

## TRAFFORD COUNCIL

**Report to:** Health Scrutiny Committee  
**Date:** 12<sup>TH</sup> March 2020  
**Report for:** Information  
**Report of:** Trafford Psychological Therapies (IAPT)

### Report Title

Psychological Therapies for Mental Health conditions – spotlight on provision in Trafford.

### Summary

This report provides an update to the information provided at the Trafford Health Scrutiny Committee in September 2019. Particular areas for scrutiny include accessibility, equality of access, attrition rates, recovery and re-presentation, with a particular spotlight on access to services in the north of the borough.

The data shows that Trafford Psychological Therapies (TPT) is an equitable service with the north of the borough being as accessible as the other localities in Trafford. Referral rates in some GP surgeries in the north are significantly above those in other localities and a higher proportion of professional to self-referrals was evidenced. Recovery and reliable improvement targets are consistently met in Trafford; however, the north of the borough had the lowest percentage of recovery. The north of the borough was found to have fewer perinatal clients and a greater number of male clients accessing the service than other localities.

Overall, 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, and, although remaining challenging, the access rate has improved since December 2017.

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## 1. Background

This report provides an update to the information provided at the Trafford Health Scrutiny Committee in September 2019. The data reported covers the period of January 2019-December 2019.

## 2. Key Issues for Health Scrutiny to Consider

Particular areas for scrutiny include accessibility, equality of access, and access to online therapies, attrition rates, recovery and re-presentation, with a particular spotlight on access to services in the north of the borough.

## 3. Accessibility and Equality of Access

### Referral Source

Table 1. Number of referrals to IAPT (Jan 2019-Dec 2019) and referral source

	Total	% Professional <sup>a</sup>	% Self	% of Trafford
Central	2407	38.3	61.7	3.81
North	1825	43.0	37.3	3.95
South	2226	35.0	65.0	2.82
West	2500	51%	49.0	4.63
<b>Trafford Total</b>	<b>8958</b>	<b>44.7</b>	<b>55.3</b>	<b>3.70</b>

<sup>a</sup> Professional (GPs and any other professional, including secondary care).

The total number of referrals received from January 2019 – December 2019 was **8958**. 44.7% of the referrals were from professionals and 55.3% from self-referrals. Overall, there is a trend for an increase in self-referrals<sup>1</sup>. The percentage of the Trafford population in the north accessing the service is above the average for the borough (see Fig. 1 and 2) but there is an opposite trend for the source of referrals, with a higher percentage of referrals coming from professionals and fewer accessing the self-referral pathway (see Table 1).

<sup>1</sup> An increase of 25% from 2018 audit.

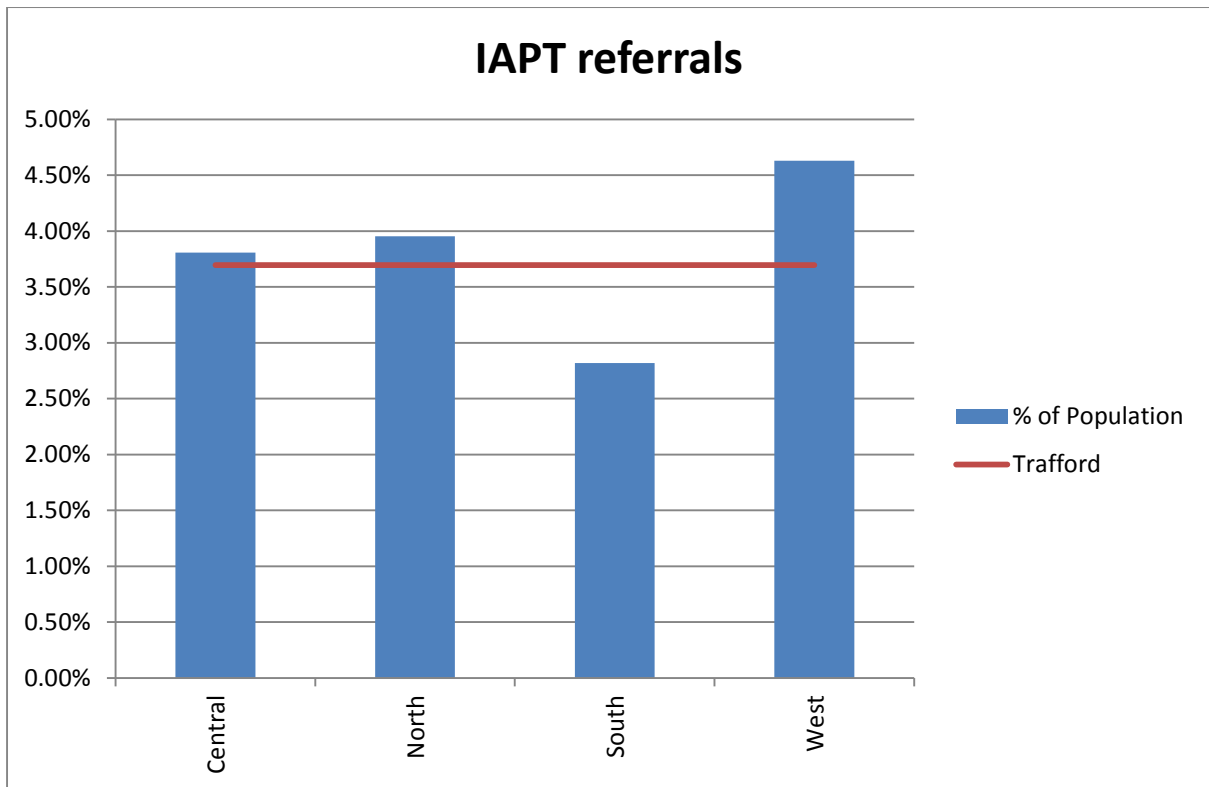


Fig. 1. IAPT Referrals by Trafford Locality.

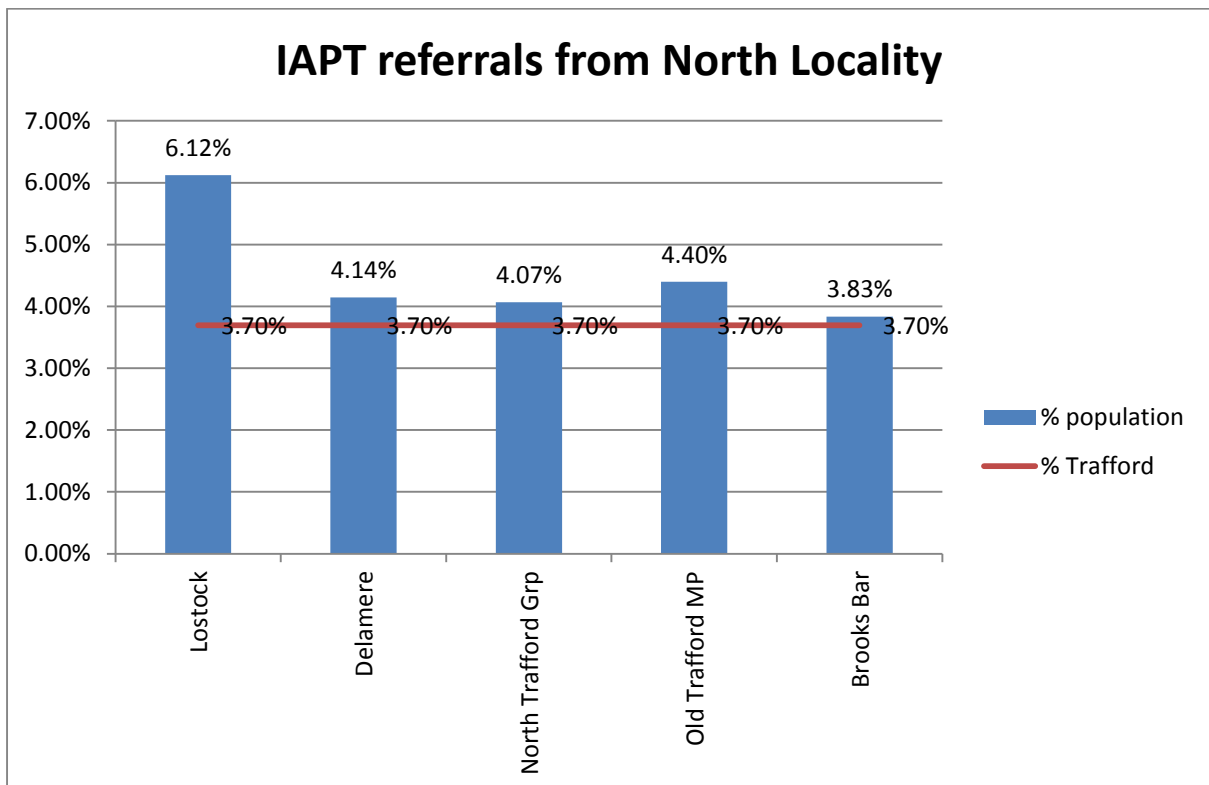


Fig. 2. IAPT Referrals by GP Practice across North Locality of Trafford.

Actions to promote self-referral in north locality:

- GP Training event to be organised with the Trafford Primary Care Mental Health and Wellbeing Service (PCMHWS) to promote both professional and self-referrals.
- Promotional material continues to be displayed in north locality GPs and community hubs.
- Wallet sized cards to be created and made easily accessible for the north Trafford population with clear information on how to self-refer.
  - Ongoing developments on service information available in different languages.

## **Demographics**

### **Age**

The service is accessed the most by working aged adults, with 80% of referrals for those aged between 20-49 years (see Fig. 3). This is the same trend in the north locality (see Appendix 1).

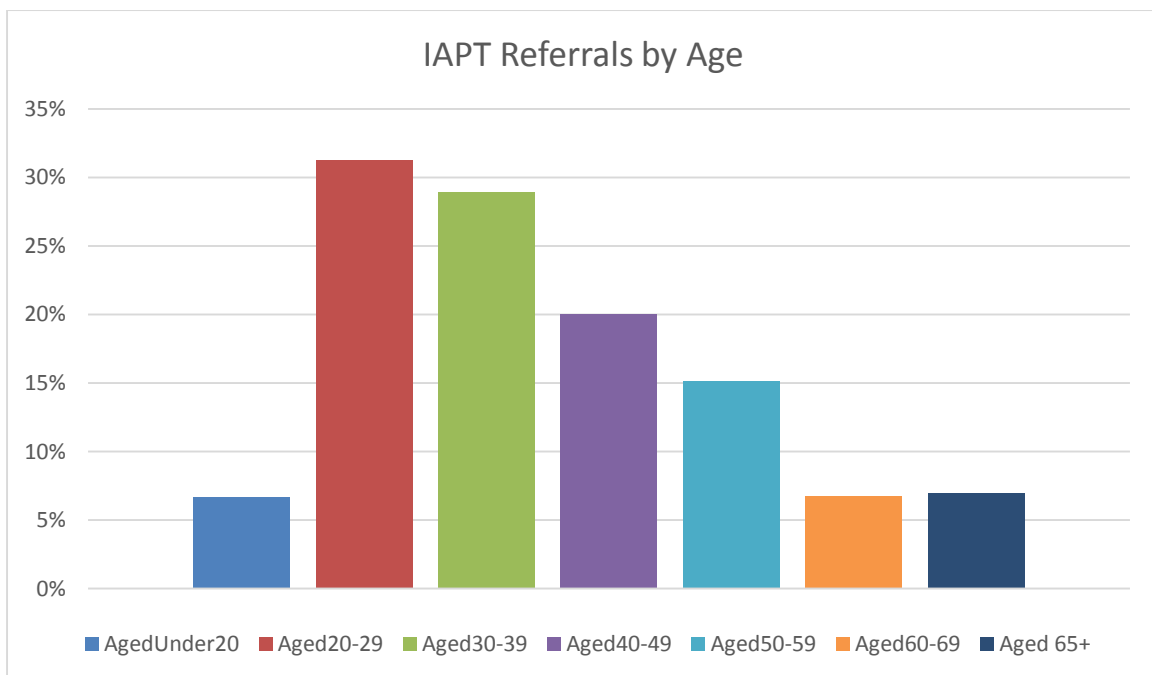


Fig. 3. IAPT Referrals by Age.

## Gender

Overall, 36% of referrals are from males and 64% from females. This is an increase of 6% for male referrals (compared to 2018 data) and the north locality has the highest percentage of male to female referrals across the four localities (see Table 2).

Table 2. IAPT Referrals by gender across locality

Locality	Male %	Female %
Central	34	65
North	40	60
South	34	66
West	35	64
<b>Trafford Total</b>	<b>36</b>	<b>64</b>

## Ethnicity

White British/Irish clients make up the majority of the Trafford population accessing the service, which is in line with the 2011 Census data. A higher proportion of clients who access the service in the north of the borough, compared with the other localities, are from Black and Minority Ethnic (BAME) populations. This is in line with the demographic data by ward, with north Trafford comprising of a more ethnically diverse population.

Table 3. IAPT Referrals by Ethnicity

%	White	Asian	Black	Mixed	Other
2011 Census	85.5	7.9	2.9	2.7	1
All IAPT referrals	86.9	5.2	2.1	3.2	2.6
North	69.8	14.9	7.9	4.4	3.1

## Military Veteran, Perinatal and Long-term Health Conditions (LTHCs)

Overall, there has been an increase in perinatal referrals (average of 8%, compared to 6% in 2018). In the north, the number of perinatal referrals and referrals for clients with a LTHC is lower than the Trafford average (see Table 4).

Table 4. IAPT Referrals by Military Veteran, Perinatal and Long-term Health Conditions (LTHCs)

Locality	Military Veteran %	Perinatal %	LTHC %
Central	1	8	19
North	1	6	14
South	1	8	20
West	1	8	15
<b>Trafford Total</b>	<b>1</b>	<b>8</b>	<b>17</b>

Actions:

- Perinatal and Infant Mental Health Champions to link in with all GP surgeries and children centres, particularly in the north of the borough.
- Ongoing work to link in with physical health services, including diabetes, cardiology and respiratory (see Appendix 2).

#### 4. Attrition and Recovery

Clients may drop out of the pathway at various stages, e.g. before their initial telephone assessment, before their first therapy assessment or at any point during treatment. Table 5 shows the percentage of people who drop out at any point in the process. The average drop out for Trafford is 43%, with fewer clients from north of the borough dropping out than the average (40%). The time at which clients drop out can be seen in Appendix 3, and is most commonly before the first appointment, across all localities.

Table 5. Attrition, Recovery & Reliable Improvement by Locality

Locality	Drop out at any point %	Recovery <sup>a2</sup> %	Reliable Improvement <sup>a3</sup> %
Central	44	63	74
North	40	52	72
South	50	63	76
West	38	58	74
<b>Trafford Total</b>	<b>43</b>	<b>60</b>	<b>74</b>

<sup>a</sup> Average Recovery And Reliable Improvement (RI) from Jan 2019- Dec 2019.

Trafford IAPT consistently meets the national 50% recovery and 65% reliable improvement target. Table 5 shows that fewer of those in the north of the borough

<sup>2</sup> 50% national IAPT target for recovery. Recovery in IAPT is measured in terms of 'caseness' – a term which means a referral has severe enough symptoms of anxiety or depression to be regarded as a clinical case. A referral has moved to recovery if they were defined as a clinical case at the start of their treatment ('at caseness') and not as a clinical case at the end of their treatment, measured by scores from questionnaires tailored to their specific condition. [Average of 5% not at caseness at the start of treatment].

<sup>3</sup> 65% national IAPT target for RI. RI is the percentage of people who experience a significant improvement in their symptoms.

meet recovery and reliable improvement but both are above the national target set out by NHS England.

Actions to reduce attrition:

- Steps are taken to actively reduce attrition at various stages of a client's journey through the service, e.g. the administrators routinely telephone clients who have not opted into the service following a referral, with a particular emphasis on those clients who meet prioritisation criteria (see Appendix 4), letters are sent giving clients up to 14 days to respond before discharge and individual therapists follow up cancellations/DNAs with individual clients on their caseload.

## **5. Re-referrals / re-presentations**

Approximately, one third of people referred to the service, and receive treatment, recover and it is unlikely that they need to access the service again; one third recover or make some progress but are likely to require intermittent contact with the service over the years, and the other third present with persistent difficulties where some benefit may be derived from each episode of care and repeated access is likely to offset use of other services and in time, for many, facilitate better self-management. Within this context re-assessing the service, on a needs led basis, is to be encouraged.

We always aim, wherever possible, to move people down this continuum, i.e. reduce the functional limitation for people with persistent difficulties, reduce frequency of contact with services for those with intermittent difficulties, and where possible for all move to problem resolution and no longer requiring services. Clients may be signposted to other services (e.g. substance misuse, eating disorders service), identified as requiring more social support or specialist psychotherapy. This may be provided by another GMMH service or voluntary/third sector provider. If appropriate, TPT will refer directly to another service.

## **6. Unregistered Patients**

If a client is not registered with a GP and makes a self-referral, we would contact the person to enquire about lack of a GP, check postal address and encourage the person to register with a local GP. If there were barriers to this, we would discuss it with the person and signpost them to a service that may could help them to register.

## 7. Access to online therapies

Online therapies are provided by Trafford Self-Help Services (SHS). SHS provide a well-established e-therapy offer to the residents of Trafford, delivering 2.67% prevalence, through a digital solution, which is in line with the requirements laid down within the NHS long-term plan. ETherapy is offered as part of the Step 2 provision and includes the following packages:

- Silvercloud Health – 6-8 week programme for anxiety, depression, health anxiety and panic.
- Sleepio – 6 week programme for insomnia and other sleep related problems.

SHS also offer the following but these are not as commonly used as the first two:

- Shift your stress – 6 week for workplace stress.
- Hold your nerve – 6 week programme for social anxiety.

Table 6. Number of referrals to Self-Help Services for etherapy in Trafford

	<b>Total number of referrals (Jan 2019-Dec 2019)</b>	<b>%</b>
Trafford	842	100
North Locality	239	28.4

The number of Trafford residents in the north of the borough accessing etherapy through Self-Help Services in 2019 was 28.4% (see Table 6).

## 8. Challenges

Ongoing challenges to ensure conditions for high quality care are in place:

- Working to ensure that resources, sufficient to ensure NHS England targets are achieved, are available to the system. This will involve service redesign, innovation in how services are delivered, dedicated work to ensure that IAPT services are co-terminate with wider health and care services and, where necessary, new relationships and contractual mechanisms are forged to maximise efficiencies in support of reinvestment.
- 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-centered, 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.
- 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**

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, and, although remaining challenging, access rates have improved since December 2017.

## 9. Appendices

### Appendix 1

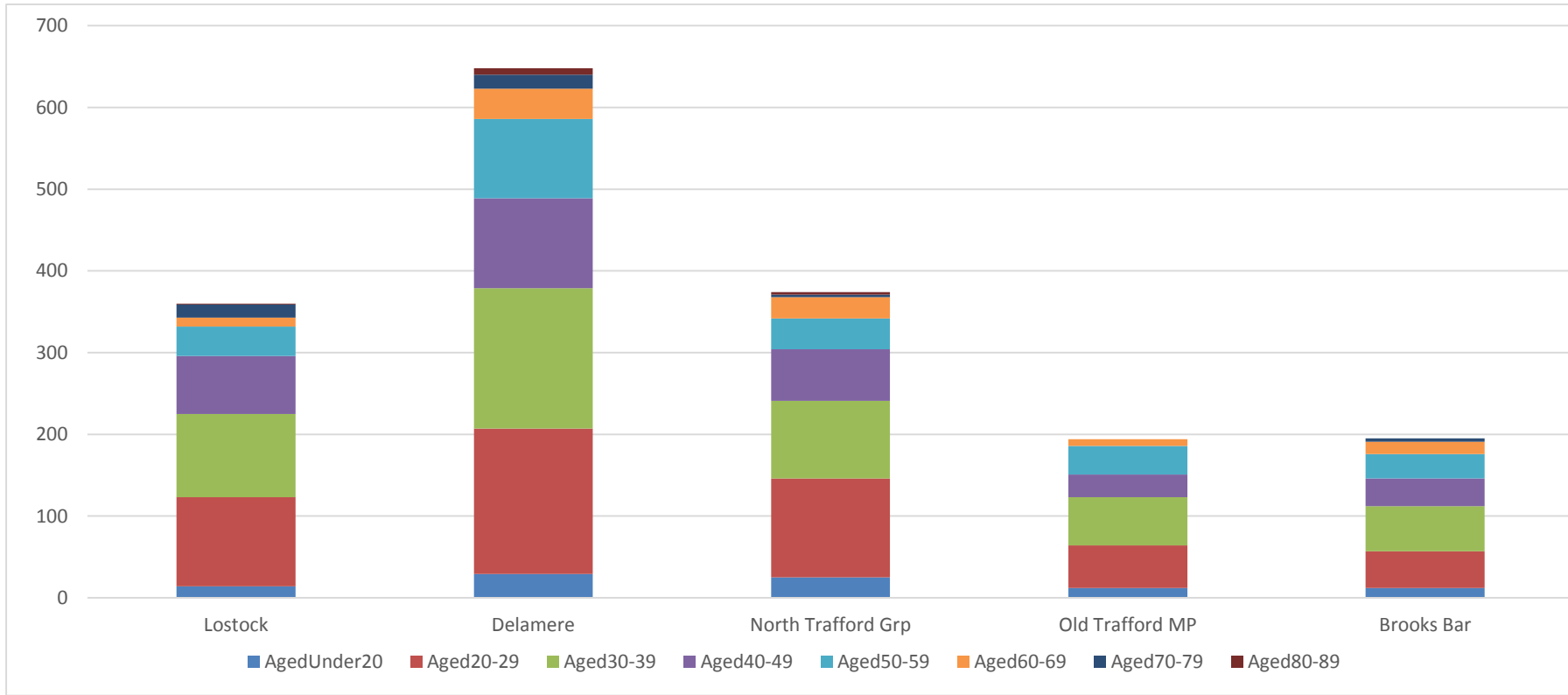


Fig.1. IAPT Referrals in 2019 by Age and GP Surgery (North Trafford Locality).

## Appendix 2

### **Raising awareness across all four localities: Completed and ongoing events in 2019/20**

#### **16-18 year olds**

- School/College talks/events (e.g. Urmston Grammar, Stretford, Altrincham Girls Sixth Form, Trafford College).
- 'Wellbeing and Transition to Higher Education' talk scheduled for March 2020 at Colleges in Urmston and Altrincham.

#### **Perinatal**

- Perinatal and Infant Mental Health (PIMN) Champions to go into children/family centres to promote the service, attendance at Network and Supervision Meetings.

#### **Long-Term Physical Health Conditions**

- Stroke Association talk given in October 2019; next one scheduled for May 2020.
- Service listed on Arthritis Action website:  
<https://www.arthritisaction.org.uk/region/greater-manchester/>
- 'Wellbeing and Diabetes' event scheduled for 18<sup>th</sup> March 2020 at Washway GP surgery, Sale.
- Development of interface with physical health services, including pain, diabetes, cardiology, pulmonary rehab through Trafford General Hospital and Wythenshawe Hospital.

#### **Over 65s**

- Ongoing development of interface with AGE UK; Clinical Lead recently met with service to increase awareness of TPT and encourage referrals. Service poster now on screen. New referral pathway agreed re. paper referrals scanned and emailed to nhs.net account.
- Carers' event. Article about TPT printed in carers' newsletter.
- Older Adult Champion continuing to promote service.

#### **Black, Asian and Minority Ethnic (BAME)**

- BAME Champion to approach ESOL classes at Trafford College and further link in with Multicultural Women's Wellbeing Group at Coppice Library and Broomwood Community and Wellbeing Centre.
- BAME Champion to link in with fellow champions across the division to implement BAME Positive Practice Guide (BABCP).

### **Social Media**

- Service has Twitter page run by Senior Psychological Wellbeing Practitioner to promote the service and link in with other providers in Trafford, e.g. Trafford Carers, Trafford Domestic Abuse Service.
- GMMH on Facebook has advertised the service and given details on self-referrals.

### **Accommodation**

- Sourcing and funding move of IAPT base to Altrincham Health and Wellbeing Centre where two GP surgeries are co-located (Barrington Medical Centre and St Johns Medical Centre). This will free up clinic and administration space and improve the synergy with the South Locality to improve equality of access.

### **General**

- Promotional stands at key venues (Waterside, Limelight, Altrincham Hub, supermarkets, leisure centres) throughout 2020.
- Stress balls, information packs and pens given out at all events.
- Service poster and leaflets been distributed to all GP surgeries and community centers (*ongoing*).
- Recent meeting with the Counselling and Family Centre with a view to building better links (*ongoing*).
- 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.
- Met with sheltered accommodation (Vine Court) to meet with Manager (Tony Daly) who agreed to email all other sheltered accommodation managers encouraging them to contact TPT to arrange a visit.

- PCMHWS in process of arranging training for GPs on mental health – TPT to contribute to this.

Development of new mandatory ‘*How did you hear about us?*’ question to the self-referral portal to monitor and review routes to access.

Ongoing staff training events to enable staff to work effectively with all populations (most recent Away Day in Jan 2020 focused on Older Adults and Perinatal). Further service-wide training on long-term physical health conditions to be scheduled.

### Appendix 3

#### Percentage of drop out at various stages of treatment by locality

<b>Locality</b>	<b>IAPT referrals</b>	<b>% Before first appt</b>	<b>% Between 1<sup>st</sup> and 2<sup>nd</sup> appt</b>	<b>% After 2 attended appts</b>	<b>% Any point</b>
Central	2407	26	13	5	44
North	1825	23	12	5	40
South	2226	30	15	6	50
West	2500	22	12	4	38
<b>Trafford</b>	<b>8958</b>	<b>25</b>	<b>13</b>	<b>5</b>	<b>43</b>

### Appendix 4

#### Prioritisation Criteria:

- Perinatal: Pregnant mothers and mothers and fathers with an infant under 24 months.
- Referrals from Home Based Treatment Team.
- UK Armed Force Military Veterans.
- Manchester Arena bombing.
- Referrals from the Primary Care Mental Health and Wellbeing Service where there is active involvement, e.g. an emphasis on supporting clients to access therapy.