

1 November 2010

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Dear Johanne

Thank you for your sending us the final copy of the recent report on Treating Common Mental Health Problems in North Tyneside produced by North Tyneside LINK.

We were pleased to receive the final recommendations and would like to make the following response.

- **Introduce more GP training on referring and improve communications between the IPT service and GPs**

Practices now receive regular training and updates.

- **Increase patient choice**
- **Retain a choice of therapies for patients**

In North Tyneside, patients are able to access all the services outlined in national guidance, which include psychological therapies.

Patients do get a choice of a full range of therapies such as self referral to stress courses and workshops out of hours, as well as cognitive behavioural therapy. IAPT is going to deliver a broader range of therapies in the future.

- **Re-distribution of counselling services**
- **Replacement for MIND**

The current availability of counselling services in North Tyneside has been reviewed and plans are in the process of being developed to ensure that the appropriate level of service is provided across all parts of the borough. This would also include looking at availability of services such as that of MIND which has not continued (for reasons outside our control).

- **Improved recording of outcomes**

The IAPT service in North Tyneside has just invested in a new software package that will allow them to collect IAPT specific data regarding outcomes which are

reported to the Department of Health on a quarterly basis and are reviewed as part of regular contract monitoring meetings.

- **Rolling out of the innovative IAPT treatments**

The national programme for IAPT is widening its approach to offer choice as mentioned above and services in North Tyneside will reflect this direction of travel in the future. This includes a range of services such as interpersonal psychotherapy (IPT) for moderate to severe depression and brief psychodynamic therapy (DIT), counselling for depression as well as couple therapy for depression (CTD) for mild to moderate depression in line with guidance issued in 2009 from the National Institute for Health and Clinical Excellence.

- **Support mental health promotion**

The North Tyneside IAPT service has been heavily promoted through features in the Evening Chronicle, press releases to the News Guardian and information in the council's residents' magazine 'Widening Horizons.'

Features in the Chronicle and local media have included: 'Improving access to mental health services' (June 2009), 'Better access to support for people experiencing every day mental health problems' (October 2009) and 'Being mindful of our mental health' (April 2010). Articles on IAPT also appeared in the June/July 2009 edition of Widening Horizons.

From July 2010 we have also run a series of features in the Evening Chronicle in partnership with local mental health charity 'Launchpad' to raise awareness of mental health illnesses and the stigma that people with a mental health illness can face. Each feature used a case study of a local man or woman talking about their personal experience of having a mental health illness and the challenges they have faced – and overcome – as a result of people's attitudes towards them. 'Local man lends his support to campaign to end mental health discrimination' (May 2010), 'AIMing to end mental health stigma' (August 2010), 'Light at the end of the tunnel for anxiety sufferer' (October 2010).

Finally I would like to recognise the amount of work that both the LINK and others have put into the work of producing this report and to thank you for giving us the opportunity to comment at its various stages of production.

We will keep you informed of any further new developments in the existing services as they occur.

Yours sincerely



Rachel Chapman
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15/11/2010

Dear Rachel

Thank you for your response to the LINK report on Treating Common Mental Health Problems in North Tyneside. The LINK board discussed your response at their recent meeting last week and have asked me to write to you with their thanks for such a comprehensive letter. Also, there are a few points in your letter which the board have asked me to follow up:

- They would be interested, if possible, to have more detail on the regular training and updates that GP practices receive and in particular any information on the evaluation of this work.
- Would you be able to inform the LINK board how the current availability of counselling services in North Tyneside has been reviewed and what the plans are to ensure that the appropriate level of service is provided across all parts of the borough. Are there any actions or dates agreed for this?
- Could you briefly outline local plans for the broader range of therapies that IAPT is going to deliver in the future and share some detail on when the national programme for IAPT will widen its approach to offer further choice in North Tyneside, including the range of services mentioned in your letter in line with guidance issued in 2009 from the National Institute for Health and Clinical Excellence?

The board are also interested to explore how you would like to keep LINK informed of any further new developments in the existing services as they occur and if there is any way that we can better facilitate this for you and LINK members?

We are planning an annual meeting for members early next year to report on progress since the reports were commissioned, which may present an opportunity for a further update, if you feel this would be appropriate.

Thank you for your continuing support.

Yours sincerely

Johanne Mears
LINK manager
North Tyneside

15 December 2010

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Dear Johanne

Thank you for your letter received 18 November 2010 regarding further questions about our response to the LINK's report on Treating Common Mental Health Problems in North Tyneside. I have discussed this with our lead commissioner (Denise Pickersgill, Head of Commissioning) and have set out our comments below on each of the questions.

Training and updates that GP practices received and in particular any information on the evaluation of this work

The majority of practices have received visits from the integrated primary care service provider and have been given advice and information on how best to use the service and how to refer.

Review of current availability of counselling services in North Tyneside and plans to ensure that the appropriate level of service is provided across all parts of the borough, including any dates or actions

Counselling specifically is only one small part of an overall service, delivered primarily at the front end of services. Our original response was referring to a review of the support commissioned generally in North Tyneside and the broad range of therapies included in the report. We can make the following comments regarding the plans and level of service being provided:

All referrals are now being seen within 18 weeks.

The review of current availability of all the services is ongoing.

The Mental Health Partnership commissioned a review 'planning for care' and covers activity levels and targets for contracts etc. The 'planning for care' tool identified how many people are likely to need the service with the given population in the borough against the size of the current service.

The tool identified that there is likely to be 25,000 people needing a service against the size of the population (this is the 'prevalence' of people with this type of mental health problem).

The current arrangements are well resourced and levels of activity have been agreed with the provider. The system is such that if one practice does not need to refer as many / any patients one month, these referrals will be used by another practice, which will balance out any pressure on the system.

We will be working with the current provider using the usual contracting mechanisms and, indeed, met with them only this week as part of regular contracting monitoring.

Local plans for the broader range of therapies that IAPT is going to deliver in the future and share some detail on when the national programme for IAPT will widen its approach to offer further choice in North Tyneside, including the range of services mentioned in your letter in line with guidance issues in 2009 from NICE

The services mentioned in the original LINK report continue. Plans for the newer services mentioned in our previous response are at an early stage. The latest development is that the Strategic Health Authority has set up couples' therapy training. The first of these courses takes place this month, with a second planned for March 2011.

Yours sincerely



Rachel Chapman
Director of public engagement and communications