



**Greater Manchester
Mental Health
NHS Foundation Trust**

Trafford Psychological Therapies: IAPT in Trafford

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Improving Lives

Programme



Trafford Motto:

("Prove all things;...")

"Hold fast that which is good."

From:

Thessalonians 5:21
(KJV).

Principles

- GMMH vision and scope
- High quality care
- Service mission

People: who uses, and who delivers, the service

- People: service users
- People: workforce

Pathway and provision

- Pathway: referral source and allocation model of stepped care
- Awareness raising
- Provision: evidence based therapies available

Performance: Effectiveness, Timeliness and Equity

- Compliance with IAPT Key Performance Indicators (KPIs)
- Recent performance

Challenges for the service

- Ensuring all conditions in place for high quality care

Guiding principles *for delivering the service*

GMMH vision is for people and communities affected by
mental health and substance misuse problems to achieve
improved lives and optimistic futures

We inspire hope

We work together

We are caring and compassionate

We value and respect

We are open and honest

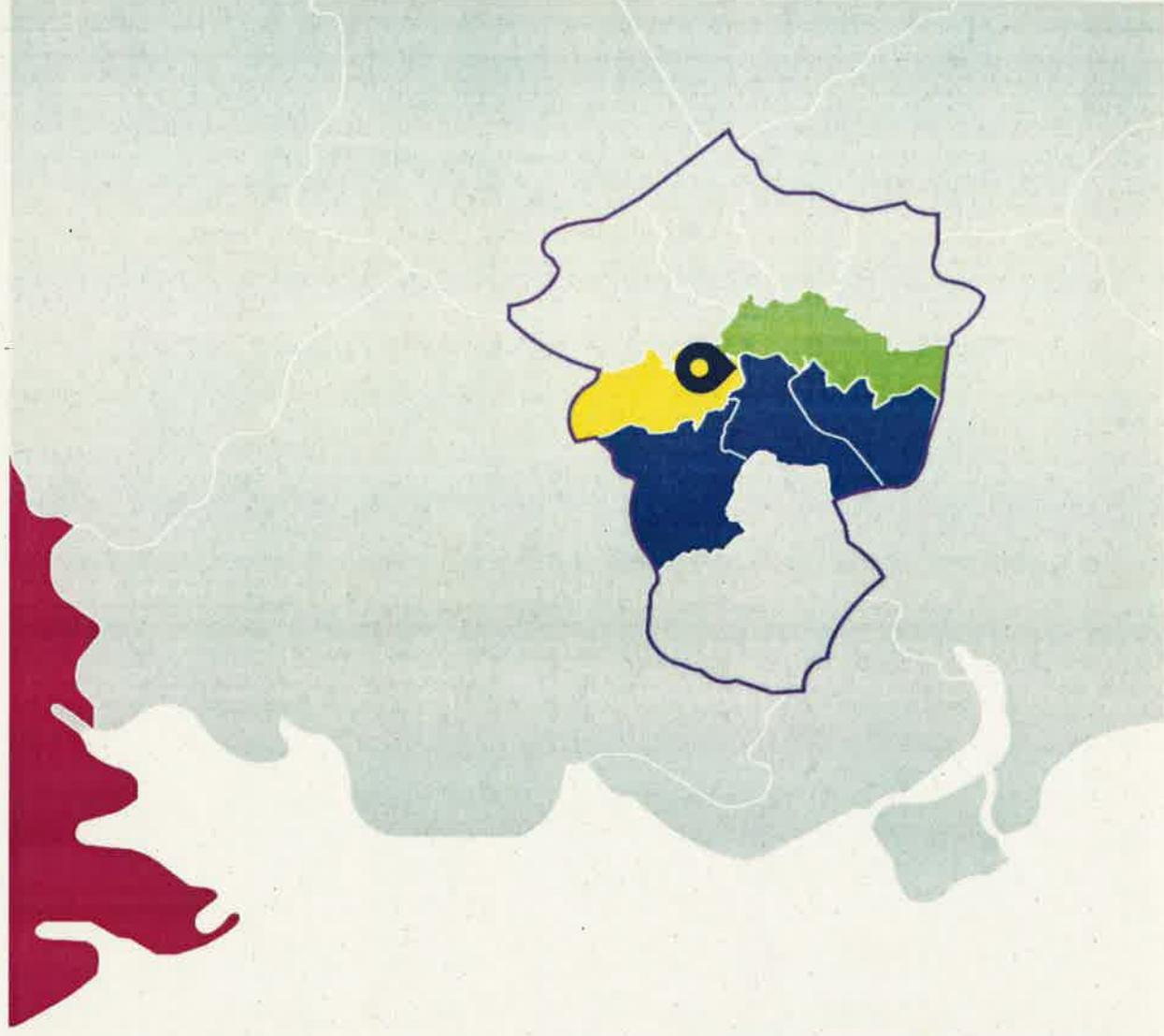
Our Scope

■ **Bolton, Salford and Trafford**
Mental Health and SMS Services

■ **Manchester**
Mental Health Services

■ **Bury**
SMS Services

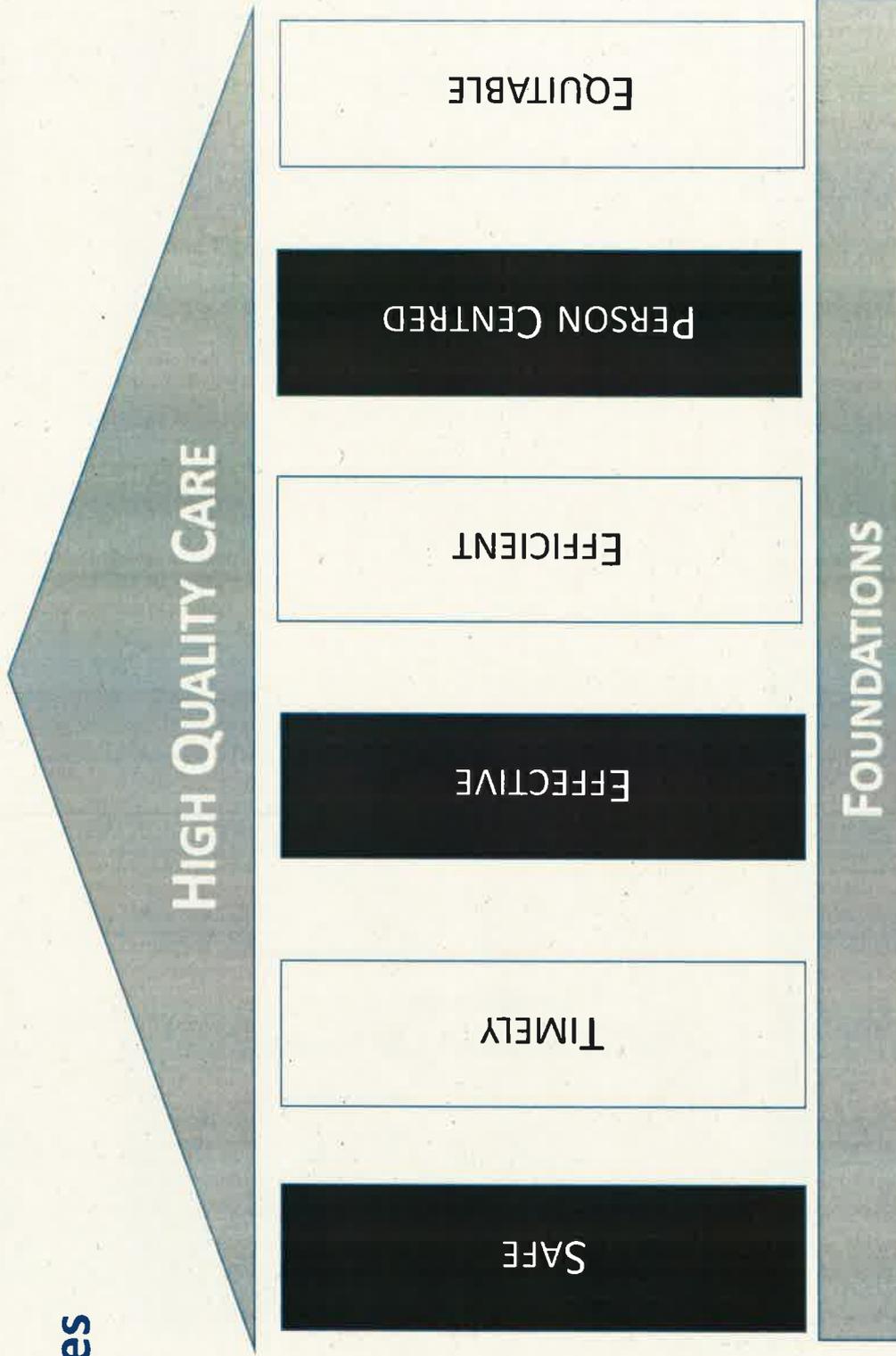
■ **Cumbria**
SMS Services



We also provide a range of more specialist services across Greater Manchester, the North West and beyond:

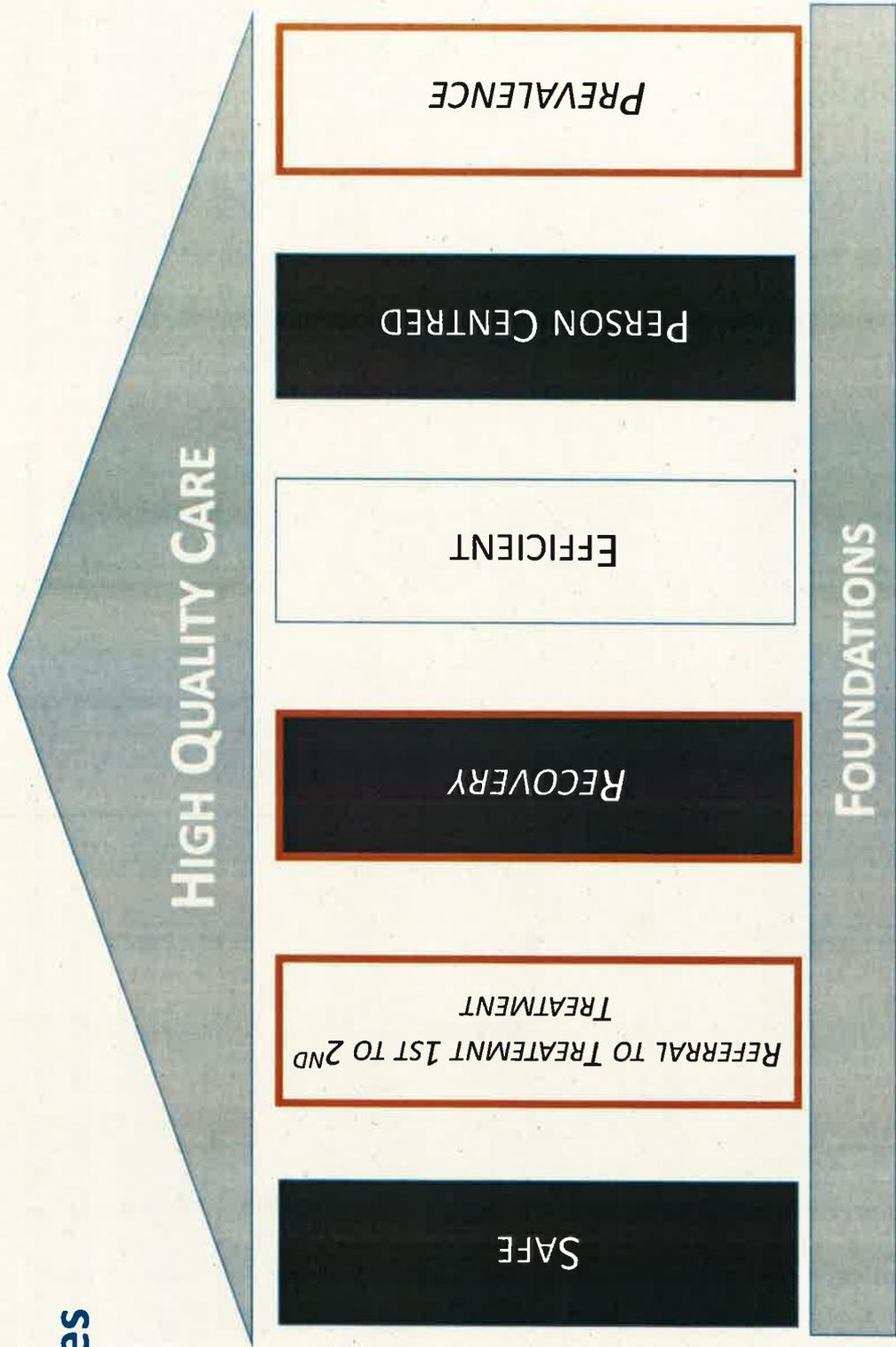
- Inpatient substance misuse services
- Medium and low secure forensic mental health services (adults and adolescents)
- CAMHS Tier 4
- Mental health and deafness services
- Health and justice services
- Perinatal mental health services
- Military veterans (Cheshire and Merseyside)

Principles



The Institute of Medicine (2001) Crossing the Quality Chasm: A New Health System for the 21st Century. USA: IOM. In National Institute for Health and Clinical Excellence (2012) *Patient experience in adult NHS services: improving the experience of care for people using adult NHS services. CG138; NICE.*

Principles



Principles: Our mission

Two themes Quality and Compassion

We strive to deliver high quality compassionate care, for people experiencing common mental health problems. We do so by recruiting, retaining and further developing an optimistic, effective, and motivated workforce.

We will achieve this by providing roles that:

- I. are enjoyable;
- II. make an observable difference;
- III. enable an appropriate work-life balance;
- IV. have a clear career structure with good job security;
- V. have opportunities for further training and continual professional development;
- VI. involve stimulating and complex work matched to level of competency;
- VII. and exist within a service which has good support from leadership teams, supervisors and peers.

People
who uses and who delivers the service?



Improving Lives

People

Who uses the service?

Demographics

Gender

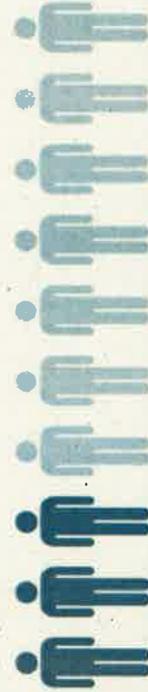
70%

Females: N=556



30%

Males: N=240



People

Who uses the service?

Demographics

Age Groups



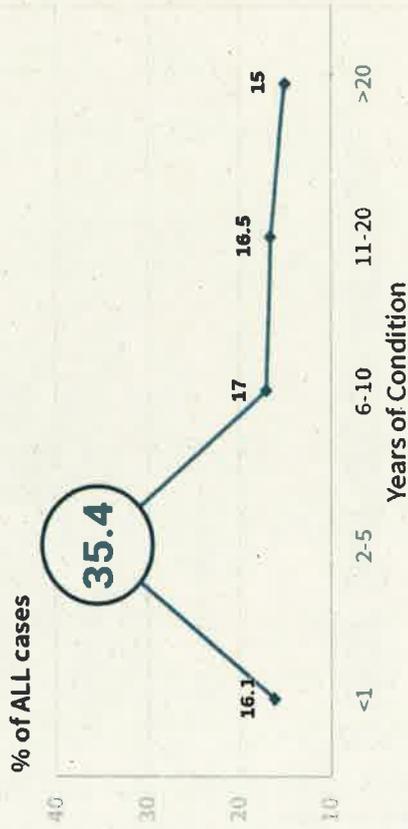
The mean age across the sample is 40.85 (± 14.03) years old, with the most prevalent age groups being the 25-34 & 35-44 (24%) years old group.

People

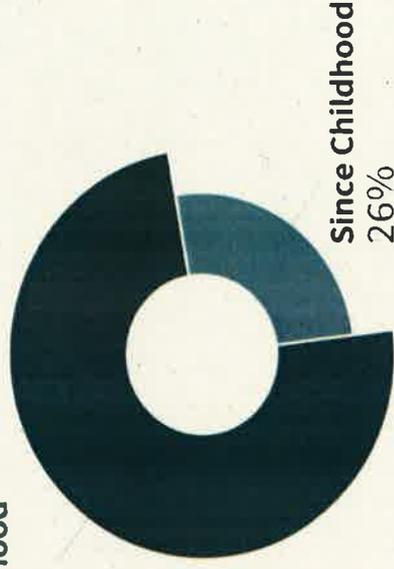
Who uses the service?

Demographics

Chronicity of Condition - Age of Onset



From Adulthood
74%

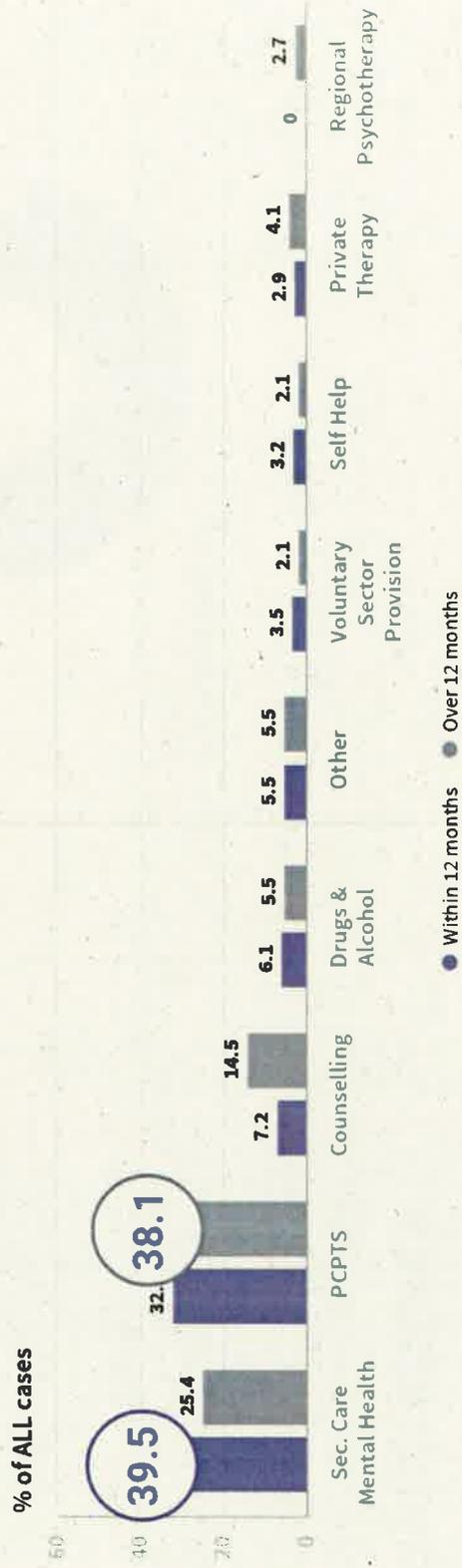


The present difficulties across the sample are experienced on average 10.4 (± 11.15) years, with the modal frequency of a condition being 2-5 years and the mean age of onset being 30.4 (± 15.3) years old.

People

Who uses the service?

Prior Services Access



Most frequently accessed Services within and over 12 months is Sec. Care Mental Health (39.5%) & PCPTS (38.1%) accordingly, with the modal frequency of number of Services accessed in total being 1-2 services (50.7%, n=406).

People

Improving equitable access

- BAME Champion continues to liaise with the Trust BAME Network and Pakistani Resource Centre. Plan to promote service through ESOL (English for Speakers of Other Languages) courses and accompany Senior PWPs with service promotion work.
- Older People's Champion continues to increase awareness of IAPT through post at the Trafford MATS team.
 - Over 65's referrals: Sept 2018-Aug 2019 = **5.6%**.
- Ex-service personnel – we continue to be compliant with the framework for prioritizing these referrals and refer on to Combat Stress (Pennine Care) if necessary.
- Routine use of translators: averaging 20 appointments per month (2019).
- Ongoing links with Youth Justice System in order to facilitate appropriate referrals.
- Perinatal referrals: Sept 2018-Aug 2019 = **6%**. Perinatal Champions in place awaiting funding for appointment of perinatal lead to further develop integrated pathway with 14 day access time.
- Young people (16-18): Sept 2018-Aug 2019 = **1.9%** of referrals.
- Long Term *Physical* Health Conditions (LTHC): Sept 2018-Aug 2019 = **16.7%**.

People

Improving equitable access

2018	IAPT Referrals	% Population
North	1016	2.20
South	1562	1.98
Central	1576	2.49
West	1544	2.86

2017/18 Audit (IAPT referral rates per GP practice compared to A&E attendance and prescribing), highlighted some inequalities between localities within the borough. Work underway to increase awareness and accessibility with continued liaison with individual GP practices across the borough. Adequate accessible accommodation a challenge.

People

Workforce

Current workforce	Full establishment (wte)
Administration	8.66
Managerial	3.2
Clinical Lead	0.7
Psychological Wellbeing Practitioners (PWP)	13.9
Counsellors	5.19
CBT therapists	21.2
Psychological Therapists Step 3+	4.6

Pathway and provision



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Pathway

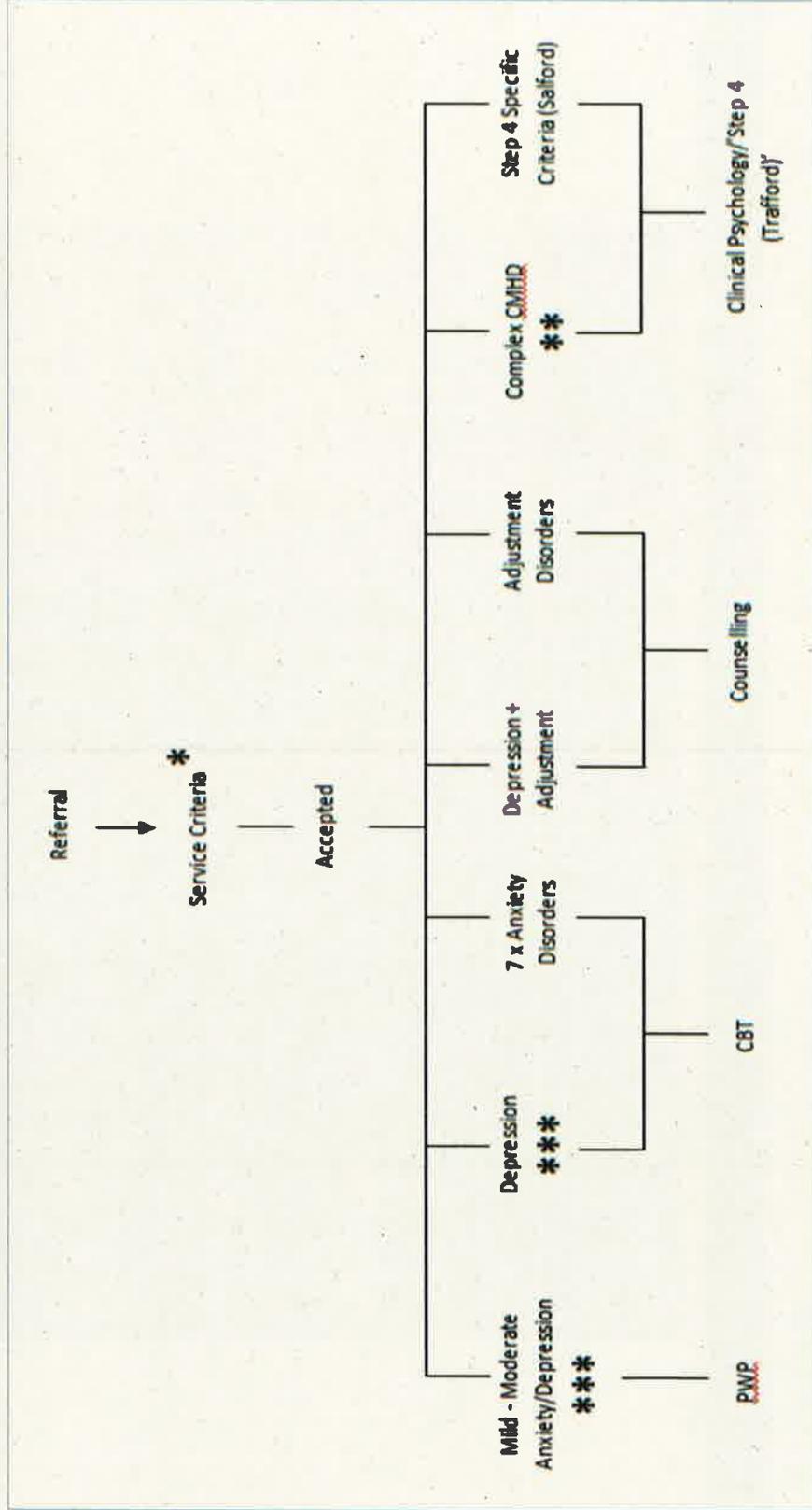
Routes into TPT

Source	%*
GPs	30
Self-referral	54
Secondary mental health	6
Other	10

* Overall, 6207 people entered therapy from Sept 2018-Aug 2019.

Pathway

Once referral received



Raising awareness

Completed and ongoing events in 2018/2019

- School/College talks/events (Urmston Grammar, Stretford, Altrincham Girls Sixth Form).
- Carers' event. Article about TPT printed in carers' newsletter.
- Stand in Tesco, Sale (been in touch with other supermarkets).
- Distributed leaflets to various shops/cafes in Trafford.
- Urmston Musical Theatre distributed leaflets with their programmes.
- Provided Fiona Gardens (Assisted Living/ Extra Care Housing in Sale) with information and service booklets.
- Identified fourteen sheltered accommodation blocks in Trafford and explored interest to attend a coffee morning(s) or to do a presentation (*ongoing*).
- Service booklet drop off at GPs in Trafford (*ongoing*).
- Stroke Association talk booked for October.
- Ongoing relationship with AGE UK; Clinical Lead recently met with manager to increase awareness of TPT and encourage referrals.
- Service listed on Arthritis Action website: <https://www.arthritisaction.org.uk/region/greater-manchester/>
- Stress balls, information packs and pens given were given out at all events.
- Service poster in process of being designed with the aim to distribute to all GP surgeries and community centres (*ongoing*).
- Recent meeting with the Counselling and Family Centre with a view to building better links (*ongoing*).

Provision

Therapeutic options

Step 2: guided self-help with Psychological Wellbeing Practitioners (averaging 6 half hour sessions; usually within 6 appointments).

Step 3: Counselling (usually within 16 sessions); CBT with CBT therapists (usually within 16 sessions)

- There is also a provision for couples counselling, EMDR and interpersonal therapy (IPT) at Step 3.
- 6 members of staff (4.8wte) have additional specific training in working with long-term physical health conditions (LTHC) and 1 to commence training (1wte).
- 4 members of staff (2.9wte) are trained/about to commence training in working specifically with the perinatal population.

Step 3+: Psychological therapy with psychological therapists (including 7 Clinical/ Counselling Psychologists) offering a range of approaches (e.g. CBT, EMDR, Schema-focused, CAT-informed, CFT), (16- 20 sessions) for people presenting with complex Common Mental Health Disorder (CMHD) whose difficulties are unlikely to be met through routine IAPT provision.

Current groups: Mindfulness-based cognitive therapy (MBCT) Group – 8-week course; Compassion Focused Therapy (CFT) Group (runs 3 times a year).

Performance: Effectiveness, Timeliness and Equity



Improving Lives

Performance

Compliance with IAPT Key Performance Indicators (KPIs)

GMMH Trafford Target 2018 - 2019	Quarter 4 Outturn 18/19
IAPT Access target contribution target of 17% prevalence	18%
IAPT Recovery target of 50%	54.5%
IAPT Waiting times (6 weeks) target of 75%	80.4%
IAPT Waiting times (18 weeks) target of 95%	98.9%

Performance

Recent and comparison

% 2019	April	May	June	July	August
Recovery (aim 50%)	64	64.4	55.2	63.2	61.8
Reliable Improvement (aim 65%)	79.6	76.1	72.3	77.0	78.6

Trafford demonstrated **effectiveness** consistently (2014-2019) in top 10% North of England and best (2015, 2016, 2017, 2019) or second best (2018) in GM. On accessible time (RTT), consistently compliant and within top third. On access rate (**prevalence**), top five up to 2015 and then consistently performing less well (2016, 9th; 2017, 8th). Also longer first to second appointment time than regional and national averages.

Challenges for the service
threats to high quality compassionate care



Improving Lives

Challenges

Ensuring conditions for HQC are in place

- Securing funding for sufficient workforce capacity to increase access rate (7,871 people accessing per year by March 2021; further expansion required within NHS LTP).
- Recruiting and retaining workforce: achieving our mission re sustainable, stimulating and enjoyable roles.
- Sourcing and funding appropriate accommodation to deliver evidence based effective therapies, efficiently, and in accessible locations for all our people.
- Innovating with the use of alternative technologies and means of delivering care whilst remaining person centred, effective and safe.
- Developing excellent perinatal IAPT provision embedded in the local community, and fully integrated with other services and community assets.
- Ongoing links with Youth Justice System in order to facilitate appropriate referrals.
- Perinatal referrals: Sept 2018-Aug 2019 = 6%. Perinatal Champions in place awaiting funding for appointment of perinatal lead to further develop integrated pathway with 14 day access time.
- Equitable access, not just *enough* people accessing, but ensuring the right proportions of people, i.e. we are representative of our population
- Connecting our Long Term *Physical* Health Conditions offer to specialist services.

Summary

- The average person using our services is female, early 40s, and has lived with life-limiting anxiety and depression for four years.
- The IAPT provision in Trafford is, and has been consistently over the last five years, one of the most effective in the region.
- Patient experience data indicates a deeply appreciated person centred service.
- Access rate has improved since December 2017, but remains a challenge.
- The challenge to further increasing access rate is that it requires investment and innovative to maintain the other quality domains, i.e. ensure that what enough people are accessing remains high quality.