

The progress of 'Lets Talk' South Gloucestershire's IAPT Service



2gether
Making life better

Foundation Trust
For Gloucestershire



Presentation content:

- Background and service aims
- Referral pathway
- Achievements
- Outcomes
- Challenges
- Ongoing developments



Background

- The principal aim is to support PCTs implement National Institute for Health and Clinical Excellence (NICE) guidelines for people suffering from depression and anxiety disorders
- At present, only a quarter of the 6 million people in the UK with these conditions are in treatment, with debilitating effects on society
- 2006 Demonstration sites in Doncaster and Newham focusing on improving access to psychological therapies services for adults of working age
- In 2007, 11 IAPT Pathfinders began to explore the specific benefits of services to vulnerable groups.
- These pilot services, through routine collection of outcome measures, showed the following benefits for people receiving services:
 - Better health and wellbeing
 - High levels of satisfaction with the service received
 - More choice and better accessibility to clinically effective evidence-based services
 - Helping people stay employed and able to participate in the activities of daily living

Lets Talk Service Aims

- To provide a rapid access assessment service in primary care or other community locations but always close to home
- To ensure accessible information about psychological self management is widely available across communities
- To provide sufficient numbers of appropriately trained therapists to deliver NICE approved treatments
- To offer a range of treatments to fit in with people's lives, preferences and needs
- To work in close partnership with other organisations and primary care

Let's Talk service aims continued

- To maximise patient health and well being, satisfaction and choice
- To minimise referrals to secondary care (mental and physical health care)
- To closely monitor outcomes to ensure continual service improvement
- To reaching out to populations to ensure access is for the whole community and maximise social inclusion
- To establish close relationships with GPs and specialist mental health care to ensure seamless pathways for patients
- To develop innovative solutions to the challenge of improving access and stand out as a best practice example in the Region and Nationally.

Stepped Care Menu

**Step 1:
Website, Signposting**

**Step 2:
Guided Self Help using wide portfolio of materials,
Psycho-educational workshops**

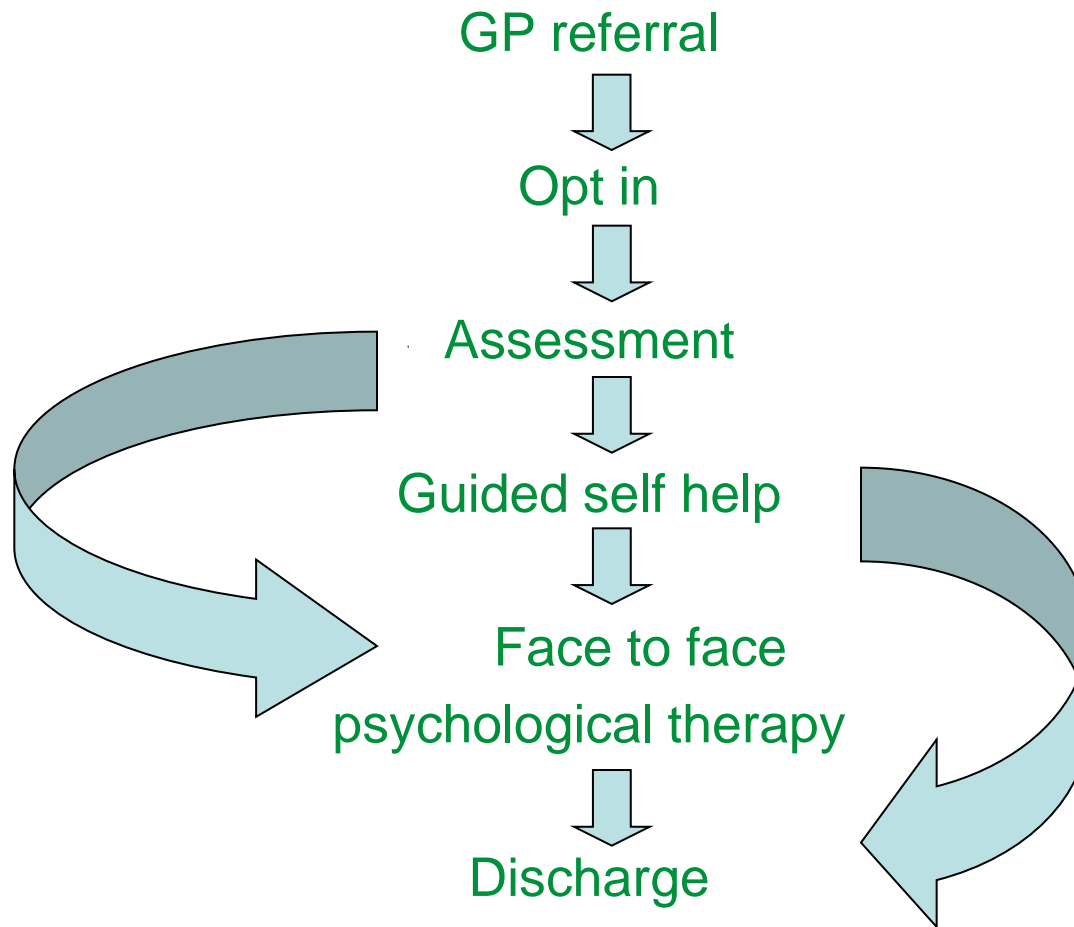
**Step 3:
Cognitive Behavioural Therapy (CBT), Counselling,
IPT, EMDR, DIT**



Timeline of Let's Talk in South Glos

- August 2009 - agreement for 2gether to deliver IAPT services in SG
- October 2009 – First trainees started training in Exeter
- January 2010 – Clinical Lead starts and service goes live
- April 2010 – second cohort of trainees start
- May 2010 – up to near full staffing compliment

Referral pathway



Achievements 21 months on

- 6100 referrals received
- 179 people currently in treatment with Let's Talk
- Trainees completing their training within the service:
 - psychological therapists x 9
 - Psychological Wellbeing Practitioners x 5
- Therapists also trained in clinical supervision, Dynamic Interpersonal Therapy and Behavioural Couples Therapy for depression.
- Workbooks on Health anxiety, Phobias, OCD and Panic in local libraries
- Emotional Wellbeing Workbook/workshop developed
- National recovery target

Outcomes

- 50% of people in South Gloucestershire move into 'mild' depression/anxiety or lower
- Depression scores were reduced in 79% of people receiving guided self help (Step 2) and 78% of people receiving face to face CBT (Step 3).
- Anxiety scores were reduced in 74% of people having guided self help and 64% of those receiving face to face CBT.

Challenges

- Number of referrals
- Working alongside existing services
- New staff team
- Staff in training (availability)
- New data collection system
- Targets – quality versus quantity
- Unattended appointments

Ongoing and future developments

- Initiatives being developed for:
 - Perinatal Mental Health - pregnant women and new mothers,
 - Chinese community
 - Cantonese and Mandarin speaking counsellors
 - Wellbeing workshop for elderly group
 - Gypsy and Travellers,
 - Armed forces veterans
 - People with long term medical conditions.
 - Improving access for older people

The screenshot shows the 2gether website interface. At the top left is the 2gether logo and tagline. On the right, it says 'Foundation Trust For Gloucestershire' with the NHS logo. A central banner features the phone number '0800 073 2200' and a 'Let's Talk' button. Below this is the heading 'Making life better 2gether' and a sub-heading 'Do you feel stressed, anxious or depressed?'. The main content area includes a paragraph about the service, a list of services (Gearing Control, Wellbeing, Appointment, Books on Prescription, Contact Us, CCF Registration), and three informational boxes: 'Information', 'Guided Self Help', and 'Continued Assessment'. A footer image shows two elderly people with a callout box.

2gether
Making life better

Foundation Trust For Gloucestershire **NHS**

if you want to talk to us, please call
0800 073 2200 **Let's Talk**

Making life better 2gether

Do you feel stressed, anxious or depressed?

You are not alone. There are some of the most common problems that affect thousands of people everyday. We all go through difficult times but sometimes our problems can start to affect our daily life.

Everyone needs to talk from time to time. Let's Talk is a new service from your local 24/7. We offer information, guidance and therapy during times when you feel stressed, anxious or depressed.

It is important to recognise early signs that you are not yourself. So whether you experience difficulties yourself or supporting someone, Let's Talk is your first step to getting help.

Let's Talk works in three ways:

- Information**
On the left hand side many of this website you will find a Gearing Control Self Help System. These pages are regularly updated with information to help you learn more about common problems. It also gives you ideas and suggestions on how best to tackle them.
You can also find additional reading suggestions in your local library. Look out for Recommended Reading stickers that your local practitioners have placed on books. Some of these books are listed on this website too.
- Guided Self Help**
If you need further guidance and information because problems are beginning to interfere with your daily life, you can call us between 9.30am and 5.30pm Monday to Friday on 0800 073 2200.
Clear the telephone line will talk through your difficulties with you and suggest you can describe the best way to solve them. There is no charge for our telephone consultations, although it is not at all a reflection of our great service comparison.
- Continued Assessment**
If you are continuing to struggle, we will discuss additional ways to help. This is to help us understand what help is available. Whether your problem with us, you will discuss ways of coping now and in the future.

CLICK HERE TO EMAIL US

Want to Report a problem or order the Manual please e
Bookings of the Online Manual 0800 073 2200

FOLLOW US ON TWITTER

Let's Talk is a free of charge telephone service. It is available 9.30am to 5.30pm Monday to Friday on 0800 073 2200. There is no charge for our telephone consultations, although it is not at all a reflection of our great service comparison.

Questions

About you

Do you feel stressed, anxious or depressed?

You are not alone. We all go through difficult times. Sometimes our problems can start to affect our day to day lives.

You may find yourself crying a lot, getting snappy, not able to concentrate or avoid things you used to find easy. You may find it difficult to work or take pleasure from everyday activities.

It is important to recognise early signs that you are not yourself. Get help early and quickly.

About Us

Let's Talk is a free service from the NHS. Our goal is to help you feel more like yourself again.

A trained therapist is at the end of a telephone and will guide you through the Let's Talk service.

Over the telephone we will discuss your difficulties and together we can decide the best next step.

This may be through one or two telephone conversations, attending a course at a college, a home computer programme or face to face therapy.

We aim to help you to understand yourself better and make changes to the way you think and behave.

You will also learn new ways of coping now and for the future.

Questionnaires

The following questionnaire will help you understand if depression or anxiety affects your daily life.

Think about the last two weeks when answering the statements below. Once you have completed your answers, add up all the numbers and match your score against the questionnaire scale.

Anxiety Questionnaire

Over the last 2 weeks, how often have you been bothered by any of the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

Your total score

Use the following scale:

- 0 - 5 = no anxiety
- 5 - 9 = mild anxiety
- 10 - 14 = moderate anxiety
- 15+ = severe anxiety

Depression Questionnaire

Over the last 2 weeks, how often have you been bothered by any of the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or too much sleeping	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people have noticed, or the opposite – being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3

Your total score

Use the following scale:

- 0 - 4 = no depression
- 5 - 9 = mild depression
- 10 - 14 = moderate depression
- 15 - 19 = moderately severe depression
- 20 - 27 = severe depression