



NATIONAL AUDIT OF PSYCHOLOGICAL THERAPIES FOR ANXIETY AND DEPRESSION

# NAPT: NEWSLETTER

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## Anxiety and Depression? Have your say...



We are running a survey across England and Wales as part of a **national audit** of talking treatments for **anxiety and depression** in the NHS, also known as psychological therapies. We want to find out about

your experience of **talking treatments**.

Find out if your counsellor/therapist/service is taking part and have your say...

For more information visit our website:

## Stephen Fry helps launch our survey of Talking Treatments

**Stephen Fry, TV personality and twitterer extraordinaire,** has given his support to the **National Audit of Psychological Therapies for Anxiety and Depression**. Stephen Fry's personal experience of depression is not something that he has made a secret of. His work to help service users led to him being made an honorary Fellow of the Royal College of Psychiatrists. Wearing both

these hats, to help us

promote this survey, he created a short personal video. He describes this as 'important work', and encourages everyone to get involved.

The video will be played at the official launches in England and Wales (see page 7 for details).

You can also watch it on our website:

<http://www.rcpsych.ac.uk/napt>



*"We feel it's important to be able to look critically at what we do and develop benchmarks for the service and find out whether our competencies and our client outcomes are what we hope they are. This is after all the heart of practice based evidence" pilot service in Wrexham*

### WORKING IN PARTNERSHIP WITH

BPS, RCGP, RCN, New Savoy Partnership, CORE, BABCP, BACP, UKCP, BPC

Mind, Rethink, Depression Alliance, No Panic, Anxiety UK, the Mental Health Providers Forum



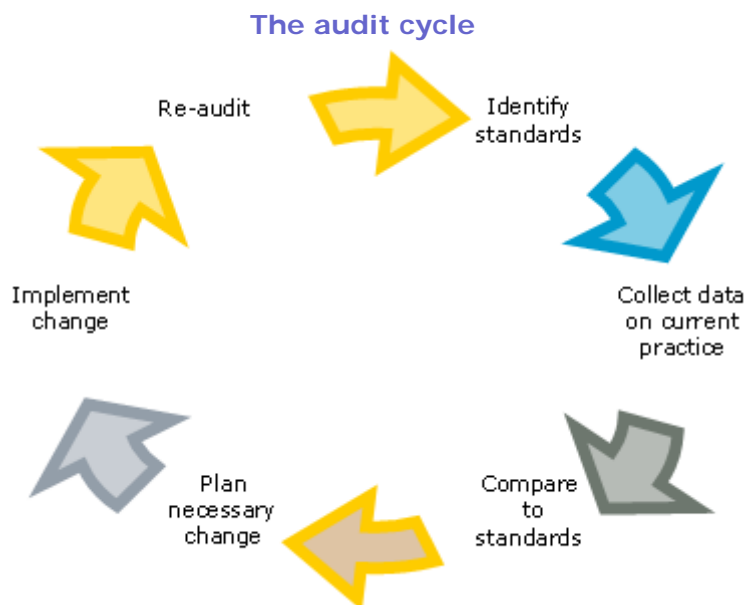
ACCREDITED CENTRE FOR QUALITY IMPROVEMENT

## What is NAPT?

**NAPT is the National Audit of Psychological Therapies for Anxiety and Depression.**

It aims to measure whether people referred to psychological therapies for **depression and anxiety** are **assessed and treated promptly** by a therapist, who delivers **appropriate** therapies in an **acceptable** manner and achieves an **outcome** that compares favourably with those of other comparable therapists.

In order to assess whether local services that are offering psychological therapies in the NHS are following these principles, data needs to be collected from a variety of different sources — the services themselves, therapists, and the people who are receiving treatment.



Once this information has been collected, it will be used to produce a report which will inform services about how they are performing compared with other services. This will give services an opportunity to highlight the areas that they are doing well in and those that they need to improve. The project is currently at the pilot phase.

*Our pilot sites in **England** are: Bristol, Cambridgeshire, Herefordshire, Islington, Knowsley, Mid Essex, Sheffield, South London and Maudsley Mental Health Trust, Surrey and Borders Partnership NHS Foundation Trust, Sussex Partnership NHS Foundation Trust, Trafford Healthcare NHS Trust.*

*Abertawe Bro Morgannwg University Health Board (Swansea, Neath Talbot, Bridgend) and Wrexham are testing the audit questionnaires in **Wales**.*

The services piloted the whole range of questionnaires that have been developed to measure **waiting times, treatment outcomes, therapeutic alliance, service user satisfaction and therapists' qualifications and supervision.**

The pilot sites encompass a wide range of services, from low intensity IAPT services to services provided within Mental Health Foundation Trusts.

The project is managed by the NAPT Project Team:

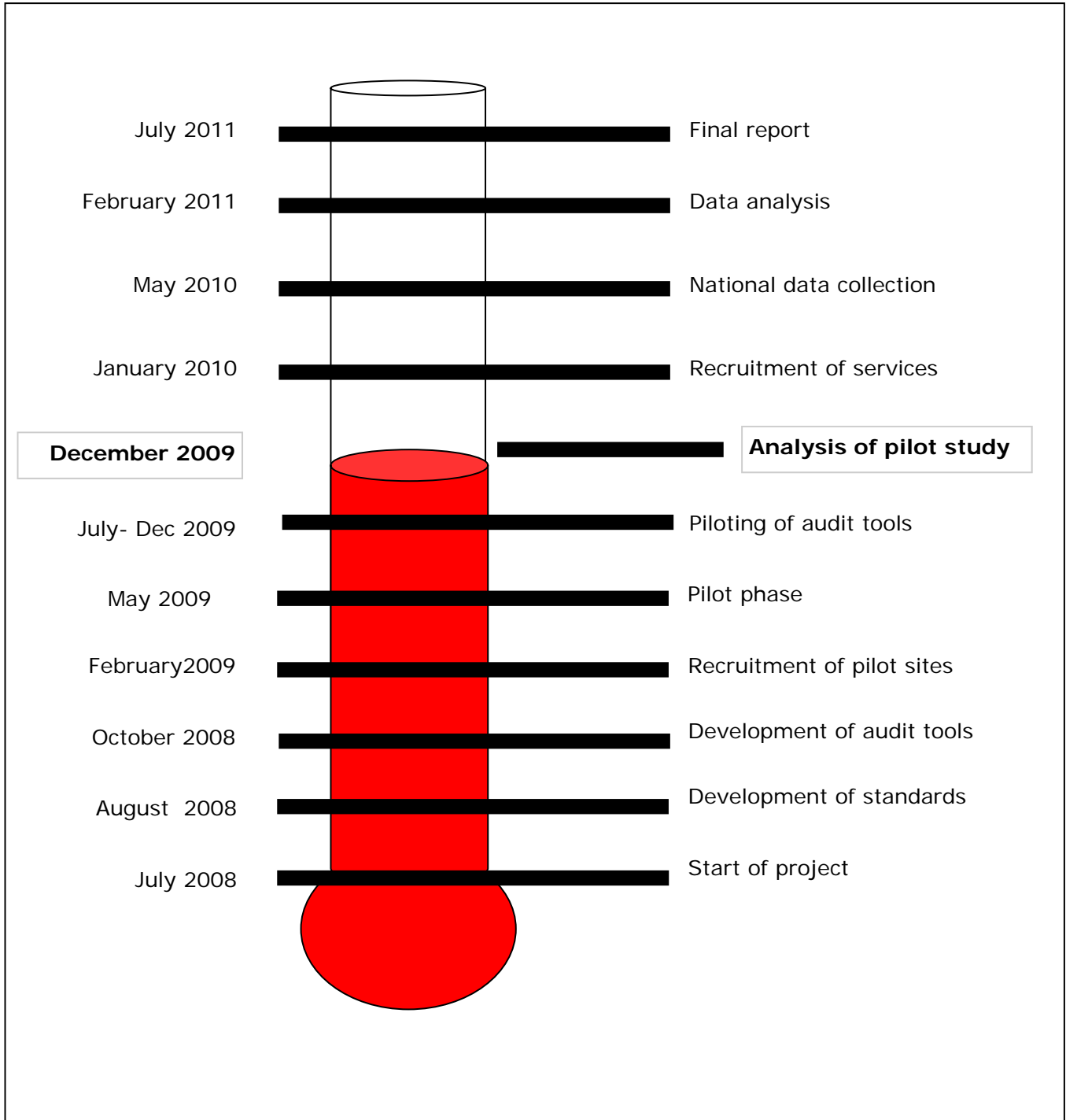


*From left to right:*

Nici Gideon—Project Worker  
 Louise Nelstrop—Project Manager  
 Elizabeth Hancock—Project Worker  
 Lorna Farquharson—Clinical Advisor

# The AUDIT-O-METER

Follow the audit's progress along the audit-o-meter's timeline!



## Our Partner Organisations

National projects like the National Audit of Psychological Therapies always set up **steering groups**. This is a group of people who meet regularly to help steer the project in the direction it needs to go. Our steering group has over 25 members, who are drawn from service user and professional organisations. In the meetings everyone is given an equal opportunity to voice their views about what is important and air any concerns that they, or those they represent, may have.

Service User Organisations who are represented include: Anxiety UK, Rethink, Mind, Depression Alliance, No Panic and the Mental Health Providers Forum. Anxiety UK is the most recent service user organisation to join the steering group. They have also been helping us to piloting the 'talking treatment' questionnaire through their cCBT service in Trafford.

Cat O'Neill is their representative and explains why she feels that it is important for service user organisations, like Anxiety UK, to be on a steering group for a national project like this one.

### Worried and anxious? You are not alone

My name is Catherine O'Neill, Services Manager at Anxiety UK and I will be present at the next steering group meeting for the national audit of psychological therapies. I currently sit on the NICE guideline development group for anxiety, and the North West Mental Health Improvement Partnership steering board.

Anxiety UK helps thousands of individuals each year to gain help and support via their user led helpline, therapeutic services and online support. Formed in 1970 by a sufferer of agoraphobia, Katharine Fisher, the helpline began as a single phone in Katharine's spare bedroom. The

charity has gone from strength to strength since then but retains a grass roots feel and is still managed by a board of individuals who suffer with anxiety (as well as the CEO and all paid staff members). We are lucky enough to be celebrating 40 years of supporting those with anxiety next year and welcome anyone on the panel to come and join the celebrations.

Anxiety UK has recently joined the steering group for the national audit of psychological therapies. We felt we had a contribution to make as we frequently receive feedback from our callers about their experiences of accessing therapy through the NHS. We are also lucky enough to share a CEO with Self Help Services, a local Manchester based charity that delivers



The team of Anxiety UK

IAPT services at a low intensity level in a number of PCT regions across the North West, so are able to draw upon their experiences of providing support. It is within these services that our organization has offered to test the audit tools that have been designed to assess service user experiences.

As a psychological therapy provider, we have always looked to see why people have accessed therapy through us and many individuals have disclosed a fear of exposing issues with their mental health to their GP, or having something on their permanent NHS record. Anxiety UK can bring the perspective of these individuals to the review, along with a positive attitude and a desire to see quality services provided across the board.

## Piloting the Audit in Wales

### Helo o Gogledd Cymru - Hello from North Wales

Psychological Therapies – along with mental health in general in North Wales—are currently undertaking a considerable process of change and development as we move from smaller regional structures to a new integrated trust – the **Betsi Cadwaladr University LHB**, encompassing NE Wales, Conwy & Denbighshire and NW Wales.

**Our philosophy of care acknowledges the primary need we all have – both clients and staff alike - to have secure and stable frameworks of relationship that can foster positive development and diversity in our lives.**

We believe that within public health services, no single profession, brand or model of therapy has any monopoly on meeting these fundamental psychological needs, and that it is the **quality of our attachment relationships with our clients** that is the single most important aspect of our interventions. Likewise, we cannot offer proper psychological care for our service users – hold them in mind - unless we care for and support our staff.



The Wrexham Team

In thinking a stepped care model of service delivery **we believe we should always try and match the intervention to the client' needs** and we offer a range of psychological approaches to try and do this: group, individual and psycho-educational. Our staff are trained in low and high intensity CBT, cognitive-analytic and

person centred therapy, as well as group analysis and individual psychodynamic work. We also have a developing Personality Disorder Service, offering coping

and self harm and relationship groups and a day service based on therapeutic community principles. We feel this offers our clients real choice in their treatment.

It also means that as a team we try to keep open a dialogue across these different models, and hopefully learn from each other.

We feel **it's important to be able to look critically at what we do** and develop benchmarks for the service and **find out whether our competencies and our client outcomes are what we hope they are.** This is after all the heart of practice based evidence.

## Meet Lorna Farquharson

We are delighted to welcome Clinical Psychologist Lorna Farquharson to the Project Team as Clinical Advisor. She is a Clinical Psychologist who has worked for the NHS for over 10 years. As well as being our newly appointed clinical advisor, she currently works as a part-time lecturer and academic tutor at Royal Holloway, University of London.



Lorna joined us at the beginning of the summer and has been invaluable in helping us to finalise the audit questionnaires and prepare for the pilot. Project Workers, Elizabeth Hancock and Nici Gideon interviewed Lorna about her role on the team and her time working on the audit so far.

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

I have experience of different roles within NHS primary and secondary care psychological therapies services and I have always been interested in audit and research activities. I thought that my skills and experience mapped closely onto the person specification for the clinical advisor position and it also felt like the right time for me to embark on a new challenge.

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

Although I previously held an audit lead role, this is definitely the largest and most ambitious project that I've been involved in! I joined the team at a really busy time when the pilot phase of the project was well underway. The most challenging aspect has been the catching up that I had to do in order to make sure that I could contribute effectively. Luckily, everyone here has been great at helping with this so I very quickly felt integrated into the team.

**Qu: As you know there are lots of different partnership organisations. What are your views on the way that this has influenced the audit?**

The steering group is the main forum for bringing together the different partnership organisations. These include service user organisations and professional bodies. It has now met several times to discuss the audit standards, the methodology and the data collection tools. I have been impressed by the way that these meetings have been organised and the actions that have been agreed. It seems that allocating a proportion of the meeting time to small group work has ensured that all members have contributed to each of the development stages.

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

The pilot phase is providing extremely useful feedback for the main audit and I think that everyone is very committed to ensuring that the national audit is a useful and meaningful process for all of the services involved. It will evaluate four important dimensions of quality and work with services to identify ways of improving the quality of care and treatment for people who suffer from anxiety and depression. As part of this process we are pioneering a new satisfaction questionnaire, which the audit team has created in conjunction with people who have experienced anxiety and depression in the past, to ensure that there is meaningful user involvement throughout the different stages of the project and that there is relevant feedback for services.

## Official Launch of NAPT

### ENGLAND

The audit will be officially launched in England at the New Savoy Partnership Conference

**'Psychological Therapies in the NHS: Science Policy and Practice'**.

The launch will take place on the **evening of 26 November 2009**.

Psychological Therapies in the NHS  
Science, Practice and Policy

Thursday 26 and Friday  
27 November 2009  
Savoy Place, London



[www.newsavoypartnership.org](http://www.newsavoypartnership.org)



### WALES

The audit will be officially launched in Wales in Llandrindod Wells at the

**'Annual Joint Meeting of All Wales Mental Health Managers Network and Mental Health Action Wales Network (Voluntary Sector Networks)'**

The launch will take place on **1 December 2009**.

## The National Audit of Psychological Therapies for Anxiety and Depression

**More information about the audit can be found on:**

<http://www.rcpsych.ac.uk/napt>

Or contact one of the project team by **email:**

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