useful 1 – 2 – 3 – 4 – 5 Very useful

Could you expand on your reasons for this choice:

_____

8. Do you offer clients an initial screening appointment when they are added to your waiting list?

> **If no**.
> Skip to question 9.
>
> **If yes**.
> Continue to questions below.

- How many screening appointments did you offer in the past 24 months?

- How many people attended these screening appointments?

- Do you use a formal screening tool?

> **If yes**.
> Please describe.
>
> **If no.**
> Could you describe your screening process in as much detail as possible.

- Did you prioritise any clients on your waiting list following a screening appointment in the past 24 months?

> **If no**.
> Skip to next section.
>
> **If yes.**
> How many?

Is this prioritisation process formalised?

> **If no.**
> Skip to next section.
>
> **If yes.**
> Please expand on this process:
> _____

- What are the most common reasons for prioritisation in your service? (Tick all that apply)

  o Severity of problem(s)
  o Inclient status in acute unit/long-stay unit/mental health hostel
  o Risk to self/others
  o Most likely to benefit
  o Consultant/team request
  o Age
  o Placement issues
  o Other; please describe _____

- Have you ever referred clients to another service/ group following screening appointments?

  If no.
  Skip to next section.

  If yes.
  Please tick all that apply:

  o Bibliotherapy (e.g. Your Good Self list, Mind over Mood)
  o Psycho-education materials given
  o Brief intervention from Psychologist while on waiting list for longer intervention
  o Stress Control
  o Psychology Service community group (e.g. OCD group)
  o Referral to another profession in AMHS (e.g. Family Therapist, Social Work, CMHN, Art Therapist)
  o Self-help groups (e.g. Aware, Grow)
  o Low-cost community counselling (e.g. MyMind, Coisceim, Pieta House)
  o Private psychotherapy
  o Referral to Tusla/Safeguarding Team
  o National Counselling Service (Harbour)
  o Addiction Services (Arbour House, Heron House)
  o Apps/Websites (e.g. Headspace, Breathing Zone)
  o Other (please specify)

  How would you rate the usefulness of screening appointments?

  Not useful 1 – 2 – 3 – 4 – 5 Very useful

Could you expand on your reasons for this choice:

_____

9. (Participants who answered question 8 will skip question 9)
Do you prioritise clients on your waiting list?

> ***If no.***
> Skip to next question.
>
> ***If yes.***
> Is this prioritisation process formalised?
>
> ***If no.***
> Skip to next section.
>
> ***If yes.***
> Please expand on this process:
> _____

Below are some possible reasons for prioritising a client. Please tick the most common reasons for prioritisation in your service:

- o Severity of problems
- o Inclient status in acute unit/long-stay unit/mental health hostel
- o Risk to self/others
- o Most likely to benefit
- o Consultant/team request
- o Age
- o Placement issues
- o Other reasons _____

10. On average, what is the current waiting time for an initial assessment?

11. Do you provide clients with evidence-based bibliotherapy material and temporary coping strategies while they are on a waiting list?

If no.
Skip to next question.

If yes.
Please select all that apply:
- o Your Good Self bibliotherapy programme
- o Specific bibliotherapy recommendations
- o Online resources
- o Mental health apps
- o Other (please describe) _____

How would you rate the usefulness of providing this information to clients?

Not useful 1 – 2 – 3 – 4 – 5 Very useful

Could you expand on your reasons for this choice:

_____

12. Do you inform clients of the waiting time when they join your waiting list?

   If no.
   Skip to next question.

   If yes.
   How would you rate the usefulness of providing this information to clients?

   Not useful 1 – 2 – 3 – 4 – 5 Very useful

   Could you expand on your reasons for this choice:

   _____

13. Do you maintain regular contact with the clients on the waiting list and keep them informed of likely waiting time for an appointment? Yes/No

14. This question relates to the non-attendance/ discharge policy in your service. Please tick the options that apply:

   o Clients who DNA without contacting the service after being offered an appointment are discharged
   o Client who DNA two appointments in a row are discharged
   o Clients who do not respond to an opt in letter are discharged
   o Other (please describe) _____

15. Have you ever heard of the Client Priority Rating Scale?

   If no.
   Skip to next question.

   If yes.
   Have you ever used this as a screening tool before?

   If no.
   Skip to next question.

   If yes.
   How would you rate the usefulness of the scale?

Not useful 1 – 2 – 3 – 4 – 5 Very useful
Could you expand on your reasons for this choice:

_____

16. How would you rate your current level of stress in relation to your waiting list?

    Low 1 – 2 – 3 – 4 – 5 High

    Could you expand on your reasons for this choice:

    _____

17. What changes do you feel are necessary in order to manage waiting lists in AMHS more efficiently?

18. Please provide any other information that you feel is important/relevant and may provide a better insight into your experience of waitlist management in AMHS.