Quality Improvement Initiatives in the Northern HSC Trust Psychological therapies Service

by

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Overview

• Service context

• Service experience of APPTS Reviews – a general focus on quality improvement

• Specific Initiatives
  • Outcomes and Research Workstream
  • Outreach programmes – Stress Control and Red Cross
  • Service-user Involvement Strategy
  • Innovation Workstream – VR and App development
  • Staff Wellbeing Initiative
Who are we?

Service Context
NHSCT Psychological Therapies Service (PTS)

- NHSCT is largest Trust in Northern Ireland - 1,733 sq miles and 463,297 population

- PTS provides psychological therapies for adult service-users living in the community

- A total of 36.4 wte clinical staff delivering Stepped Care interventions (Steps 2 – 5)

- Clinicians include accredited clinical psychologists, counselling psychologists, CBT therapists, psychodynamic psychotherapists, and Assistant/Associate Psychologists

- Receive approximately 2600 referrals annually and deliver a multitude of therapies (e.g., CBT, EMDR, groups) for different client presentations (e.g., PTSD, Depression)
How did it help us focus on quality?

APPTS review experiences
Level of CPD available to staff was highlighted as an issue.

Motivated us to improve service processes and protocols – risk flowcharts, pathways.

Softner “face” to service – improved leaflets, correspondence, and information packs.

Softer “face” to service – improved leaflets, correspondence, and information packs.

First Review
March 2015

Delivery of therapy more group interventions, family involvement.

Made us reflect upon wider service remit – employment, social inclusion, equality and diversity, service-user engagement.
Accreditation and awards gave service confidence and self-efficacy – we can improve quality

Accommodation issues – gave us leverage and success with Trust

Second Review
July 2018

Started several quality workstreams – service-user, research, innovation, clinical services

Secured funding for CPD and developed CPD initiatives – focus on staff-wellbeing

Developed an effective group strategy and increased family involvement

Specialist supervision is a potential area of development
Outcomes and Research Workstream

Developing a research programme
Outcomes and Research workstream

- Started with remit of developing an outcomes framework in 2013

- Outcomes framework was very successful – appetite developed for research

- Strategy
  - Scoped research interests of staff
  - Appointed research reps in every locality
  - Bimonthly research workstream meetings
  - Develop culture of research – research on every meeting agenda, journal club etc
  - Research programme reflected the interests of staff
  - Established links with university
  - Gradual increase in size of projects ... existing data ... service evaluations ... move to MSc and DClinPsych projects ... grant applications ... research staff
  - Always finish with a good product ... publications ... conferences ... reports
Complex PTSD

Posttraumatic growth, shame and guilt

NHSCT Research Programme

Virtual reality graded exposure

CollaBoraTe app

OCD and attentional bias
Outreach programmes

Stress Control
# Profile of Demand \(^{(n=660)}\)

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Stress Control Classes

- Received training from Jim White and adopted ethos of Stress Control initiative (i.e., classes not therapy, provided in the community, advertised in pubs, halls etc).

- Initially funded it from our own budget in one location in 2014

- Used promising results to successfully lobby for additional financing from HSC Board and EU Peace IV

- Since 2015, we have run 69 stress control programmes attended by @1,100 individuals across 9 different locations in Trust area

- 58% of attendees reported reliable clinical improvement in stress, anxiety and depression
Red Cross Liaison

• Expanding numbers of “hard-to-reach” populations

• BME populations, growing refugee population (e.g., 1,010 Syrian refugees in past year) in NI with their own severe traumatic experiences

• UK evidence indicate such populations do not receive or seek mental health support (Memon et al., 2017)

• Devoted 0.2 wte of a Band 7 to become Red Cross Liaison in 2015 – provide training, group interventions and consultation for service-users of organisation

• Liaising with NI Regional Trauma Network to develop referral interface/supported access
Service –user Involvement Strategy

Service-users leading, co-producing, and supporting
Origins ...

• Several staff had been involved in an innovative and comprehensive service-user involvement initiative that was embedded in every aspect of QUB clinical psychology course (e.g., selection, in vivo assessment, every meeting, every board, paid involvement)

• Adopted this working model initially ... but barriers in Trust (e.g., payment, interviews)

• Evolved into a wider PPI initiative that was able to break down some “old ways” of thinking
Service-user Innovations

- **Service-user groups**
  - Service-user Involvement Group
    - 3 groups meet monthly in evenings
    - Develop issues/ideas led by service-users
  - Service-user support group
    - 3 groups meet monthly in evenings
    - Provide support post-discharge

- **Service-user interview participation and voting member**

- **Service-user led outreach projects**
  - World Mental Health Day Events
  - OCD workshop, family workshop
  - Artscare Group
Innovation Workstream

Virtual reality and app development
CollaBoraTe app

• Borne out of frustration with existing e-mental health options and current apps – no interactivity ... more “paint by numbers” therapy with set psychoeducation

• Secured Trust research funding of £4,000 to develop, pilot and evaluate a CBT app with a company and mount on android phones

• Product app far surpassed expectations ... presented evaluation in multiple forums and led to securing an additional £15,000 to mount on iOS and develop version 2 with additional features (e.g., problem-solving, upload to therapist phone, relaxation bubble, print options etc)

• Available for free on Google Play and App store ... search for “NHSCT Collaborate”

• Instructional videos are on youtube: https://www.youtube.com/watch?v=3nAF79_9AfQ
Wellbeing Champions

Staff Wellbeing Initiative

Wellbeing Champions
Staff Wellbeing

• Started with NHSCT wellbeing survey

• Psychological Services performed well, but took follow-up seriously due to challenges working in mental health

• Staff consultation and feedback in local teams with anonymous feedback

• Initiatives
  • Wellbeing champions
  • Funded Away Days and “team” identity
  • Reflective Practice Groups
Thank you!

Questions???