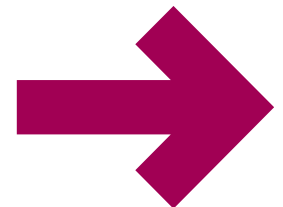


## Yorkshire and the Humber Mental Health Network

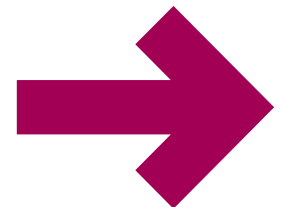
# IAPT Providers Network 27<sup>th</sup> January 2016

- **Andy Wright, IAPT Clinical Advisor and Sarah Boul, Quality Improvement Lead**
- **[andywright1@nhs.net](mailto:andywright1@nhs.net) and [sarah.boul@nhs.net](mailto:sarah.boul@nhs.net)**
- **Twitter: @YHSCN\_MHDN**
- **January 2016**



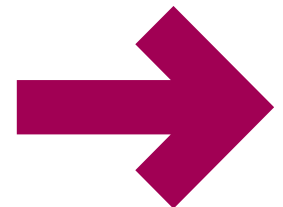
## Yorkshire and the Humber Mental Health Network

**Good news for Charlotte and family!  
Baby Edward (Teddy) Charley Whale was  
born 24<sup>th</sup> January, weighing 9lb 10oz**



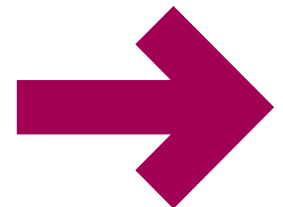
## **Yorkshire and the Humber IAPT Providers Network**

# **Minutes from last meeting (28.10.15) and matters arising IAPT Online Forum Senior PWP Network CEG and GP Network launch – Update**

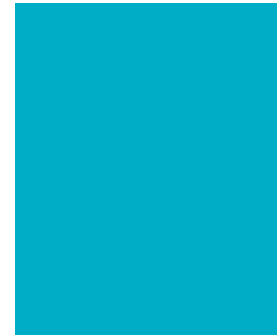


# Yorkshire and the Humber IAPT Providers Network

## Strategic Clinical Network Update & Overview Andy Wright



# Yorkshire and the Humber Strategic Clinical Networks



Andy Wright  
IAPT Clinical Advisor (Y&H)



**THE NHS**  
CONSTITUTION  
the NHS belongs to us all

## What are Strategic Clinical Networks?

SCNs operate as engines for change across complex systems of care, maintaining and or improving quality and outcomes. They bring primary, secondary and tertiary care clinicians together with partners from social care, the third sector and patients

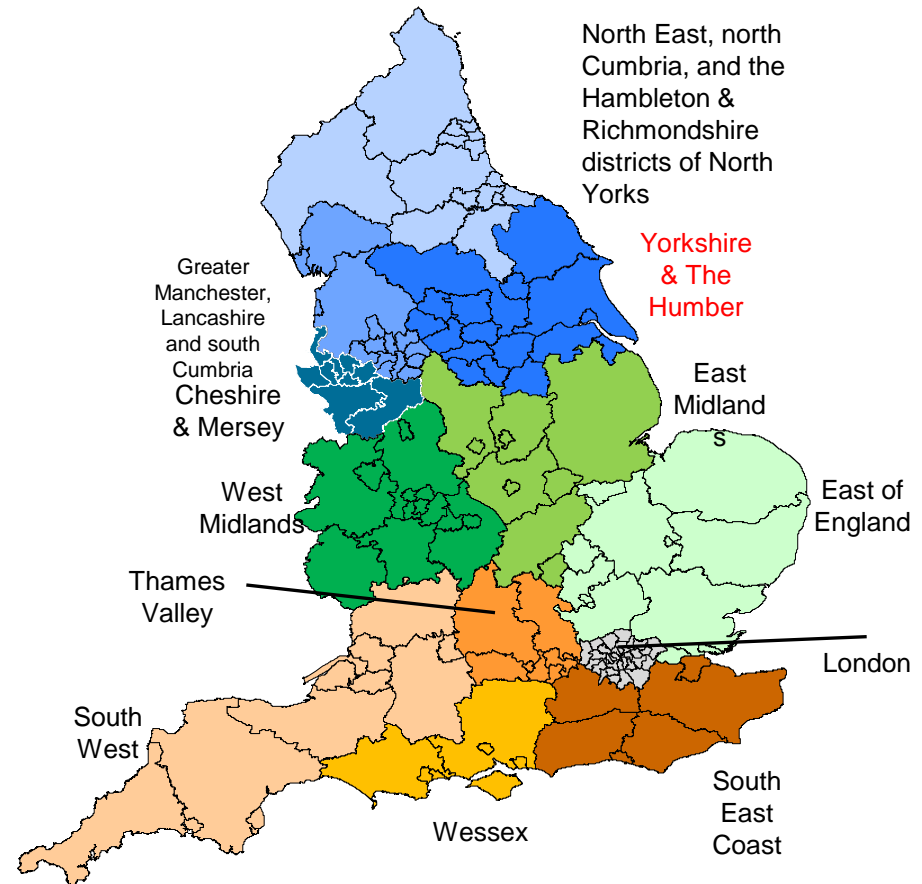
In future SCNs will be nationally mandated, hosted by NHS England and will receive national commissioning funding for their core functions

Within Y&H, SCNs are hosted by NHS England (Y&H)



# SCN and Senate Geography

- 12 senate geographical areas
- One core support team per senate
- Number and size of each network is locally determined, to take account of patient flows and clinical relationships



## What can the SCNs do for you?

SCNs are established to:

- Work across the boundaries of commissioning and provision, as engines for change in the modernised NHS
- Support commissioners with their core purpose of quality improvement and ultimately the achievement of outcome ambitions for patients
- Work within a single framework which promotes consistency of approach but also allows flexibility for health communities to develop their SCN structures in line with local need and circumstances

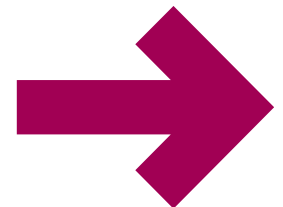


## How SCNs can be effective

- Added value for patients, professionals and constituent organisations
- Support teams will have a significant role in supporting the development of coherent and effective network arrangements – fostering a culture of collaboration and engagement for quality improvement
- Clear Terms of reference for groups relating to outcome ambitions and quality improvement
- Support CCGs in their annual assessment (authorisation process) – demonstrating excellence

**Yorkshire and the Humber  
IAPT Providers Network**

**Provider Presentation  
Bradford District Care Foundation Trust**



# BDCFT IAPT SERVICES 2016

# What's different from last year?

- Increased funding from CCG's
- Craven IAPT Service Tupe'd into BDCT IAPT
- Increase in staffing levels to 82.85 WTE - (60/40 split HI to PWP)
- Increased support from Performance Management

## Introduce more robust Performance Monitoring

- Management Meeting every two weeks, includes all team leaders and PWP leads
- Performance and data support attend monthly more frequently if required
- Main KPI's discussed and monitored at each meeting, Recovery, Reliable improvement, 15 % Entering therapy, Numbers Entering therapy within 6 and 18 weeks
- Each Team discussed as above at their individual monthly team meetings monthly
- Every Clinician has case load management all KPI' s discussed, including issues with reaching capacity
- Weekly appointment checked every Monday to ascertain any staff who have not reached 20/30 appointments

## Introduced more diligent Performance Monitoring Cont'd...

- Daily discharge checker (since August, checks accuracy and recovery, staff fed back recovery figures on a monthly basis)
- Weekly Patient List Tracker (hidden waits) produced and circulated by Data support (as recommended by IAPT IST)
- Weekly running report number entering therapy from Data and performance support after every HSCIC upload
- Weekly checker on number entering within 6 weeks and 18 weeks
- Weekly checker on numbers waiting without an appointment within a 2 week period
- Monthly HSCIC figures circulated (differ from national)

# Clinician Performance

- Each clinician receives individual recovery rates weekly
- Clinician knows exactly how many clients to be seen (only small number of clinicians per team not reaching targets) those not reaching are seen in caseload management
- Caseload management weekly for trainee, 2 weekly for PWPs, monthly for HI
- Monitoring of caseload management at senior management level – check that all staff already receiving
- Caseload management focuses on recovery, number of assessments, numbers of new first therapies, numbers on caseload, complexity, step ups/step downs
- Rag rated dashboard re introduced

# Numbers Waiting

- Primarily in one service (Districts)
- Successful bid for 47k waiting list initiative
- 4 Orientation dates taken place – 350 attended - 50% entering groups.
- Additional groups offered and put in place (primarily psych education, mood matters)
- Over 200 discharges, however discharges will affect recovery rates
- Numbers of waits not reflected at national level



# Entering Therapy

- District wide Single Point of access
- Self-referral process instigated
- Self-referral information and leaflets distributed across the district e.g. in local hospitals, library's, children's centres, community centres, health visitors, shops, etc.
- Advertising on Facebook and on twitter
- Some GP surgeries advertising local Stress Pac groups for us on their Facebook and twitter
- Group at local college (AB), 200 pupils will be offered 5 groups, entering therapy figures will be primarily district and city figures
- All team managers in children's centres have been contacted to offer Stress Pac course to parents
- Working with local Authority and BDCT on staff sickness and self referrals for staff

# Entering Therapy Cont'd....

- 5 main businesses who are highest employers have been contacted to offer Stress Pac and Mindfulness courses.
- Local Authority arranging to provide taster sessions for all staff and self-referral process for those who wish to take up any of the services. Identification Code given to this client group
- Also local authority circulating our leaflets to all our staff who are off sick with anxiety and/or depression
- Job Centre Plus two groups already taken place and second group to be offered in Airedale, they keep the numbers for us and when over 15 contact us
- Shipley, Keighley and Bradford Colleges, Bradford University have all had taster sessions and IAPT staff attended freshers week with an information stall, they have been offered group sessions.

# Entering Therapy Cont'd.....

- Running Stress Pac and mood matters at ISIS (local women's centre)centre, rolling programme now in place
- Cellar Project offering Stress Pac and other possible groups. ( unlikely the client will reach recovery)
- Airewharfe Craven advertised locally in Aire Valley Magazine.

# Recovery

- All clinicians receive caseload management which concentrates on the numbers of clients reaching recovery
- All clinicians recently received re training on recovery - end of September
- All caseload managers seen by Clinical Lead given additional training, advise and support on how to get clinicians reaching recovery (ongoing process)
- Recovery figures are monitored daily
- Clinicians given their recovery rates on a weekly basis
- Monitoring complexity

# Data Quality

- Newsletter starting to be circulated in February (will include other services used and updates)
- Discharges looked at daily and looked at for accuracy
- New template introduced in August 24<sup>th</sup>, able to see benefits locally with immediate effect however, will not be reflected nationally until September figures
- Each clinician fed back any mistakes “serial offenders” seen by team managers
- Additional data quality support

# Continuing Issues

- Local data is not reflected nationally due to SystmOne incompatibility:

IAPT Numbers entering Treatment Aire Wharfe Craven CCG									
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Target	229	229	229	229	229	229	229	229	229
Final (BDCT)	175	250	235	255	230	235			
Local SystmOne Derived Total	174	265	243	252	238	267	284	253	230
Local SystmOne Derived Percentage Entering	11%	17%	16%	17%	16%	18%	19%	17%	15%

IAPT Numbers entering Treatment Bradford City CCG									
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Target	121	121	121	121	121	121	121	121	121
Final (BDCT)	110	85	110	100	100	140			
Local SystmOne Derived Total	130	111	121	135	104	131	159	156	122
Local SystmOne Derived Percentage Entering	16%	14%	15%	17%	13%	16%	20%	20%	15%

IAPT Numbers entering Treatment Bradford District CCG									
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Target	518	518	518	518	518	518	518	518	518
Final (BDCT)	430	350	525	470	555	575			
Local SystmOne Derived Total	441	362	590	467	542	538	539	547	499
Local SystmOne Derived Percentage Entering	13%	10%	17%	14%	16%	16%	16%	16%	14%

# Continuing Issues Cont'd...

- Recovery:

Local Recovery Rate							
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	
Airedale	54%	32%	49%	54%	60%	54%	
City	26%	15%	30%	32%	38%	38%	
North	44%	37%	31%	54%	59%	45%	
South & West	38%	31%	37%	33%	32%	29%	
Overall	42%	31%	38%	45%	46%	43%	

## What next .....

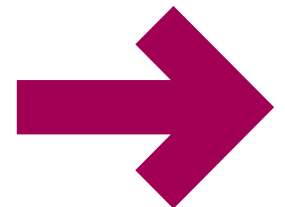
- New Electronic patient record
- Lead provider role
- New self referral system
- Review of admin
- Recovery College
- Phew



# Yorkshire and the Humber IAPT Providers Network Time for a break?

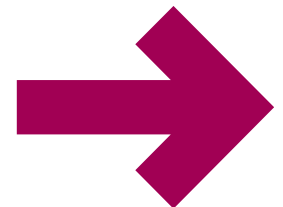


**15 minutes only please!**



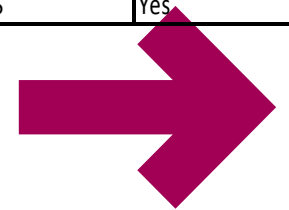
# Yorkshire and the Humber IAPT Providers Network

# Data Accuracy Survey



# Results from the Survey Monkey

Name and Job Title	Name and Location of Service	Which data system does your service currently use?	Is the data published by the HSCIC site an accurate reflection of what is inputted at service level?
Alison Lynskey - Performance Manager Doncaster	Doncaster IAPT63 Hallgate Doncaster DN1 3PB	SystmOne	No
Andrew Sainty - East Riding IAPT Manager	Humber NHS Foundation TrustHessle Grange11 Hull RdHessleHU13 9LZ	PCMIS	Yes
Rebecca Hughes - PWP Team Lead	Insight HealthcareCalderdale	EAP	Yes
Andy Wright - IAPT Programme Manager	North Yorkshire IAPT Service	PARIS	Yes
Michael Taylor - Performance Officer	Leeds IAPT ServiceLeeds Community Healthcare NHS Trust	PCMIS	Yes
Michael Taylor - Performance Officer	Leeds IAPT ServiceLeeds Community Healthcare NHS Trust	PCMIS	Yes
Linda Haynes - Senior Manager IAPT	Bradford District Care Foundation Trust IAPT service	Systmone	No
Toni Mank - Head of IAPT- Sheffield	Sheffield IAPTSt Georges Community CentreWinter StreetS3 7ND	INSIGHT- a bespoke local Trust system	No
Gareth Griffiths - Team Manager	Rightsteps Wakefield	IAPTus	No
Mandy Capaldi - Service Lead	Insight Healthcare, Victoria House, 159 Albert Road, Middlesbrough TS1 2PX	Insight Plus	Yes
Jon Davis - Director	Northpoint Wellbeing (formerly Leeds Counselling) delivers part of the IAPT service to the 3 Leeds CCGs	PCMIS	Yes
Jim MacDonald - Service Manager	Market Hill, Scunthorpe	SystmOne	No
Jim MacDonald - Service Manager	IAPT Rotherham 23a Clifton Lane Rotherham	SystmOne	No
Corinne Mallinson - Data Quality Lead	Mental Health Access Team- Barnsley	PCMIS	Yes



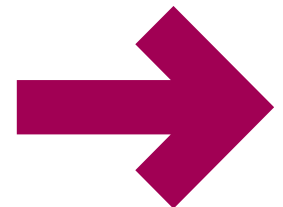
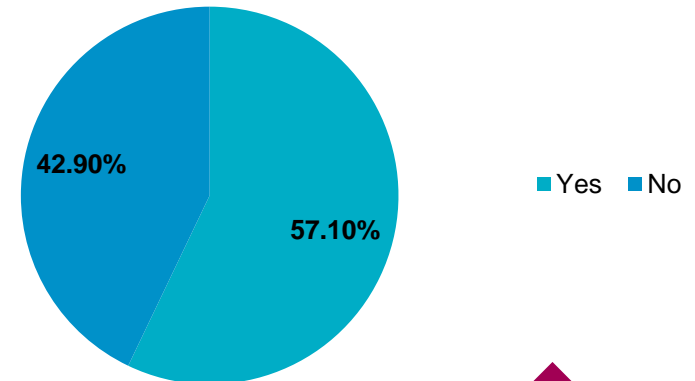
# Results from the Survey Monkey

Is the data published by the HSCIC site an accurate reflection of what is inputted at service level?	
Answer Options	Response Percent
Yes	57.10%
No	42.90%

System Used	Is the data published by the HSCIC site an accurate reflection of what is inputted at service level?
EAP, Insight Plus, PARIS, PCMIS	Yes
IAPTus, INSIGHT- a bespoke local Trust system, SystemOne	No

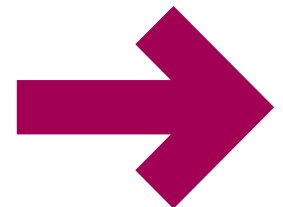
System Used	Is the data published by the HSCIC site an accurate reflection of what is inputted at service level?	Number of Users
EAP	Yes	1
IAPTus	No	1
INSIGHT- a bespoke local Trust system	No	1
Insight Plus	Yes	1
PARIS	Yes	1
PCMIS	Yes	5
SystemOne	No	4

Is the data published by the HSCIC site an accurate reflection of what is inputted at service level?



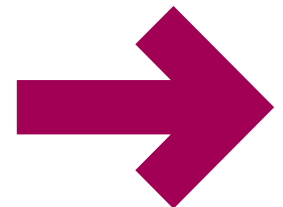
# Personal reflection

- 5 + years working within IAPT
- 4 Data systems
- 3 Providers
- Three month process to one day
- Closer relationship with corporate services and in particular information team
- Total transformation compared to the past
- However, not without its difficulties .....



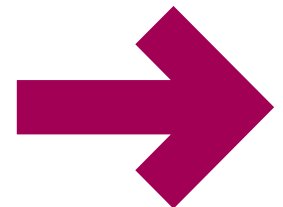
# Data Accuracy Survey

- 14 providers responded
- 6 systems being used
- Q Is the data published on HSCIC an accurate reflection of what is inputted at service level ?
- 57% Yes 43% No
- 1 bespoke IAPT system all users said Yes
- 1 generic NHS system all users said No
- Deep dive by one of our providers showed HSCIC data was accurate and did accurately reflect their position



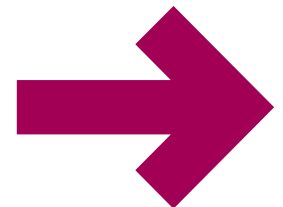
# Why is Data Accuracy So Critical ?

- Informs good practice
- Evidences rationale for Nice treatment
- Establishes and help maintain credibility
- Assurance and reassurance to key stakeholders
- Contributes to continuous improvement processes
- Shows national KPI targets are being achieved
- Informs future commissioning intentions and payment by results



# Conclusion

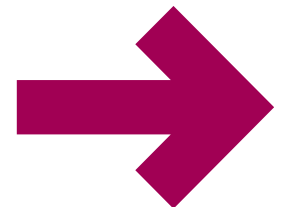
- Data gathering and analysis has never been so important as it is now
- Critical we do everything we can to ensure that data is accurate and reflects the huge effort that it represents
- It is essential that we work closely and collaboratively to achieve this.





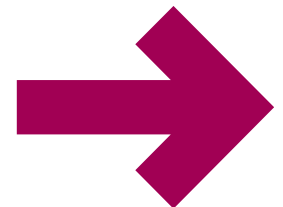
## Yorkshire and the Humber IAPT Providers Network

# Risk Assessment Tools Discussion



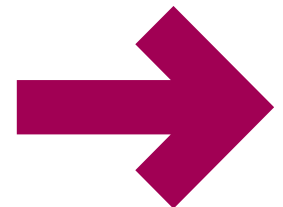
## Yorkshire and the Humber IAPT Providers Network

# Criteria for IAPT Discussion



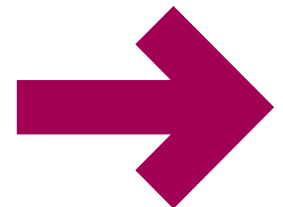
# Yorkshire and the Humber IAPT Providers Network

## Future Initiatives - IST Workshops



## Yorkshire and the Humber IAPT Providers Network

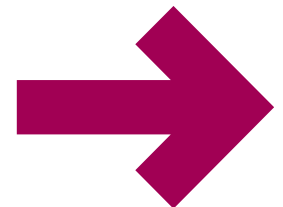
# Meeting Format and Future Planning Discussion



## **Yorkshire and the Humber IAPT Providers Network**

### **Any Other Business**

**Access to Step 2 Materials Not in English - Alison Hobbs**  
**In House Training for PWP – Liz Holdsworth**  
**Future Meeting Dates**



# Yorkshire and the Humber IAPT Providers Network

## Thank you for Attending!

