

**Intensive Support Team
and
Yorkshire and the Humber Clinical Networks**

**IAPT Demand and Capacity Workshop
12 May 2016**

Evaluation Report



1 Purpose

The purpose of this paper is to present the outcomes of the evaluation of the Demand and Capacity Workshop held on 12 May 2016.

2 Introduction

Yorkshire and the Humber Clinical Network (YHCN) and the Intensive Support Team (IST) are committed to supporting Providers and Commissioners in the development of their Improving Access to Psychological Therapies (IAPT) services and are committed to supporting services to achieve the Access and Waiting Time Standards for IAPT.

To facilitate developments and improvements in IAPT services' demand and capacity management the YHCN hosted a half day IAPT Demand and Capacity Workshop, aimed primarily at Providers. This workshop brought together experts from the IST with a range of attendees from across Yorkshire and the Humber and Northern England.

The workshop was chaired by Andy Wright, IAPT Clinical Advisor to the Yorkshire and the Humber Clinical Network.

3 Aims

The overall aims of the Demand and Capacity Workshop were to enable participants to develop a clear understanding of demand and capacity theory; demand and capacity terminology and introduce a tool to assist with demand and capacity modelling.

4 What we did

63 people registered to attend the workshop and 58 attended on the day. Of those that attended 52 were from Provider Organisations and 6 were from NHS England.

The attendees heard from the IST on the following topics:

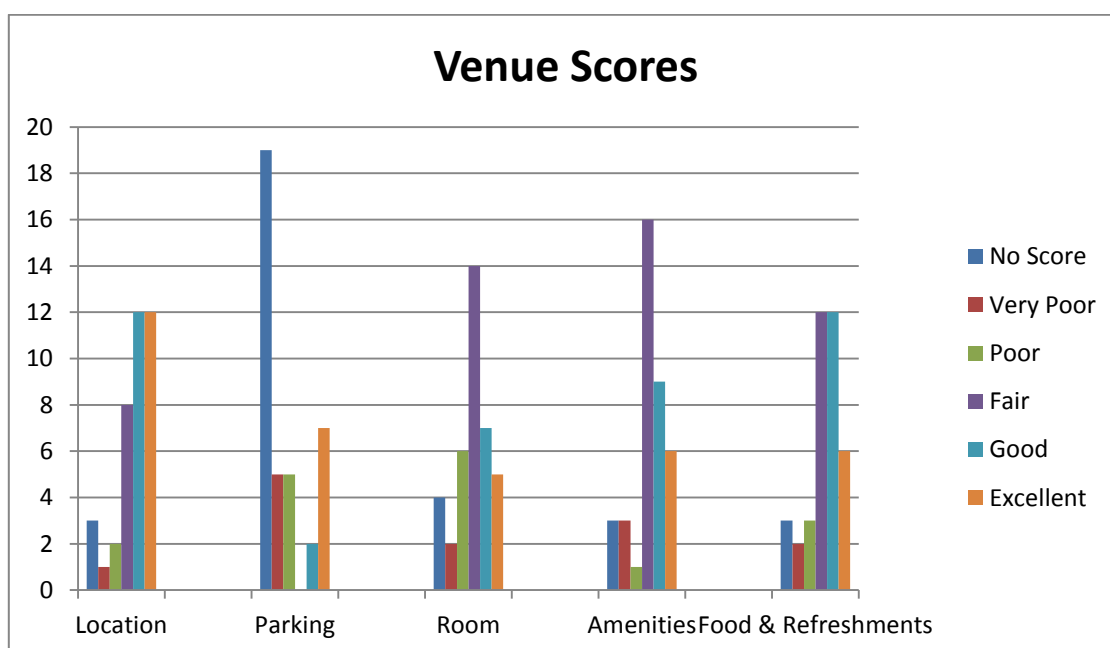
AGENDA ITEM	SPEAKER
Demand and Capacity – What is it? And why do I need to know about it?	Caroline Coxon
The Impact on variation in a pathway – a practical demonstration	Michael Watson / Caroline Coxon
Modelling Demand, Capacity and Backlog - Introduction to the Model	Michael Watson

Other Information:

Total Number of Evaluation Forms Received	38
Total Number Received from Yorkshire and the Humber	11
Total Number Received from Other Areas	14
Total Number Received with No Identified Area	13

How did you find out about the Data Analyst Education Programme					
E-mail	Word of Mouth	Website	Twitter	Linked In	Other
19	12	0	0	1	4

The Venue						
Location	No Score	Very Poor	Poor	Fair	Good	Excellent
	3	1	2	8	12	12
Parking	No Score	Very Poor	Poor	Fair	Good	Excellent
	19	5	5		2	7
Room	No Score	Very Poor	Poor	Fair	Good	Excellent
	4	2	6	14	7	5
Amenities	No Score	Very Poor	Poor	Fair	Good	Excellent
	3	3	1	16	9	6
Food & Refreshments	No Score	Very Poor	Poor	Fair	Good	Excellent
	3	2	3	12	12	6



A number of comments were received from attendees on the suitability of the venue. These have been discussed internally and fed back to the venue. NHS England has been able to secure a 10% discount on the cost of the day due to the issues reported.

6 Conclusion

The number of delegates attending the half day workshop was impressive and showed keenness from Providers across the North Region to improve their understanding of demand and capacity in IAPT services and improve the management of this across services.

The workshop provided opportunities for discussion and networking for IAPT stakeholders across the North Region, as well as opportunities to spend time with the IST to gain information and share best practice. There was enthusiasm expressed for more information on the Demand and Capacity model, which was demonstrated and the Clinical Network will explore ways in which continued learning can be facilitated.