



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



Service Context

Who are we?

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)





APPTS review
experiences

How did it help us focus on
quality?

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

Level of CPD available to staff was highlighted as an issue

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

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

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

Developed an effective group strategy and increased family involvement

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

Specialist supervision is a potential area of development

Second Review July 2018

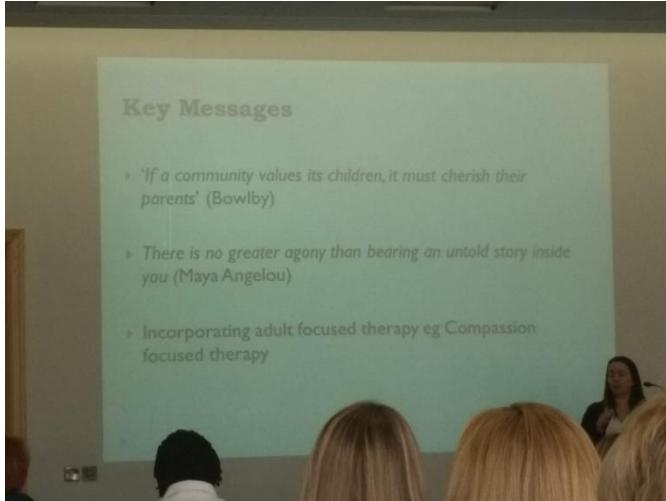


Outcomes and
Research Workstream

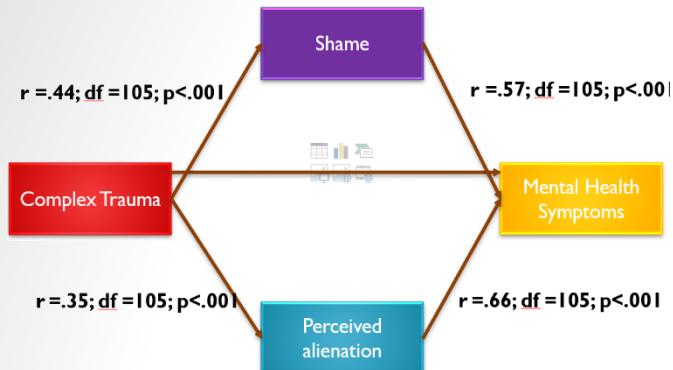
Developing a research
programme

Outcomes and Research workstream

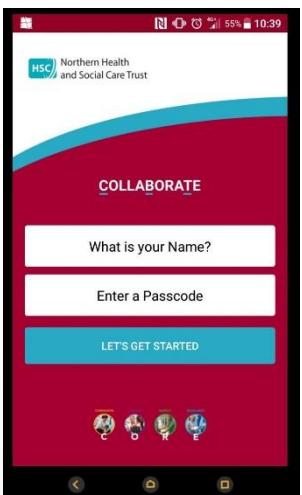
- Started with remit of developing an outcomes framework in 2013
- Outcomes framework was very successful – appetite developed for research
- Strategy
 - Scoped research interests of staff
 - Appointed research reps in every locality
 - Bimonthly research workstream meetings
 - Develop culture of research – 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



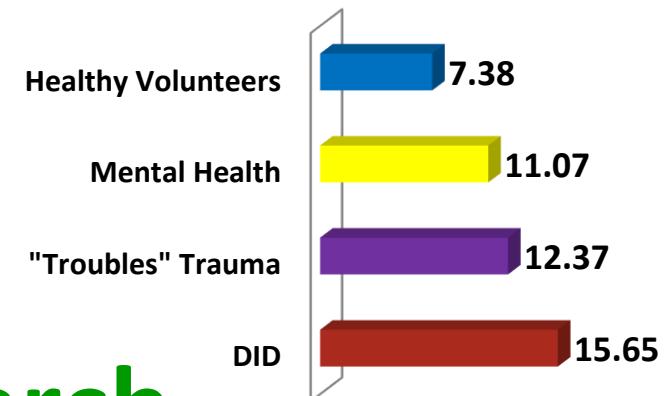
Complex PTSD



Colla**Bora**Te app



Posttraumatic growth,
shame and guilt

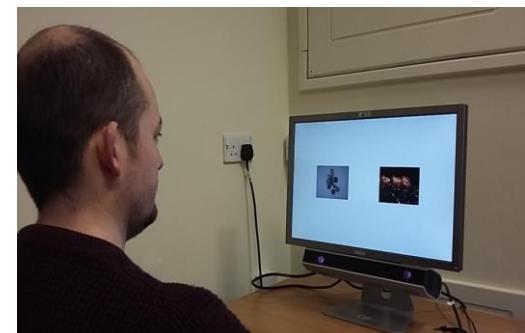


NHSCT Research Programme

Virtual reality
graded exposure



OCD and
attentional bias





Outreach programmes

Stress Control

Profile of Demand (n=660)

| STEP | Males | Females | 18-25 | 26-45 | 46-64 | 65 + | Total at each Step |
|---------------|---|-------------------|---|-------------------|-------------------|------------------|--------------------|
| Step 2 | 2% | 1% | 3% | 0% | 1% | 4% | <u>1%</u> |
| Step 3 | 46% | 51% | 55% | 47% | 47% | 76% | <u>49%</u> |
| Step 4 | 44% | 40% | 35% | 46% | 41% | 16% | <u>42%</u> |
| Step 5 |  | 8% |  | 7% | 11% | 4% | <u>8%</u> |
| TOTAL | <u>36%</u> | <u>64%</u> | <u>18%</u> | <u>48%</u> | <u>30%</u> | <u>4%</u> | 660 |

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



Artscare Group

(Denise McHugh)





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



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???