

Table 1. Commonalities in gaps in care identified across sources

Gap in Care	Source of Information		
	Process Map	Focus Groups	Quantitative Data
Support for patients while on waiting lists	Lack of support for patients on waiting lists for evidence-based therapies	<ul style="list-style-type: none"> - Lack of support for patients on waiting lists for evidence-based therapies - Patients value sources of support such as Safe Haven, Peer Support Workers and Samaritans 	Most people who access Safe Haven, are on the waiting list for the Complex Needs Service (CNS; specialist PD service offering a range of evidence-based therapies)
Support for CMHT staff		Long waiting lists for therapy mean CMHTs are holding risk and feeling unsupported	Patients are under the care of CMHTs for a significant amount of time
Access to evidence-based treatments	<ul style="list-style-type: none"> -SCM is delivered to a small number of patients due to staffing and COVID constraints -Access to evidence-based treatments during inpatient admission is lacking 	<ul style="list-style-type: none"> -Access to appropriate treatment needs improvement -Resource for SCM in CMHTs is lacking 	<ul style="list-style-type: none"> -High discrepancy between the number of patients under the care of secondary services and the number receiving an evidence-based therapy -Limited numbers of patients receiving DBT and SCM annually
Standardised approach to assessment and triage	<ul style="list-style-type: none"> -Multiple entry points into the system, without a consistent approach to assessment - Staff do not describe treatment options to patients, other than those offered in the CNS 	<ul style="list-style-type: none"> -A formal diagnosis is rarely given early in the care pathway and patients are often misdiagnosed -Lack of a specialised PD assessment at the start of the patient's journey 	
Utilisation of sources of expertise		CMHT staff are too stretched to prioritise aspects of PD care, such as complex case panels	Less than 1% of patients under the care of secondary services are being reviewed by the complex case panel