

North Tyneside Psychological Therapies Service update

17 March 2011

1. **IAPTus clinical data system is running** - This system has replaced SystemOne. The system is custom designed for IAPT services and enables us to record patient progress and track improvement or deterioration, record activity, maintain clinical diaries and produce information on waiting lists and waiting times across the whole service and at the different steps of the service. Staff are able to type directly onto the patient record immediately following the therapy session.
2. **Clinical resources** – Improving Access to Psychological Therapies (IAPT) staff trained apart from 3 staff who have replaced staff that have left. These will undertake a 12 month certificate in Low Intensity treatment using CBT techniques. Primary Care Mental Health Practitioner complement is now at full strength. These staff are attached to all GP practices across North Tyneside. Recently recruited a new Consultant Clinical Psychologist. Retention rates are very high despite a number of IAPT services being commissioned in the area including Newcastle and Sunderland.
3. **Website running by the end of March** – Patients will be able to access information about the service as well as access self help materials
4. **Referrals** – Up to 37 referrals per day from primary care. Self referral is available for groups and classes. Meetings ongoing with GPs to make them aware of their clinical resource available in practices. In addition the importance of ensuring patients referred are motivated to attend therapy has been stressed to GPs. Patients need to be able to attend regular for up to 8 sessions at Low Intensity and up to 20 sessions for Step 4 intervention. DNA rate was 12% in January. Target DNA rate is 15%.
5. **Groups and classes** – These are delivered in conjunction with both Sure Start and North Tyneside Council Adult Learning Alliance. These include:
 - Supported Self Help – Delivered via a CBT coach in health centres or other community settings
 - Telephone Support – One to one support via the telephone
 - Stress Control Classes – 6 sessions on how to manage the symptoms of anxiety and stress
 - Assertiveness Classes – learning how to stand up for yourself and say no
 - Self help materials – advice on self help materials and downloadable resources

- Computerised Cognitive Behavioural Therapy – Beating the Blues and FearFighter
 - Relaxation Skills – How to relax body and mind
 - Positive Steps to a Balanced Life – Dealing with Pressure
 - Promoting Positive Parenting – meeting the challenges of becoming a new parent
 - Baby-ology – Support for mothers to be and mothers up to 3 months
6. **Accommodation refurbishment at Hawkey's Lane - This** gives us 9 extra clinical rooms in North Shields. Work currently being carried out at Wallsend to create additional clinical space.
 7. **Greater access** – From week commencing 4 April there will be evening sessions two nights per week at both Wallsend and North Shields. Sessions run from 5.0pm to 6.00 pm and 6.0 to 7.00 pm.
 8. **Employment Workers** – Employed via voluntary sector agency. The staff supports patients to retain employment, gain employment or transfer to alternative employment as an alternative to losing employment. This team is embedded in the service and is accessible by all clinical staff which means that clients' needs can be readily met.
 9. **Step 4 group for survivors of sexual health** - This group will cater for people with complex problems
 10. **Waiting list** – waiting list initiative carried out within the service which resulted in a 40% reduction in number of people waiting.
 11. **Links to Community Mental Health Teams** – Plan to hold monthly meetings to discuss referrals
 12. **Counselling service** – Continues to be available across North Tyneside GP practices. Following the transfer of the service to Northumbria Healthcare from April 1st the model will be reviewed.

Information provided by Rachel Chapman, NHS North of Tyne for LINK annual review on 22 March 2011