

CQC RPIR

NHS & Combined Trusts

Information & Metric Additional Guidance for Providers

This document provides guidance to the 'Routine Provider Information Return (RPIR) Additional Questions' for Acute, Community Health and Mental Health providers, and the supporting rationale for each metric*

*metric in this instance may refer to a request for information or a free text question as well as traditional measures

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Routine Provider Information Return – Additional Questions

Introduction

This document provides a brief overview of the rationale for the information requested in your Routine Provider Information Request (RPIR), details which Key Line of Enquiry requests align to where relevant and provides detail on the type of information required for each individual requests. Further to this document detailed guidance is also included in the RPIR workbook itself.

The RPIR is sent to an organisation once annually and provides a providers view of their own quality, some quantitative and qualitative data and some contextual information around services provided or national data.

The RPIR It is formatted into four separate documents; firstly a universal PIR that all NHS trusts will receive and are required to complete and then three separate documents with additional requests relevant to either acute, community health or mental health trusts. As routine all trusts will receive the universal PIR and then additional components of the RPIR depending on which services which they provide (i.e. an organisation exclusively providing mental health services will receive the universal PIR and the PIR relevant to mental health only). Combined providers will receive a mix of these that matches their make-up.

The RPIR is formatted as Excel workbooks that contains a mixture of quantitative and qualitative questions that we would like you to answer, as well as a list of documents that we require you to submit. The workbooks allow CQC to gain a deeper understanding of the provider performance and the core services that it provides.

Please Note: We recognise not every organisation is structured the same way and so we have tried to adapt the PIR to be flexible enough to allow for this. However in instances where you are worried your structures make it difficult to complete the PIR please contact your named CQC contact as soon as possible to discuss. We have also included an appendix sheet which lists the mapping CQC methodology uses to determine which speciality sits under which core service. You may find it useful to use this to help you extract data.

Navigation

Guidance document – in the contents page the Press Ctrl on your keyboard and click on a heading to navigate to that section in this document.

RPIR workbooks - The workbook has a contents page which hyperlinks to all sheets. All sheets have a back button which hyperlink back to the contents page.

Key Points

When completing your RPIR:

- For the universal RPIR you must fill in the type of trust in the drop down on the front sheet of the workbook in order to display relevant core services. For example Mental Health only trust or Acute and Community Health Services Combined.
- Time periods are included for all requests however please note the following:
 - Where we refer to the last 12 months we mean from the time you are filling in the workbook.
 - Where we mean financial year or year to date (YTD) this is specified.
 - When we ask for data monthly we would like month one (M1) to be 12 months ago and month 12 (M12) to be the most recent data.
- Examples are identified in red text in the workbooks as guidance.
- Cells for provider completion are highlighted in yellow.
- If something is not relevant to you, or you do not provide the service, please do not leave blank but respond with N/A. If you do provide the service but the answer is none then please input a 0. There should be no blank spaces.
- Where giving numerical data please use no more than one decimal place
- Please try and limit narrative answers to 250 words, or the limit designated. We recognise the word limits is tight and welcome brief high level responses, or even bullet points. As these answers are a starting point for potential discussion or context around data we already hold so do not need to be exhaustive.
- Where we ask you to provide documents you do not always have to do this. We recognise you may not participate in all audits, collect the information we have asked for or in some instances a document may be impractical to send. In the box called 'Provided to CQC' please indicate whether you have provided documents or not and we will follow up as required.
- In sections where we ask for information by staff groups we use the standard ESR grouping specified by HSCIC and have included a lookup to occupation codes in the appendix so you can map to your own data.
- There is a hidden sheet called 'no edit' sheet which feeds data into other sheets (for example the drop down boxes). Please do not amend this unless advised to do so by your CQC liaison.

When submitting documents:

- For all documents submitted please ensure that the appropriate RPIR ID indicated for each return is included as part of the file name (eg, P1 etc.) and is the first word in the document title.
- When returning documents please do not embed documents. We often have issues downloading these from our document storage system.
- If documents are password protected or coded please remember to tell us.
- Documents may be submitted in any commonly recognised office format (e.g. Word, Excel, PDF) but we ask that quantitative data is not submitted as a PDF so that we are able to analyse it.
- Whilst you can work off multiple versions of the workbook so that individual tabs can be completed by the relevant staff member, please ensure the workbook is compiled back into its complete form before submitting.
- Please refer to the accompanying letter for instructions on how to submit your completed PIR workbook and any related documents via our online portal.

Acute Providers

Context

Context of all acute services

RPIR ID	AC1
KLOE Heading	N/A
Guidance	An opportunity for trusts to give their own description of how the core services are reflected in their organisation. You can draw our attention to any unusual commissioning arrangements or organisational structures here. There is also the chance to highlight any additional services you provide that we may wish to consider inspecting. Detailed guidance about what we might consider can be found on our website http://www.cqc.org.uk/guidance-providers/nhs-trusts/when-we-will-inspect-nhs-trusts
Time Period	Current

List of End of Life Care networks and partners

RPIR ID	AC2
KLOE Heading	N/A
Guidance	A list of any EOLC networks the trust is part of and any partners (for example local hospices or Macmillan Cancer Care). This provides context so we can make sure we only look at the services you provide, but also allows us to contact partners for feedback if we would like to do so.
Time Period	Current

Safe

Surgical Site Infections and WHO Checklist Audits – Children & Young People (CYP)

RPIR ID	AC3
KLOE Heading	Are there reliable systems, processes and practices to keep people safe, and safeguarded from abuse?
For KLOE Prompt(s)	S1.9
Guidance	A brief description of methods, outcomes and actions from audits into surgical site infections and the 5 safer steps to surgery (WHO Checklist). Specifically for surgery for CYP only.
Time Period	Current

Gynaecology and Termination of Pregnancy Services (ToPS)

RPIR ID	AC4
KLOE Heading	Are there reliable systems, processes and practices to keep people safe, and safeguarded from abuse?
For KLOE Prompt(s)	S1.9
Guidance	A brief description of methods, outcomes and actions from audits into surgical site infections and the 5 safer steps to surgery (WHO Checklist). Specifically for gynaecological surgery only. Numbers of ToPS/Colposcopies and hysteroscopys performed.
Time Period	Last 12 months

Surgical Site Infections and WHO Checklist Audits – surgery

RPIR ID	AC5
KLOE Heading	Are there reliable systems, processes and practices to keep people safe, and safeguarded from abuse?
For KLOE Prompt(s)	S1.9
Guidance	A brief description of methods, outcomes and actions from audits into surgical site infections and the 5 safer steps to surgery (WHO Checklist). Specifically for all surgery excluding CYP and Gynaecology.
Time Period	Current

Ionising Radiation (Medical Exposure) Regulations (IR(ME)R) report and Radiation Protection Advisor reports

Information Request ID	AC14 – Document(s) to provide
KLOE heading	Are there reliable systems, processes and practices to keep people safe, and safeguarded from abuse?
For KLOE Prompt(s)	S2.6
Guidance	Copy of the latest IR(M)ER report and Radiation Protection Advisor (RPA) reports
Time Period	Last 12 months

Minutes Psychiatric Liaison Service

Information Request ID	AC15 – Document(s) to provide
KLOE heading	Are there reliable systems, processes and practices to keep people safe, and safeguarded from abuse?
For KLOE Prompt(s)	S1.6
Guidance	Provide the minutes of meetings with psychiatric liaison teams
Time Period	Last 3 meetings

Time to initial assessment

RPIR ID	AC6
KLOE Heading	How are risks to people assessed, and their safety monitored and managed so they are supported to stay safe
For KLOE Prompt(s)	S2.4
Guidance	The median time to initial assessment for all patients (including those arriving via ambulance and walk-ins) attending the service over the past 12 months. This is for all urgent and emergency care acute services and should be reported with a separate tab for a separate site or location.
Time Period	Last 12 months

Effective

Maternity Overview

RPIR ID	AC7
KLOE Heading	How are people's care and treatment outcomes monitored and how do they compare with other similar services?
For KLOE Prompt(s)	E2.3
Guidance	An overview of maternity services provided including numbers of births by location type, still births and neonatal deaths, transfers, consultant cover and planned delivery location.
Time Period	12- 24 months – as specified on tab

ICNARC case mix programme report - recent data

RPIR ID	AC16 – Document(s) to provide
KLOE heading	How are people's care and treatment outcomes monitored and how do they compare with other similar services?
For KLOE Prompt(s)	E2.4
Guidance	The Intensive Care National Audit & Research Centre case mix programme report (CMP). We can access the recent, validated data via the national website but there is a time lag with this data. We would like the most recent performance figures (even if they are not validated).
Time Period	Within last 12 months – most recent collection

Critical Care staffing

RPIR ID	AC8
KLOE Heading	How does the service make sure that staff have the skills, knowledge and experience to deliver effective care, support and treatment?
For KLOE Prompt(s)	E3.2
Guidance	The total number of nursing staff in critical care who have a post-registration awarded in critical care nursing. Also the number of all staff who received training in the use of specialised equipment. These should be a headcount of all relevant staff and all who have the relevant qualification/training. If you have more than one critical care unit please copy and paste additional boxes into the sheet and report per unit.
Time Period	Current – a snapshot on a specific date

Clinical supervision

RPIR ID	AC9
KLOE heading	How does the service make sure that staff have the skills, knowledge and experience to deliver effective care, support and treatment?
For KLOE Prompt(s)	E3.4
Guidance	A description of what clinical supervision arrangements are in place for your staff.
Time Period	Current

Other staffing

RPIR ID	AC10
KLOE Heading	How well do staff, teams and services within and across organisations work together to deliver effective care and treatment?
For KLOE Prompt(s)	E4.1
Guidance	The total number of specialist learning disability nurses and registered mental health nurses. This information should include both the establishment and the current snapshot and be a headcount rather than WTE if possible.
Time Period	Current – a snapshot on a specific date

Responsive

Education

RPIR ID	AC11
KLOE Heading	Do services take account of the particular needs and choices of different people?
For KLOE Prompt(s)	R2.7
Guidance	Only relevant if you have children and young people as inpatients. An overview of how their educational needs are met and links to any external reviews of education provided (e.g. OFSTED reports).
Time Period	Within the last 12 months

Child and Adolescent Mental Health Services (CAMHS) and Transition Services

RPIR ID	AC12
KLOE Heading	Can people access care and treatment in a timely way?
For KLOE Prompt(s)	R3.4
Guidance	An overview of CAMHS services. Who provides them and how they are accessed during times of crisis or out of hours. The number of CAMHS patients who were admitted as inpatients to an inappropriate area for their safety (e.g. adult unit/wards). An overview of the transition from children to adult services – not CAMHS specific but any service provided.
Time Period	Current

Black Breaches

RPIR ID	AC13
KLOE Heading	Can people access care and treatment in a timely way?
KLOE Prompt(s)	R3.3
Guidance	Only relevant if you have an Emergency Department. CQC defines a black breach as handover from ambulance to the ED taking longer than 60 minutes. The number of patients affected by this per week for the last year.
Time Period	Last 12 months

Quality Indicators for District Nurse response times

Information Request ID	AC17 - Document(s) to provide
KLOE heading	How do people receive personalised care that is responsive to their needs?
KLOE Prompt(s)	R1.2
Guidance	Only relevant if you provide district nursing staff. Please provide the local quality indicators, agreed with commissioners, for district nurse response times and the current performance against these.
Time Period	Last 12 months

Reporting times for radiology

Information Request ID	AC18 - Document(s) to provide
KLOE heading	Can people access care and treatment in a timely way?
KLOE Prompt(s)	R3.1
Guidance	Provide the Radiology reporting times for the last year.
Time Period	Last 12 months

Community Health Service (CHS) Providers

Context

Description of all CHS services

RPIR ID	CHS1
KLOE Heading	N/A
Guidance	An opportunity for trusts to give their own description of how the core services are reflected in their organisation. You can draw our attention to any unusual commissioning arrangements or organisational structures here. There is also the chance to highlight any additional services you provide that we may wish to consider inspecting. Detailed guidance about what we might consider can be found on our website http://www.cqc.org.uk/guidance-providers/nhs-trusts/when-we-will-inspect-nhs-trusts
Time Period	Current

List of End of Life Care networks and partners

RPIR ID	CHS2
KLOE Heading	N/A
Guidance	A list of any EOLC networks the trust is part of and any partners (for example local hospices or Macmillan Cancer Care). This provides context so we can make sure we only look at the services you provide, but also allows us to contact partners for feedback if we would like to do so.
Time Period	Current

Safe

Ionising Radiation (Medical Exposure) Regulations (IR(ME)R) report and Radiation Protection Advisor reports

Information Request ID	CHS11 – Document(s) to provide
KLOE heading	Risks to patients assessed
KLOE Prompt(s)	S2.6
Guidance	Copy of the latest IR(M)ER report and Radiation Protection Advisor reports
Time Period	Last 12 months

Minutes Psychiatric Liaison Service

Information Request ID	CHS12 – Document(s) to provide
KLOE heading	How are people's care and treatment outcomes monitored and how do they compare with other similar services?
KLOE Prompt(s)	S2.5
Guidance	Provide the minutes of meetings with psychiatric liaison teams
Time Period	Last 3 meetings

Effective

Maternity Overview

RPIR ID	CHS3
KLOE Heading	How well do staff, teams and services within and across organisations work together to deliver effective care and treatment?
KLOE Prompt(s)	E4.1
Guidance	An overview of maternity services provided including numbers of births by location type, still births and neonatal deaths, transfers, consultant cover and planned delivery location.
Time Period	Current

Clinical supervision

RPIR ID	CHS4
KLOE heading	How does the service make sure that staff have the skills, knowledge and experience to deliver effective care, support and treatment?
For KLOE Prompt(s)	E3.4
Guidance	A description of what clinical supervision arrangements are in place for your staff.
Time Period	Current

Multi-Disciplinary working in Intermediate Care teams

RPIR ID	CHS5
KLOE Heading	How well do staff, teams and services within and across organisations work together to deliver effective care and treatment?
KLOE Prompt(s)	E4.1
Guidance	Provide a brief overview on what MDT provision is available to the intermediate care teams, how this is accessed and any other comments you wish to make.
Time Period	Current

Responsive

Quality Indicators for District Nurse response times

Information Request ID	CHS13 - Document(s) to provide
KLOE heading	How do people receive personalised care that is responsive to their needs?
KLOE Prompt(s)	R1.2
Guidance	Only relevant if you provide district nursing staff. Please provide the local quality indicators, agreed with commissioners, for district nurse response times and the current performance against these.
Time Period	Last 12 months

Education

RPIR ID	CHS6
KLOE Heading	Do services take account of the particular needs and choices of different people?
KLOE Prompt(s)	R2.7
Guidance	Only relevant if you have children and young people as inpatients. An overview of how their educational needs are met and links to any external reviews of education provided (e.g. OFSTED reports).
Time Period	Within the last 12 months

Bed Occupancy and Length of Stay

RPIR ID	CHS7
KLOE Heading	Can people access care and treatment in a timely way?
KLOE Prompt(s)	R3.3
Guidance	Please provide bed occupancy figures by ward by month for a year. Also length of stay in the same format.
Time Period	Last 12 months

Caseloads

RPIR ID	CHS8
KLOE Heading	How well do staff, teams and services within and across organisations work together to deliver effective care and treatment?
KLOE Prompt(s)	R3.3
Guidance	For all community staff teams we would like to know the caseloads they have had by month for a year. We would also like to know the ideal number or target

	number and the maximum number. Please add up your patient caseloads and divide it by the number of staff within each team (i.e. do not double count cases which may be shared between staff members). This information is required on a team by team basis.
Time Period	Last 12 months

Child and Adolescent Mental Health Services (CAMHS) and Transition Services

RPIR ID	CHS9
KLOE Prompt(s)	Can people access care and treatment in a timely way?
KLOE Heading	R3.4
Guidance	An overview of CAMHS services. Who provides them and how they are accessed during times of crisis or out of hours. The number of CAMHS patients who were admitted as inpatients to an inappropriate area for their safety (e.g. adult unit/wards). An overview of the transition from children to adult services – not CAMHS specific but any service provided.
Time Period	Current

Referrals

Information Request ID	CHS10
KLOE heading	Can people access care and treatment in a timely way?
For KLOE Prompt(s)	R3.1
Guidance	Provide the referral pathways data for each team. Days from referral to initial assessment and then the days from initial assessment to onset of treatment. Tell us what the target is, how this target was agreed and what the actual performance is. For the 'service type' column the definitions used correspond to the ones in the Data Dictionary; see links below: http://www.datadictionary.nhs.uk/data_dictionary/attributes/s/ser/service_type_de.asp http://www.datadictionary.nhs.uk/data_dictionary/attributes/s/ser/service_or_team_type_for_mental_health_de.asp
Time Period	Last 12 months

Waiting times for diagnostics

Information Request ID	CHS14 -Document(s) to provide
KLOE heading	Can people access care and treatment in a timely way?
For KLOE Prompt(s)	R3.1
Guidance	The waiting times, by team/core service for

	diagnostics presented by month
Time Period	Last 12 months

Reporting times for radiology

Information Request ID	CHS15 -Document(s) to provide
KLOE heading	Can people access care and treatment in a timely way?
For KLOE Prompt(s)	R3.1
Guidance	Provide the Radiology reporting times for the last year.
Time Period	Last 12 months

Mental Health (MH) Provider Information Requests

Context

Description of all MH services

RPIR ID	MH1
KLOE Heading	N/A
Guidance	An opportunity for trusts to give their own description of how the core services are reflected in their organisation. You can draw our attention to any unusual commissioning arrangements or organisational structures here. There is also the chance to highlight any additional services you provide that we may wish to consider inspecting. Detailed guidance about what we might consider can be found on our website http://www.cqc.org.uk/guidance-providers/nhs-trusts/when-we-will-inspect-nhs-trusts
Time Period	Current

Safety

Annual quality account

Information Request ID	MH15
KLOE Heading	Are there reliable systems, processes and practices to keep people safe and safeguarded from abuse?
For KLOE Prompt(s)	S1.1
Guidance	Please provide a copy of your most recent annual quality account (or equivalent publication) which details the trust's increased behaviour support planning and restrictive intervention reduction.
Time Period	Last 12 months

Restrictive interventions

RPIR ID	MH2
KLOE Heading	Are there reliable systems, processes and practices to keep people safe and safeguarded from abuse?
For KLOE Prompt(s)	S1.1
Guidance	<p>In this section you are asked to report on number of incidences of the following, split by month for the last 12 months (Year 1) and then an additional figure for the previous 12 months (Year 2):</p> <ul style="list-style-type: none">• Restraint - Number of incidents, number of services users restraint used on, number of incidences or prone and mechanical restraint

	<p>and number of incidences of rapid tranquilisation</p> <ul style="list-style-type: none"> • Number of incidences of use of seclusion • Number of incidences of long-term segregation • Number of incidences of blanket restrictions <p>You are also asked to comment on how you are reducing these.</p>
Time Period	Last 12 months

Ligatures

RPIR ID	MH3
KLOE Heading	Are there reliable systems, processes and practices to keep people safe and safeguarded from abuse?
For KLOE Prompt(s)	S1.1
Guidance	A list of ligature assessments, by ward/unit, for the last 12 months and a brief summary or risks and action taken.
Time Period	Last 12 months

Effective

Mental Health Act (MHA) committee meeting minutes

Information Request ID	MH16
KLOE Heading	Are people's needs assessed and care and treatment delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
For KLOE Prompt(s)	E1.4
Guidance	Meeting minutes for the last three MHA committee meetings.
Time Period	Last 12 months

MHA report

Information Request ID	MH17
KLOE Heading	Are people's needs assessed and care and treatment delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?
For KLOE Prompt(s)	E1.4
Guidance	Any MHA reports that have been published (or undertaken and are yet to be published) within the last year.
Time Period	Last 12 months

Readmissions within 28 days

RPIR ID	MH4
KLOE Heading	How are people's care and treatment outcomes monitored and how do they compare with other similar services?
For KLOE Prompt(s)	E2.2
Guidance	For all ward/unit please list the number of readmissions within 28 days of discharge. Each patient should be on a separate line.
Time Period	Last 12 months

Physical Healthcare Strategy

Information Request ID	MH18
KLOE Heading	How are people's care and treatment outcomes monitored and how do they compare with other similar services?
For KLOE Prompt(s)	E4.2
Guidance	Strategy outlining access to Physical Healthcare for Patients/Service Users that demonstrates how people's physical healthcare needs are addressed and considered whilst receiving other types of treatment.
Time Period	Last 12 months

Responsive

Education

RPIR ID	MH7
KLOE Heading	Do services take account of the particular needs and choices of different people?
KLOE Prompt(s)	R2.7
Guidance	Only relevant if you have children and young people as inpatients. An overview of how their educational needs are met and links to any external reviews of education provided (e.g. OFSTED reports).
Time Period	Within the last 12 months

Bed Occupancy and Length of Stay

RPIR ID	MH8
KLOE Heading	Can people access care and treatment in a timely way?
KLOE Prompt(s)	R3.3
Guidance	Please provide bed occupancy figures by ward by month for a year. Also length of stay in the same format.
Time Period	Last 12 months

Caseloads

RPIR ID	MH9
KLOE Heading	How well do staff, teams and services within and across organisations work together to deliver effective care and treatment?
KLOE Prompt(s)	R3.3
Guidance	For all community staff teams we would like to know the caseloads they have had by month for a year. We would also like to know the ideal number or target number and the maximum number. Please add up your patient caseloads and divide it by the number of staff within each team (i.e. do not double count cases which may be shared between staff members). This information is required on a team by team basis.

Out of area placements

RPIR ID	MH10
KLOE Heading	Do services take account of the particular needs and choices of different people?
For KLOE Prompt(s)	R2.1
Guidance	Out of area placements by patient for the last 12 months. Please remember not to include any confidential personal information about patients. Please include all patients who were / are out of area during the 12 month period (including if they were placed out of area prior or during the 12 months).
Time Period	Last 12 months

MH patients in A&E's - MH

RPIR ID	MH11
KLOE Heading	Can people access care and treatment in a timely way?
For KLOE Prompt(s)	R3.4
Guidance	This tab only needs to be filled in if you provide mental health services to Emergency Departments (ED) or if you receive patients via an ED. Some overview questions about numbers of patients, delays and the types of services you provide.
Time Period	Last 12 months

MH patient bed management

RPIR ID	MH12
KLOE Heading	Can people access care and treatment in a timely way?
For KLOE Prompt(s)	R3.4
Guidance	Please provide detail around bed management for inpatients
Time Period	Current

Child and Adolescent Mental Health Services (CAMHS) and Transition Services

RPIR ID	MH13
KLOE Prompt(s)	Can people access care and treatment in a timely way?
KLOE Heading	R3.4
Guidance	An overview of CAMHS services (only relevant if provided or accessed). Who provides them and how they are accessed during times of crisis out of hours. The number of CAMHS patients who were admitted as inpatients to an inappropriate area for their safety (e.g. adult unit/wards). An overview of the transition from children to adult services – not CAMHS specific but any service provided.
Time Period	Within the last 12 months

Referrals

RPIR ID	MH14
KLOE heading	Can people access care and treatment in a timely way?
For KLOE Prompt(s)	R3.1
Guidance	Provide the referral pathways data for each team. Days from referral to initial assessment and then the days from initial assessment to onset of treatment. Tell us what the target is, how this target was agreed and what the actual performance is. For the 'service type' column the definitions used correspond to the ones in the Data Dictionary; see links below:
http://www.datadictionary.nhs.uk/data_dictionary/attributes/s/ser/service_type_de.asp http://www.datadictionary.nhs.uk/data_dictionary/attributes/s/ser/service_or_team_type_for_mental_health_de.asp	
Time Period	Last 12 months

Section 75 agreement

Information Request ID	MH19
KLOE Heading	Is there a clear vision and credible strategy to deliver high-quality sustainable care to people who use services, and robust plans to deliver?
For KLOE Prompt(s)	W2.5
Guidance	An agreement made under section 75 of National Health Services Act 2006 between a local authority and an NHS body in England.
Time Period	Current

Multi-agency policies

Information Request ID	MH20
KLOE Heading	Is there a clear vision and credible strategy to deliver high-quality sustainable care to people who use services, and robust plans to deliver?
For KLOE Prompt(s)	W2.5
Guidance	Narrative on if there are multi-agency policies and protocols in place, i.e. s.117, s.135 and s.136, Also tell us whether there is a s.117 register in place and who holds it.
Time Period	Current