

# Quay Healthcare Adult ADHD Services Case Study<sup>1</sup>

*Disclaimer: Please note that Takeda has provided support to the organisation represented within this write up.*

## Project Overview

Quay Healthcare's remote adult ADHD service model highlights notable advancements in diagnosis and treatment within primary care. It effectively addresses the capacity issues faced by specialist services and exemplifies a high-quality remote secondary/tertiary care service within a community setting. This model has been successfully implemented and based on current evidence, could serve as a best practice for managing adult ADHD.

## Quantitative Outcomes:

- **Warrington Service:**
  - Assesses 40–50 patients per month.
  - Current wait time: 14 months due to increased referrals (from 40 to 160 monthly).
  - Established shared care agreements with GP all practices in Warrington.
  - Operates 95% remotely.
- **RTC Service:**
  - Assesses from 33 to 150–200 patients per month.
  - Wait time: 2 months.
  - Established shared care agreements with GP practices in Cheshire, Merseyside, Hereford, and Worcester.
  - Operates 100% remotely.

## Qualitative Outcomes:

- **Patients:**
  - Praise for reduced waiting times and improved care coordination.
  - Benefits from swift re-referrals, smooth transitions from Child and Adolescent Mental Health Service to adult services, and effective signposting to additional support.
- **Healthcare Professionals:**
  - Report increased efficiency and job satisfaction.
  - Value the integrated approach, strong relationships with GPs and specialists, effective clinical governance, and enhanced service efficiency through digital tools.

## Before vs. After Comparison

**Before:** Adult ADHD care was managed by Northwest Boroughs Partnership NHS Trust, with over 500 patients on waiting lists and significant regional disparities in service availability.

**After:** Quay Healthcare introduced a remote-based care model within primary care, reducing wait times and improving patient satisfaction through digital tools and close collaboration with GPs. Despite challenges like medication shortages, the service has enhanced overall ADHD management and integration with primary care.

## Key contacts

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<sup>1</sup>Quay Healthcare Adult ADHD Services full report. Available at [www.pathway-optimisation.co.uk](http://www.pathway-optimisation.co.uk)

## QUAY ADHD ADULT SERVICES - PATHWAY

