

Case study: London Terrorist Incident response – Fishmonger Hall: Evaluation of Outreach, Screen and Psychological Support service for London terror incidents (SLAM)

Reported data includes:

- Number of people who engaged with the service and number of people that declined contact with the service at the different stages of the care pathway.
- Clinical diagnosis and outcomes on standardised measures.
- Number of referrals to treatment and number of follow up appointments.
- Service users are asked to report whether their treatment met their needs and whether they had additional unmet needs.

Evaluation of the service

The service evaluation included questions about the satisfaction with the different stages of contact with the service (initial contact, assessment, treatment follow up and service coordination). A thematic analysis identified that service users particularly appreciated the service ability to be flexible, offer proactive outreach and provide continued care in the form of follow-ups.

The service reported rates of significant recovery and improvement.

7% of the assessed service users were diagnosed with subclinical PTSD, of which 40% were referred and accepted to treatment with their local IAPT services.

10% of those referred to treatment were referred to secondary care services for PTSD and complex needs.