

Welcome

Issue 01 **May 2016**

Welcome to the first Accreditation Programme for Psychological Therapies Services (APPTS) newsletter! In this edition we will introduce the APPTS team, look back over the first cohort of APPTS members, and discuss our plans for the future.

We would welcome contributions to the APPTS newsletter, so if you have any innovative, creative or exciting developments in your area and would like to feature in the next edition please do get in touch.

The APPTS Team

T 020 3701 2691

E appts@rcpsych.ac.uk

In this issue...

APPTS Launch

Member Services

Peer Reviewer
Training

Next Steps for APPTS

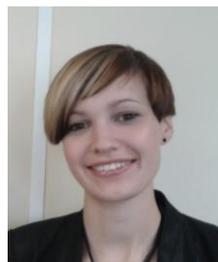
An interview with an
APPTS service user
reviewer

The first National
Psychological
Therapies Services
Forum

APPTS Online Forum

APPTS First Cohort
Aggregated Report

Introducing the APPTS Team



Sophie Hodge

Programme Manager

Sophie joined the CCQI in 2009 and has worked on accreditation programmes for a variety of community-based mental health services. She began management of APPTS in early 2015.



Rachel Heggart

Project Worker

Rachel joined the CCQI in April 2014 as a project worker for APPTS. She has previously worked in psychological therapies services and has a keen interest in mental health service improvement.

APPTS Launch

The first edition of the APPTS standards was published in 2014, and the first services joined APPTS from summer 2014. We were delighted by the level of interest, and recruited a number of services to take part in the first review cycle. By June 2015, 10 services had completed their first review.

These teams were invited to feed back on their experience of using the standards, review process and support. This feedback played a crucial role in shaping the development of the project and the second edition of the standards was published in 2015.

Member services have been invited to join the APPTS online discussion forum. This is a chance to ask questions, share ideas with other services, discuss issues that face psychological therapies services or find out more about the accreditation process and how other services are finding it. To join, go to: <http://www.rcpsych.ac.uk/forums/appts/>

Member services

All services in the UK whose primary function is to provide psychological therapies to improve the psychological wellbeing of adults in the community, are eligible to join APPTS. We are delighted with the variety of services that have joined so far, with a mixture of NHS, private, IAPT and non-IAPT services.

Peer reviewer training

As part of the review process, teams receive a peer review visit. During the visit a team of psychological therapies services professionals, a service user and a member of the APPTS team visit the service to verify the self review feedback. These people take part in a one day training exercise to teach them how to conduct the peer review. Each member service is required to nominate 3 staff members to attend the training, which is also an excellent opportunity to meet and network with other psychological therapies service professionals. The first Peer Reviewer Training took place on 10th February 2015. It was a very enjoyable day; here's what some of the reviewers said about it:

'A beneficial day that allowed me to understand the APPTS process more fully'

'The training was very helpful and makes me feel confident about beginning peer reviewing. Thanks very much!'

Next steps for APPTS

The second edition of the APPTS standards have been published, and the next reviews are underway. We're going to be operating rolling recruitment now, so that services can register when it is convenient for them and start their reviews soon after. If you know of any services that are interested in joining APPTS, please do direct them to our website www.appts.org.uk.

We will continue to publish newsletters regularly. If you or any of your colleagues would like to contribute an article, please do send this to appts@rcpsych.ac.uk.

An interview with an APPTS Service User peer reviewer:

Why did you get involved?

I wanted to use my experience. I'm passionate about quality improvement and I think it's good to benchmark and maintain standards. I'm also not just a service user; I have other skills that I wanted to use as well.

What do you like about reviews?

I felt inspired and motivated by the positive things that I saw. The therapists and service users were passionate about improving, nobody was defensive and people were very welcoming. It was a very welcoming process and there seemed to be a strong desire to communicate between peers.

What didn't you like?

There was nothing bad about my experience on the day. It might have been helpful to have more guidance, particularly around running the service user meeting which can be quite large. One service user meeting was a bit busy with people coming in and out, and I could have used more preparation for this – slightly more tailored training for service users would be helpful. There can also be some time pressure, which could be improved by lengthening the peer review.

Key messages you have picked up from the results of the service user surveys and the interviews on reviews?

Service users were grateful for the care that they received, and almost universally people said that they had been treated with dignity and respect. People felt respected and able to share their views. It was good to see evidence that service users were signposted to other services and groups. Not all service users understood why they'd been offered one service over another, and didn't feel that they had been given much choice. People need information about why a decision has been made. Generally people didn't seem to know exactly how to make a complaint, as sometimes information hadn't been given. Sometimes it was, but not in a way that resonated.

The first National Psychological Therapies Services Forum

The first National Psychological Therapies Services Forum took place on 10th November 2015. This involved presentations delivered by the APPTS team, staff from APPTS member services and national experts. The APPTS team gave a brief overview of APPTS processes and shared some key themes identified from the first cohort of APPTS reviews. We had keynote speakers Andy Bell, the Chief Executive of the Centre for Mental Health, who spoke on current mental health policy and evidence and Sophie Corlett, Director of External Relations for Mind, who spoke on 'equal access, equal recovery'. We also had speakers from member services. Dr Munawar, from Insight Healthcare, spoke on ways to address challenges faced by busy primary care psychological therapies services, Clare Price from RehabWorks spoke on telephone-delivered therapy and Kerri Netherwood and Heather Blackburn spoke on developing services for people with long term physical health conditions. One of the APPTS service user peer reviewers and a service user representative on the APPTS project board also shared some insights into their role in the process.

The day was a great success. Delegates said:

"A very interesting and valuable day"

"It was an interesting day and I really enjoyed hearing from the different services"



APPTS Online Forum

The first round of APPTS reviews highlighted that common challenges face different psychological therapies services and all services had innovative, interesting and creative approaches to service improvement. APPTS creates a network through which these ideas can be shared to promote service improvement across psychological therapies services. It's also an opportunity to share experiences of the APPTS processes and other topics related to psychological therapies services.

To create an account for the forum go to:
<http://www.rcpsych.ac.uk/forums/appts/>

Supervision: Top Tips

- Professional bodies provide guidelines on the amount and frequency of supervision that should be offered. IAPT clinicians should receive weekly supervision.
- In some circumstances, group supervision can be appropriate but you need to increase the duration in order for it to be as effective as one-to-one
- Supervisors should have received training in providing supervision
- Some services, particularly those in rural locations, can find it helpful to use telephone or Skype supervision, provided the appropriate information governance and confidentiality safeguards are in place

Psychological Therapies In the news

- Variation in quality of psychological therapies services in England
- Psychological therapies and dentists
- Study shows that the best therapists love themselves as a person, but doubt themselves as therapists

APPTS First Cohort Aggregated Report

As you are probably aware, APPTS recently published a report on the first cohort of member services. This summarises and evaluates the APPTS process, details key findings from the first 10 member services and includes information about the changes made to the APPTS standards and processes.

Dr Esther Cohen-Tovee, British Psychological Society and Dr Lorna Farquharson, Royal College of Psychiatrists, Co-Chairs of the APPTS Project Board, said:

“We are delighted to recommend this report to a wide range of readers involved in or interested in safe and effective psychological therapy services. These include commissioners, service managers, clinical leads, clinicians, service users and interested members of the public.”

“We look forward to continuing to work with service users, clinicians, commissioners and all our stakeholders to ensure that APPTS grows and develops in support of high quality, safe and effective psychological care.”

What are the report's key findings?

Overall performance against the standards indicated areas of achievement and areas for improvement:

- Feedback from service users about their experience of therapy was particularly positive.
- The most common areas for improvement related to therapists' supervision and training, information provision and therapist wellbeing.
- APPTS has been recognised as an important mechanism for supporting psychological therapies services, and has benefitted from acting upon feedback received from members and other stakeholders.

A copy of the report can be found at www.appts.org.uk

Contact the APPTS Team

Rachel Heggart APPTS Project Worker
T 0203 701 2691

appts@rcpsych.ac.uk
www.appts.org.uk
www.rcpsych.ac.uk/forums/APPTS

Royal College of Psychiatrists Centre for Quality Improvement
21 Prescot Street • London • E1 8BB

The Royal College of Psychiatrists is a charity registered in England and Wales (228636)
and in Scotland (SC038369)
© 2013 The Royal College of Psychiatrists



www.rcpsych.ac.uk