

Welcome

Issue 05 Autumn 2010

Registration for NAPT closed on 30th September and we are delighted to announce that recruitment was very successful as over 400 services from England and Wales signed up. Data entry is still open for the service context questionnaire and the therapist questionnaire.

Data collection is coming along with over 270 service context questionnaires returned and over 1000 therapist questionnaires returned. Services will be sending out the "talking treatment" questionnaire to service users on a census date in October or November. Services have also started collecting data for Q3: retrospective audit of patients ending therapy between 1st September and 30th November.

For further information about the audit please visit our website www.rcpsych.ac.uk/napt.

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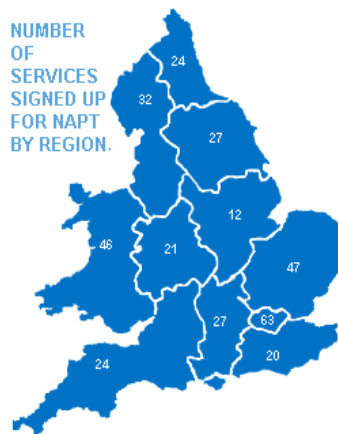
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NUMBER
OF
SERVICES
SIGNED UP
FOR NAPT
BY REGION.



Types of service registered so far include:

- Arts Psychotherapy Service
- CBT services, including a Mindfulness based CBT service
- Community Mental Health Teams – Adult and Older People
- Counselling Services, including person-centred/humanistic, psychodynamic and integrative approaches
- IAPT – High and Low Intensity services
- Older Adult Clinical Psychology services
- Psychotherapy services
- Psychology Services – Primary and Secondary Care
- Trauma Clinic service
- Voluntary sector services, including computerised CBT, bereavement services, women's services and a service for people who have been sexually abused

What's new?

Since our last newsletter we have appointed Brenda Wilkes as regional lead for the East Midlands, and Amanda Hall has taken over as regional lead in South Wales. We are delighted to welcome them both to the NAPT team and we have included a quick interview with them both overleaf. Until Brenda joined us, progress in the East Midlands was a little slow so it is great to have some local help in the area to promote the audit. We now have regional leads in each of the ten Strategic Health Authorities in England, and two working across the Local Health Boards in Wales. We are pleased to announce that all but one of the eligible Mental Health Trusts in England have signed up in the audit so far and all seven Local Health Boards in Wales are participating.

cover article continued...

In addition several services have signed up from Primary Care Trusts and voluntary organisations nationwide. To see a complete list of participating services please [click here](#)

Voluntary Services:

With the help of our service user lead Cat O'Neill, we have been working hard to involve as many voluntary services as possible in NAPT. To qualify for the audit, these services must receive some NHS funding. We feel that it is very important to include voluntary organisations as they are increasingly involved in delivering public services and therefore should be given the same opportunities to demonstrate their performance as their statutory sector counterparts.

To aid recruitment, we sent a letter to trusts and voluntary sector organisations to publicise the audit and included instructions on how to sign up. We also identified smaller community services and contacted them directly to promote the audit and determine whether they were eligible to take part. This approach has been very successful as we currently have 50 voluntary organisations signed up, including national services like Mind and smaller community based services.

The audit will allow these organisations to partake in national benchmarking, highlighting areas in which they perform well and also areas that may need some improvement. This should be greatly beneficial to services when it comes to tendering for new services.

Q2: THERAPIST'S QUESTIONNAIRE

The therapist questionnaire is now open for data entry. All service leads have been sent a nominations form and all nominated therapists have been sent an online copy of the Therapist's questionnaire. We hope that every person who works in a registered service and provides psychological interventions to treat people for their anxiety and depression, will complete our short questionnaire about their training, experience and the therapies they deliver. The audit includes employed therapists (full-time and part-time), trainees and voluntary staff. The NAPT data submission system sends out an email with a web link to the questionnaire and it should not take any longer than ten minutes to complete. The contribution of therapists is very important in order for services to benefit from the involvement in NAPT, and to make meaningful comparisons to other similar services and the national provision. The final deadline for submission is 20th December 2010.

Q3: RETROSPECTIVE AUDIT

From 1st September to 30th November 2010 we are asking registered services to collect data detailing patient's demographic information, waiting times, care pathways and outcome measures for the retrospective audit. Data submission for this questionnaire will be open from September 2010 to February 2011. The retrospective audit will create a national picture of the demographic characteristics of people accessing psychological therapies, waiting times, drop outs and whether therapies have resulted in positive outcomes for those with anxiety and depression.

Q4: TALKING TREATMENT SURVEY

On a census date selected by each service between October and mid November 2010 a questionnaire will be sent out to service users who have at least one therapy session with the service for anxiety and depression, before the service's chosen census date. This questionnaire will gather service users' feedback on their treatment experience within the service. The survey includes a letter from the NAPT project team on behalf of the service, an information leaflet about the survey, the "Talking Treatment" Questionnaire and a freepost envelope, which will allow the respondents to return the completed questionnaires to the NAPT project team directly, ensuring anonymity for service users. We have recently circulated a new poster aimed at service users to all services currently signed up for the audit and to service user organisations. We hope this will encourage service users to participate in the "Talking Treatment" survey.

Please feel free to print out the poster on the last page and display it to increase awareness about the "Talking Treatment" questionnaire.

INTRODUCING OUR NEW PROJECT MANAGER AND REGIONAL LEADS

Louise Nelstrop was the project manager for NAPT since its start in 2008, she has now taken up an exciting new opportunity in India and whilst the team was very sad to see her go we are pleased to welcome our new project manager Lucy Palmer. We also now have regional leads in each of the strategic health authorities in England with Brenda Wilks covering the East Midlands and new regional leads in South Wales, Amanda Hall and Reg Morris.



Lucy Palmer

Darren: Can you please give a brief description of what your role involves?

Lucy: I work closely with Elizabeth Hancock, the NAPT Deputy Programme Manager and the rest of the team to help ensure that NAPT is as successful as it can be. This means planning the team's workload, offering support and supervision and liaising with the Health Quality Improvement Partnership (HQIP), who have commissioned the audit.

Brenda: Now that the Audit has reached the stage envisaged, that the majority of services have registered both the organisation and the therapists who will be involved, my role is more to support the task ahead. Queries very often relate to the changeover of staff in organisations which is inevitable when so many large services are involved. I am available to answer questions and when not able to do so act as a link to the team in London.

Darren: What aspect of the audit are you finding particularly encouraging?

Lucy: The fact that there is so much enthusiasm for NAPT. The NAPT team, clinical leads, regional leads and advisory group have done a fantastic job in generating a huge interest in NAPT, and we've been overwhelmed by the number of services asking to sign up. I'm also really impressed with the positive attitude of the NAPT team; they're a fantastic bunch of people to work with, incredibly hard working and also really good fun.

Brenda: The financial support given by the Health Authorities in East Midlands indicates to me the resolve to reach out to communities. It shows determination to improve access to treatment through increased awareness of mental health issues. Staff involved in organisations outside the NHS appear keen to continue with the links and I have been impressed with the willingness to endorse the aims of the Audit. However, there is in some cases a lack of resources which may have allowed participation. Nevertheless, it is impressive to find out the extent of the co-operation between the NHS and other agencies.

Darren: What is the most challenging aspect?

Lucy: The data collection! NAPT is a complex national audit which requires considerable thought and planning. We've created data collection tools which are as simple as possible for participants to complete, but a lot of technical work is needed behind the scenes to make this work. Luckily there are members of the team with expertise (and bags of patience) when it comes to data management, which helps a lot!

Brenda: It is encouraging to discuss with Clinical Leads the obstacles they are overcoming to allow participation in the Audit. Many of those involved have been working for many years with limited resources to determine the pathways to care they feel can provide the level of intervention required. Recent changes in National thinking about the essential quality of services have resulted in the IAPT programmes being funded around the country. That is a beginning. Measuring present achievements, recording a vast range of skills being used, and the success of the therapies offered will provide much needed information. Having a role in this is a challenge for me.

Darren: What hopes do you have for the audit?

Lucy: My hopes are that the audit will capture important information about a full range of services, and really add something valuable to existing knowledge. The audit can help us understand what services are out there, what the strengths of these services are, which aspects of the service are most valued by service users and so on. It's a wonderful opportunity to examine in more detail the essential role that talking treatments play in mental health care.

Brenda: When the result of the Audit is known, and the evidence presented of the commitment of so many who care about mental health provision and the level of access to both prevention and treatment in this arena affecting so large a number of our population, my hope would be that the funding available will be maintained and increased on a regular basis to meet demands.

Darren: What is on the horizon for NAPT?

Lucy: There are two immediate challenges for NAPT; the first is to manage the huge volume of data returns and use the data to produce concise, meaningful and clear reports. The second challenge is to consider the life of NAPT beyond the initial audit.

Brenda: My hope for NAPT is that this too, will be a beginning. I hope it will be a map showing a diversity of need, a quality of excellence of services given, an area of gaps to be filled and a signpost for improvement. I hope NAPT will repeat the Audit building on the network it has established and continuing the professional exchanges which can become a power for improvement. The service users need a voice. The Therapists need recognition. Evidence is the only tool to achieve continued support and is essential to allow Mental Health to compete in the demanding financial situation.

SERVICE FEEDBACK ABOUT PARTICIPATING IN THE AUDIT

The team was interested in getting some feedback from services who have participated in the audit. Here Elizabeth Hancock, Deputy Project Manager, interviews Kerry Smith, Operations Manager from KCA Counselling Service in Kent.

Q1. Could you briefly describe your service and your role within the service?

KCA Psychological Therapy Providers are a third sector organisation that delivers a range of therapies in primary care settings in South East England. I work as our lead for Monitoring and Evaluation, ensuring that we are able to measure and demonstrate the quality of the services we provide.

Q2. How did you first hear about NAPT?

A colleague told me about NAPT and I logged onto the website to find out more. It was also mentioned by one of our Primary Care Trust colleagues.

Q3. What were the main reasons for registering?

We saw the national audit as an opportunity to add to the analyses and evaluations of our service delivery that we already do and to look at how we compare to other services nationally. Having taken part in national benchmarking with other services in the past we find it very helpful to be able to gain insight into where the service is performing well and where we might want to focus our energies on making improvements. Our local commissioners were also strongly in favour of us registering for the audit.

Q4. How have you found participating in the audit so far?

So far the questionnaires have been straightforward and concise and communication from the NAPT team has been very clear.

Q5. What have been the most positive aspects of NAPT?

Although we have only just started with the process I am pleased to see that both therapists' and clients' views will be provided directly to NAPT, which means that the service is being looked at from all perspectives, not just from raw numerical data and information provided by managers, and thereby providing a more rounded analysis of the service.

I am also pleased that we are able to work with our software providers to extract some of our data directly to NAPT, reducing the time taken for audit.

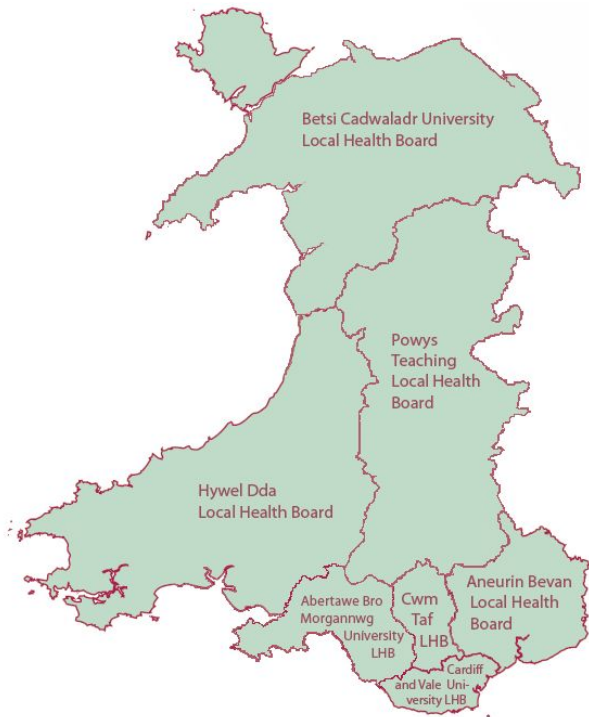
Q6. What aspect of the audit has been most challenging?

Although most of our services are already part of the IAPT (Improving Access to Psychological Therapies) scheme, one will be moving to become part of the scheme in October and this is providing us with some challenges with the retrospective audit of service data, because we'll be changing from one software provider and data collection set and methodology to another part way through the time period. I am hopeful that we will be able to discuss this with the NAPT team and find a solution.

Q7. What benefits do you anticipate from participation?

I expect to be provided with some useful feedback from the audit that we can share with our staff and commissioners. I am hopeful that the audit will evidence the excellent work that is taking place within our service and the improvements we have already made such as offering out of hours appointments and reduced waiting times. I also hope it will provide indications of how we can improve our services further.

The Audit in Wales



We are very pleased to announce that we have achieved full sign up of Local Health Boards in Wales. All seven LHB's have registered services and in total, there are 46 services signed up. There have been a lot of structural changes in how health care has been provided in this region in the past two years, with twenty one LHB's amalgamating into the current seven.

Promoting NAPT



We launched NAPT at last year's Psychological Therapies in the NHS Conference hosted by The New Savoy Partnership and we are very excited to be returning this year to present some of our preliminary results. The conference will be held on Thursday 2nd and Friday 3rd December 2010 in London. For further information about the conference please visit: <http://www.newsavoypartnership.org>.

We would like to thank the following organizations for supporting our work and promoting the audit on their websites:

- [The UK Council for Psychotherapy](#)
- [Cardiff and the Vale Mental Health Development Project.](#)
- [IAPT](#)
- [NHS Confederation: Mental Health Network](#)
- [Mental Health Providers Forum.](#)
- [Powys Local Health Board](#)
- [British Association for Behavioural and Cognitive Psychotherapies.](#)
- [Cygnet Health Care.](#)
- [Anxiety UK.](#)
- [Mind](#)
- [The British Association for Counselling & Psychotherapy](#)

The Audit-O-Meter



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Receiving Talking Treatment for Anxiety or Depression?

Do you want...
more options?
easier access?
shorter waiting times?
...we need to hear your views

This service is participating and will be sending out questionnaires on:

The Royal College of Psychiatrists is running a national project to gather the experiences of the Talking Treatment you receive. We are asking all services to get involved.

Ask your local service, therapist or counsellor about it and help us by filling in a questionnaire.

Find out more from our website: www.rcpsych.ac.uk/napt

National Audit of Psychological Therapies for Anxiety and Depression

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