

Waiting lists: resources

Much of the following is focused on psychological services/mental health issues and many ideas here are adaptable for other community services.

- Bor R & McCann D (1999) *The Practice of Counselling in Primary Care*, Sage; chapter by Waskett, C. on 'Managing patient flow; waiting and absences'. An early look at waiting list management in general practice.
- Kingsbury K. & York A (2006) *The 7 Helpful Habits of Effective CAMHS and The Choice and Partnership Approach*. CAMHS Network www.camhsnetwork.co.uk
A must-read and a masterly yet simple analysis for everyone concerned about waiting list management.
- Macdonald, A (2007) *Solution-focused therapy: theory, research and practice*. Sage.
A detailed look at how to use a solution focused approach, including evidence from research. SF approaches are brief and respectful and can be adapted for any kind of helping conversations.
- Sharry J. (2007) *Solution Focused Groupwork*. Sage
Offering groups saves professional time and helps people to help each other. This excellent little book shows how, covering all the angles.
- Talmon M. (1990) *Single Session Therapy: maximising the effect of the first (and often only) therapeutic encounter*. Jossey-Bass, San Francisco
Dated but unique and still highly relevant book doing exactly what it says. Hundreds of good ideas.
- <http://www.scotland.gov.uk/Publications/2003/09/18035/25475>
- <http://www.google.co.uk/#hl=en&xhr=t&q=managing+waiting+lists&cp=12&pf=p&scient=psy&aq=0&aqi=&aql=&oq=managing+wai&pbx=1&fp=ebd605fcb5a6383a>