

## Welcome

Spring/Summer 2011

Data entry closed on February 28 and we are thrilled to announce that we have had an excellent response rate from the 361 participating services in England and Wales. Over 11,700 service users returned our "talking treatment" questionnaire and we have received data for around 52,000 patients in the retrospective audit of patients completing therapy between 1 Sept and 30 Nov 2010. Coupled with the return of nearly 4,000 therapist questionnaires and service context questionnaires for each participating service, this is sure to make some very interesting findings. Our national report is due to be published in October and our individual service reports are scheduled to go out shortly before this. *Continued on page 2...*

For further information about the audit and to keep an eye out for the results please visit [www.rcpsych.ac.uk/napt](http://www.rcpsych.ac.uk/napt).

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## What's new?

Since our last newsletter we have appointed a new Project Worker, Colleen Roach, and Nici Gideon has come back from maternity leave as a part time Project Worker. We are delighted to welcome Colleen and welcome back Nici to the NAPT team and have included a quick interview with Colleen below.

We are currently analyzing the mass of data that has come in and producing the national and local reports. Thank you all for helping to make the data collection phase so successful.

*cover article continued...*

## **Q2: THERAPIST'S QUESTIONNAIRE**

Almost 4,000 therapists throughout England and Wales filled out the questionnaire between August and December 2010, and we are currently analyzing the findings. The questionnaire looked at therapists' training, therapies they delivered and membership of professional bodies.

## **Q3: RETROSPECTIVE AUDIT**

Data was submitted for this questionnaire by our registered services between December 2010 and February 2011 and we have received data for around 52,000 patients. Participating services collected data detailing demographic information, care pathways, waiting times and outcome measures for patients ending therapy between 1 Sept and 30 Nov 2010. With the help of expert advisors based at the Centre for Psychological Services Research at the University of Sheffield we will look at how services are performing against the audit standards relating to waiting times, equity of access, outcomes and whether the therapy provided is in line with NICE guidance.

## **Q4: TALKING TREATMENT SURVEY**

We have been overwhelmed with the response from service users for this questionnaire and received over 11,700 back across England and Wales. After picking a census date between October and mid November 2010, services sent out a questionnaire to service users who had at least one therapy session with the service for anxiety and depression before the chosen census date. The NAPT team will look at service user satisfaction in the areas of access to therapy and outcomes. Qualitative data from the questionnaires will be analysed thematically by our service user researcher, Eleni Chambers.

## **NEW SAVOY CONFERENCE**

NAPT presented at the New Savoy Conference in December 2010. If you are interested in listening to the presentation by John Cape please follow this link:

<http://www.newsavoypartnership.org/2010audio.htm>

## Introducing our new Project Worker

*Colleen worked at one of our services before joining us so has seen both sides of the audit*

**Lauren: I wonder if you could introduce yourself and say a bit about how you are settling into the NAPT team?**

**Colleen:** My name is Colleen Roach and I joined NAPT as a project worker at the end of March. Although this is only my second week in the project I have settled in very well due to how great the team have been. My previous experience was working as a researcher for the Institute of Psychiatry on a number of audits assessing the implementation of the NICE guidelines for depression and anxiety. NAPT was offering an incredible opportunity to work on improving the provision of psychological therapies at a national level so I am very happy to be working here with a fantastic team dedicated to improving mental health related care.

**Lauren: What made you initially want to join the audit team?**

**Colleen:** I have experience of working in roles within the NHS primary and secondary care psychological therapies. So I was always interested in improving the psychological support service users receive. My previous role was working in audits and research assessing the implementation of the NICE guidelines for depression and anxiety within one NHS trust. I thought the role with NAPT was the perfect opportunity to help the audit and work towards improving psychological therapies nationally.

**Lauren: What is the most exciting aspect of the project for you?**

**Colleen:** The most exciting aspect of the audit for me is the contribution it will make towards improving mental health care across England and Wales. Overall, I believe this will help reduce psychological distress and improve mental well being of service users, which is something I am extremely passionate about.

**Lauren: What has been the most challenging aspect of your role so far?**

**Colleen:** Although I have previously worked on audit and research projects this is by far the biggest I have ever been involved in. I joined the team during a very busy period as they were working towards a number of deadlines for one part of the project. The most challenging aspect of this was catching up on all the work the team had previously done, which was a huge amount. However, the team being so friendly and well organised really helped me in combating this.

**Lauren: What expectations do you have for the audit as a whole?**

**Colleen:** I believe the audit will help identify areas for improvement to improve the standard of care service users suffering depression and anxiety receive. In addition, I think the fact so many different trusts are involved is fantastic as it allows us to identify what appears to be working and what does not.

## Service user organisations eagerly await results of the National Audit

The National Audit team are busy analysing all the returned questionnaires and received over 11,700 completed service user questionnaires, so many thanks to so many of you who filled them out. This is the largest independent audit of its kind that focuses on psychological therapies and it was so important that the voice of individuals accessing services was captured.

Service user groups welcomed the NAPT results; Nicky Lidbetter CEO of Anxiety UK stated *“Although we were not part of the formal audit, Anxiety UK is very much looking forward to reading the results from NAPT. As a service user led organisation we hope that some of the issues we have been highlighting through our own surveys of individuals with anxiety and depression will be borne out, and services will have the opportunity to hear directly about people’s experiences of care.”*

The audit has also seen a number of 3<sup>rd</sup> sector organisations involved, from local Mind associations, larger charities such as Rethink and Turning Point to smaller specialist charities such as Nafsiyat Voluntary Service and the Sahil Project who submitted data to the national dataset.

### Case study –Sahil Project, West Midlands

Sahil Project is a small registered Charity established in 1987 to support Asian Women who were suffering from stress and isolation. The stress often arose from unresolved problems and resulted in psychological ill health. This was often related to language barriers, racial hostility and difficulties in accessing services or making social contacts and not knowing where to seek the appropriate assistance.

*“Taking part in the NAPT process was quite exciting for the organisation as it was our first opportunity to get involved on the National level. We are looking forward to receiving the results of this report which will not just help the organisation to get recognition but also hopefully open other opportunities for funding due to new changes ahead of us.*

*The service user questionnaire will give us the true reflection on the service provision and the impact of their experience will enhance the organisation to move forward positively in the near future.”*

Once the data has been collated NAPT will be carrying out a range of publicity activities to ensure that individuals find out about the results. These will include email dissemination, publicity via press releases in the mental health media and presentation at conferences and events aimed at service users. For more details please email the NAPT service user lead Cat O’Neill on [services@anxietyuk.org.uk](mailto:services@anxietyuk.org.uk)

# The Audit-O-Meter



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