

Table Top Discussions on Improving Access

Summary Feedback

1. What is your service currently doing to improve access in the following areas: Older adults, Perinatal, Young people and BAME?

Feedback:

General

- Clinicians having specific priority assessment slot
- SCC with carers leads
- Be located within different teams
- Scoping documents – CPD training – project groups – partnership working – awareness of local services to signpost. Specific GSH material.

Older people

- North Yorkshire - SOC intervention clinical study, making links externally
- York - Ideas/contemplation
- Islington - Strategy for relatives; older adult services (only employed for this); Good links memory service; Ring fence psych trainees for older carers of dementia
- Older adults – Older adults champion in Rotherham. Doncaster due to attend some training

Perinatal

- North Yorkshire - High intensity – in perinatal units; courses in children's centre; CPD Perinatal Champions – prioritise
- York - Perinatal pathway – prioritise
- Islington - Specialist perinatal worker - Prioritise; Partner working – family service
- One off 2 hour workshop for perinatal
- Specific step 2 course – HIT in clinic in perinatal services. Champions
- One to one's in children centres i.e. PWP's
- Looking at developing perinatal group – Rotherham, Doncaster has just started running a perinatal group (low attendance)

Young People

- North Yorkshire - Silvercloud 16+17
- York - Stress control in university; Start time links with ending lectures; Unit self-referral
- Islington - College, fresher fair promotion; Specialist young workers 18+ service; Therapist belief seeing client face to face
- Link workers in CMHT – suitability for IAPT
- Young people – don't work with people under age of 18

2. What are the challenges for these patient populations accessing services?

Feedback:

- Sharing, learning/knowledge
- Sending out key messages
- Awareness of what IAPT is about/what IAPT offers
- Postcode barrier
- Awareness, stigma, priorities, commissioning/staffing levels
- Perinatal – childcare, stigma, expectations that ‘mums should cope’, fear of social services involvement, flexibility
- Older Adults – mobility, stigma, pride.
- Young People – stigma, other commitments.

3. What could we do to improve access for these patient populations?

Feedback:

- Specific CPDs
- Increase media/marketing
- Improve relationships with GPs and secondary services
- Understanding of remits of services
- Shadowing opportunities
- Part of trust induction?
- Workshops for professionals/services – what IAPT can offer
- Leaflets, protected time to network, self-referral, masterclass, ‘Taster Sessions for Commissioners’, time for courses/flexibility, service provision
- Look at current resources in IAPT teams
- Better links with Youth Start, Age concern, Health Visitors’ – asking speakers to attend meetings
- Training in all areas for PWPs