

Improving Access to Psychological Therapies (IAPT)

SERVICE USER EXPERIENCE REPORT

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1.0 Background

The Improving Access to Psychological Therapies (IAPT) is an NHS programme rolling out services across England offering interventions approved by the National Institute for Health and Care Excellence (NICE) for helping/treating people suffering from depression and anxiety disorders.

2.0 Rationale

Healthwatch Derbyshire was asked to survey service users experiences of the IAPT services over the past 2 years.

The request came from a GP in Buxton who was interested in gaining an understanding into the reasons why people did not take up the support of the services and therefore did not attend appointments or dropped out.

Also Hardwick Clinical Commissioning Group (HCCG) was interested in obtaining such patient information for contracting purposes.

There are five different IAPT providers in Derbyshire, each are unique and are run in different ways. It is appreciated that there are benefits of each organisation being set up differently, nevertheless this raised the question as to how do these differences impact on the actual patient experience.

Healthwatch Derbyshire was able to action this request as, at the time, we were working on a targeted piece of engagement work with mental health services receivers.

3.0 Methodology

A questionnaire was developed which aimed to uncover general patient experience of using the IAPT services, the accessibility of the services, how engaging the services were and ideas for improvement.

The questionnaire was developed in conjunction with HCCG and consisted of 17 questions. In the main these were quantitative questions.

However, all but three questions made provision for the respondent to record their own data if their experience did not match one of multiple choice answers, by making use of the 'Other/Please Specify' option. The Findings section below captures such comments.

The final open-ended question simply asked for any other comments, thereby giving respondents the opportunity to record any relevant additional information that they wanted bringing to our attention. These comments are detailed in the Findings section below.

The questionnaire was made available in both hard copy and electronic formats and was widely circulated (see Appendix 1). Recipients were asked to further distribute the

questionnaire through their own networks in order to achieve a good spread across the County.

The closing date of the questionnaire was 30th June 2014, although this was extended by a couple of weeks into July as Healthwatch Derbyshire took the opportunity of further promoting the questionnaire when widely announcing our July AGM,

Completed questionnaires were returned direct to Healthwatch Derbyshire using a Freepost address or submitted online using our enquiries@healthwatchderbyshire.co.uk address.

Responses from questionnaires returned as a hard copy were transferred verbatim onto an electronic version of the questionnaire using Survey Monkey. These, along with those already returned in electronic format were then analysed using Survey Monkey tool.

4.0 Findings

From a total of 70 returned questionnaires, 3 were deleted as the responses were not completed sufficiently to extract any usable data. Therefore a total of 67 questionnaires contributed to this analysis.

Question 1: Which district do you live in? (67 respondents)

Collectively the Chesterfield and North East Derbyshire localities accounted for over half of all respondents with a total of 58.2%. This figure breaks down to 43.3% and 14.9% respectively.

There was only 1 respondent from the High Peak locality.

The 2 respondents selecting the ‘Other’ category completed the actual area they lived in rather than the district which added a further 1 for Chesterfield and 1 for Bolsover.

Answer Options	Response Percent	Response Count
Amber Valley	6.0%	4
Bolsover	10.4%	7
Chesterfield	43.3%	29
Derbyshire Dales	11.9%	8
Erewash	6.0%	4
High Peak	1.5%	1
North East Derbyshire	14.9%	10
South Derbyshire	3.0%	2
Other (please specify)	3.0%	2

Question 2: Which GP practice are you registered with and where is it located? (64 respondents).

Unsurprisingly, the response breakdown to this question shows a close similarity to the above question. A collective total of 62.5% of respondents recorded their GP surgery as

being in either Chesterfield or North East Derbyshire. This figure breaks down to 45.3% and 17.2% respectively.

Two respondents failed to complete the question appropriately to be included in the analysis.

Question 3: How did you find out about the IAPT service? (65 respondents).

Well over half of respondents were informed of this service by their GP (66.2%)

The percentage breakdown of the responses is as below:-

Answer Options	Response Percent	Response Count
GP	66.2%	43
Practice Nurse	4.6%	3
District Nurse	0.0%	0
Community Psychiatric Nurse (CPN)	0.0%	0
Consultant Psychiatrist	6.2%	4
Friend or Family Member	10.8%	7
Leaflet	7.7%	5
Other, please specify:	10.8%	7

Of the 7 respondent selecting the ‘Other’ category, these can be broken down as follows. However, please note one response has been anonymised on this list.

- From previous therapy.
- Counsellor
- Named individual
- A&E dept
- CVP
- Through Derbyshire Voice Mental Health
- Charity
- Healthwatch Email

Question 4. How did you first make contact with the service? (64 respondents)

Answer Options	Response Percent	Response Count
Telephone	48.4%	31
E-mail	7.8%	5
GP referral	37.5%	24
Other (please specify)	6.3%	4

The 6.3% who selected the ‘Other’ category can be broken down as follows:-

Self referral

A & E dept
Partner called
posted leaflet

**Question 5: Which provider did you choose/use?
(64 respondents)**

Of the five providers of the IAPT service:

- Steps to Change were chosen by 65.6% (42) of respondents.
- Talking Mental Health were chosen by 12.5% (8) of respondents
- Trent PTS were chosen by 4.69% (3) of respondents

None of the respondents had chosen either Insight Healthcare (previously MHCO Ltd) or Let's Talk Wellbeing as provider of the service.

17.2% of respondents selected the Don't Know category.

**Question 6: Why did you choose/use this provider?
(63 respondents)**

Again the responses to this question reflect those of Question 3 in that over half of respondents who chose/used this provider did so on the recommendation of their GP (63.5%/40).

Ten respondents reported that they weren't given a choice (15.87%) and 11.11% (7) selected 'Other' which breaks down as follows:-

Other (please specify)

- Rethink recommended
- Info from previous therapist and website.
- Chesterfield College
- Didn't know there was a choice.
- To have same specialist
- Was told by GP I would get an appointment quicker with Trent
- Was the only one I knew about

**Question 7: Once the referral was made how long did you have to wait for your first appointment?
(61 respondents)**

The responses to this question break down as follows.

Answer Options	Response Percent	Response Count
1 - 7 days	19.7%	12
8 - 14 days	18.0%	11

15 - 21 days	14.8%	9
22 - 28 days	14.8%	9
Other (please specify)	32.8%	20

The majority indicate that they had to wait over 28 days for their first appointment by selecting 'Other' category. Their experiences differ and break down as follows:

Other (please specify)

- 3 or more months
- Longer than a month, can't remember exact time.
- Over 2 months
- 5 weeks
- 3 months
- More than above
- 3 months
- 6 weeks.
- Waited 2 months so called and got an appointment immediately.
- About 5-6 weeks.
- Referred in December 2013 - first appointment via phone January 2014. Face to face treatment started March 2014.
- 2 months
- Around 5 months.
- 3 months
- More than 28 days.
- 2-3 years
- 13 months
- Still waiting over 4months
- I can't remember
- Sent to assessment meeting. Told 8 month wait for appointment.

The respondent who recorded a concerning 2/3 years wait before an appointment also recorded 'Don't Know' against Question 5 which asked, which provider did you choose? However, the referral was made by their GP at Avenue House Surgery, Chesterfield.

The respondent who recorded that they are still waiting for their first appointment after 4 months was also referred by their GP at Ivy Grove, Ripley.

**Question 8: Were your appointments offered at a time that suited you?
(61 respondents)**

The majority (93.4%/57) of respondents answered 'Yes' to this question.

The 4 respondents who answered 'No' recorded the following responses:-

No, please explain why:

- If I changed it I would be waiting another 3 months
- Not had it yet
- Had to ask for another time
- Not specified past the first meeting. Otherwise

limited.

**Question 9: Were your appointments offered at a place that suited you?
(61 respondents)**

The majority (91.80%/56) of respondents answered ‘Yes’ to this question. 8.2% of those who answered ‘No’ gave the following reasons for their answer:-

- Would have much preferred own surgery.
- I don't know
- did not want to go to a mental health venue or local health centre
- Was told Walton was the best.
- too many stairs to climb

The respondent who commented on the number of stairs to climb was accessing Talking Mental Health Derbyshire as their provider.

**Question 10: What type of appointment/s were you offered?
(61 respondents)**

Answer Options	Response Percent	Response Count
Telephone contact only	0.0%	0
Face to face only	52.5%	32
I was offered a choice of either telephone or face to face contact	32.8%	20
Group session	3.3%	2
Other (please specify):	11.5%	7

Of those who selected ‘Other’ 4 started with face to face as their first appointment and then joined in a group session.

The other 3 respondents recorded that they only had an assessment and treatment did not continue.

**Question 11: How many appointments did you attend?
(57 respondents)**

Answer Options	Response Percent	Response Count
1-2	17.5%	10
3-4	22.8%	13
5-6	22.8%	13
7-8	14.0%	8
9+	22.8%	13

**Question 12: If relevant, why did you sessions come to an end?
(54 respondents)**

Answer Options	Response Percent	Response Count
I was managing my condition well and no more sessions were needed	37.0%	20
I had attended the maximum number of sessions I was offered	22.2%	12
I needed to be referred to another service	1.9%	1
I dropped out against the counsellors advice	0.0%	0
Other (please specify):	38.9%	21

Of the 21 respondents who selected ‘Other’, 12 reported that their session had not, at the time of completing the questionnaire, ended.

One respondent recorded the following, but they did not know the name of the provider.

After a very long delay and on the second occasion being given the wrong time for appointment and learning that the counsellor had travelled from Birmingham, I decided it was not helping.

A further respondent made the following comment - they recorded Talking Mental Health as their provider.

said could not help me and referred me to a person (who had seen in past who had not helped me and never wanted to see again!

**Question 14: If relevant, why did you decide to drop out of the course?
(7 respondents)**

Answer Options	Response Percent	Response Count
I became unwell	0.0%	0
I had a personal/ family crisis	33.3%	2
I didn't feel it was helping	16.7%	1
I didn't build a good rapport with the counsellor	0.0%	0
My needs were not met e.g. I wanted to see a male counsellor	0.0%	0
I had other personal commitments	16.7%	1
Other (please specify)	50.0%	3

Of the 3 respondents who selected ‘Other’, 1 respondent recorded their reason as being, “*The counsellor was not local.*” This respondent could not remember which service provider he/she had used.

The same respondent also recorded the comment that his/her counsellor had to travel from Birmingham against Question 12 above.

Question 15: After you completed your course of treatments, were you offered any treatment on a private basis, i.e. that you were required to pay for?
(45 respondents)

The vast majority of respondents recorded 'No' to this question 93.33%/42.

Of the 3 respondents selecting 'Yes', the one relevant comment states:-

I was told if needed more treatment I would have to wait six weeks between last session and before I could be seen again

This respondent was referred by their GP at the Family Friendly Surgery in Bolsover to the Steps2Change service.

Question 16: Overall, how would you rate your experience?
(58 respondents)

Answer Options	Response Percent	Response Count
Excellent	46.6%	27
Very Good	34.5%	20
Good	1.7%	1
Average	8.6%	5
Poor	6.9%	4
Very Poor	1.7%	1
Any further comments:		25

Question 17: Any further comments?
(25 respondents)

The responses are as follows. Any names used in the comments have been anonymised.

[Named] has been amazing and has really helped me.
Very understanding, empathetic staff.
The lady I see, [Named], is a big credit to the organisation.
My CBT Therapist recognised my postnatal OCD which other services had missed. This was detrimental for my recovery and I am very thankful for this.
Too early to comment as this stage, have 8ish appointments to go yet.
[Named] was a fantastic counsellor - excellent quick results. Brilliant. Thank you hugely.
The Steps2Change service was a brilliant service for me. A great overall experience.
Did NOT have a good experience with Talking Mental Health, Derbyshire
The expertise, professionalism and applied knowledge of my counsellor was OUTANDING! A key services to have access to!!!
Excellent service cannot thank them enough!
(Excellent) so far
I wish I'd been given this opportunity 20 years ago as I think my life would have been very different. The CBT I am undertaking has been completely life changing giving me a great deal of optimism about the future whereas before I could only see a bleak outlook.
CBT Counsellor I saw was very good and an excellent communicator
The counselling service (which also offers private therapy) was excellent and offered me a choice of therapies at the assessment meeting. They also told me that I could re-refer myself to the service after my initial course had ended if I felt this to be necessary. This was reinforced by the consultant

<p>psychiatrist who, on discharging me, handed me a leaflet.</p> <p>My experience of mental health treatment has been mixed: my GP has been excellent (although I'm not sure he still works for the practice); my initial treatment by CMHT was also good but, following the annual rotation, I was discharged somewhat brusquely (in my opinion). As I said, the DRCS was very good indeed.</p>
<p>Leaving someone with mental health issue this long to be seen is terrible.</p> <p>I suffer from depression and PTSD which has caused me unable to work, socialise and have a life, yet with help I may just be able to put my life back on track but I have to wait.</p> <p>I am so disappointed in this service. Something must change!!</p> <p>NB: This comment was made by the same person whose answer to Question 7 recorded that they are still waiting for their first appointment after 4 months.</p>
<p>Very hard to get help through GP surgery. Really don't trust anyone.</p> <p>NB: This comment was made by a patient of Willington Surgery.</p>
<p>Myself and partner are much happier now and able to manage things</p>
<p>I accessed couple counselling with Relate and it was excellent. Would recommend to others</p>
<p>I was not left high and dry and knew I could self refer again if necessary and was told of other services I could access.</p>
<p>Was told that a supervisor/manager would be approached for further advice and I would be informed about recommendations for alternatives - this did not happen, heard nothing further</p> <p>NB: This respondent was accessing the Steps2Change service.</p>
<p>Relevant reading materials suggest recommendations and medical path forward could have been assessed a lot sooner. Still not aware what the outcome of the service will be or if it's the right one.</p> <p>NB: This respondent 'didn't know' the name of the provider.</p>
<p>On my first appointment which was an assessment I felt rushed, it lasted approx. 10 mins. I felt very emotional when I left. I said I wanted to talk about my issues, but was told I would be offered cbt. I was given lots of 'homework' which as a carer was impossible to do, I felt disappointed, and not listened to</p> <p>NB: This respondent accessed the Trent PTS service.</p>
<p>Not happy due the fact I going to be discharge from the community mental health teams after suffering from depression from the age of 16 years, I was looked after by [named Doctor] until she changes to the crisis team and I am under [named Doctor} who is planning to discharge in 6 months. I don't know what to do.</p> <p>NB: This respondent 'didn't know' the name of the provider.</p>
<p>I put to good use what [Named] had said</p>
<p>Assessor had no paperwork nor took notes. No use of screening tools.</p> <p>NB: This respondent was accessing the Trent PTS service.</p>

5.0 Equality and Diversity

(56 respondents)

Age (56 respondents)

Answer Options	Response Percent	Response Count
17 and under	0.0%	0
18 to 24	5.4%	3
25 to 34	16.1%	9
35 to 44	23.2%	13
45 to 54	14.3%	8
55 to 64	30.4%	17
65 to 79	10.7%	6
80 +	0.0%	0

Gender (54 respondents)

Female - 74%%

Male - 26%

Marital Status (55 respondents)

60% of respondents recorded that they were married.

Answer Options	Response Percent	Response Count
Single	21.8%	12
Married	60.0%	33
Divorced	5.5%	3
Widowed	5.5%	3
Civil Partnership	0.0%	0
Cohabiting	7.3%	4

Ethnicity (55 respondents)

92.7% of respondents recorded that they were British

Answer Options	Response Percent	Response Count
Bangladeshi	0.0%	0
Indian	0.0%	0
Pakistani	0.0%	0
Any other Asian Background	0.0%	0
African	0.0%	0
Caribbean	0.0%	0
Any other Black Background	0.0%	0
Chinese	0.0%	0
Any other Ethnic Group	0.0%	0

White and Black Caribbean	0.0%	0
White and Black African	1.8%	1
White and Asian	0.0%	0
Any other Mixed Background	1.8%	1
British	92.7%	51
Irish	0.0%	0
Gypsy/Traveller	0.0%	0
Any other White Background	3.6%	2

Religion (52 respondents)

54.72% recorded Christian, with a further 35.85% selecting 'None.'

Answer Options	Response Percent	Response Count
Buddhist	1.9%	1
Jewish	1.9%	1
Christian	54.7%	29
Muslim	0.0%	0
Hindu	0.0%	0
Sikh	0.0%	0
Other Religion	5.7%	3
None	35.8%	19

Sexual Orientation (52 respondents)

92.31% recorded Heterosexual

Answer Options	Response Percent	Response Count
Lesbian	1.9%	1
Gay	0.0%	0
Bisexual	3.8%	2
Heterosexual	92.3%	48
I do not wish to disclose	1.9%	1

Disability (55 respondents)

76.36% (45) did not have a disability. Of the 12 who did they individually recorded their disability as follows:-

1 respondent selected the 'Prefer not to say' option.

- Learning Disability
- Osteo-arthritis, prostate cancer, diabetic
- Not completed
- Spondylosis - Arthritis
- Dyslexia, dyspraxia
- Lots of little things.
- chronic depression
- a - (NB: Not a valid response)

Categorisation of disease status is apparently up for further discussion.

Cerebral palsy and recurrent depression disorder

Bipolar & diabetes

fibromyalgia

6.0 Summary of Findings

A total of 67 completed questionnaires contributed towards this data analysis, but not all respondents completed all questions.

The findings revealed that the majority of responses came from people living in either Chesterfield or North East Derbyshire and who also access a GP within either district.

The majority of responses (65.6%) relate to people's experiences of accessing the Steps2change service. This service is based in Chesterfield and therefore the number of responses to this question reflects where the majority of respondents live.

A total of 42 respondents, out of a total of 65, recorded that they found out about the IAPT service through their GP.

A majority of 20/61 respondents recorded that they had to wait over 28 days for their first appointment, with qualitative responses mainly indicating a wait of several months.

On a positive note a high percentage of respondents, in excess of 90%, indicated that appointments were made at a time and a place that suited them. Also, when asked to rate their experience ranging from Excellent to Poor, 81%, collectively recorded either Excellent or Very Good.

Whilst a total of 56 respondents participated in the Equality and Diversity questions, not all 56 completed all 7 questions. However, from the data captured it is clear that the vast majority of respondents were female (56), married (33), white (51), heterosexual (48) and British (51).

7.0 Recommendations

With Over 60% of responses submitted coming from people who access/accessed the Steps2change service this does not represent a balanced view of people's experiences of using the IAPT services in the Derbyshire.

For the analysis of the data contained in this report to be used constructively by Hardwick CCG to influence future service design and delivery, there needs to be a wider response from users of other services.

Therefore, in order to obtain that 'wider picture' it is recommended that Healthwatch Derbyshire in partnership with other, including Hardwick CCG, consider more robust methods of circulating the questionnaire in order to capture those users of services other than Step2change.

8.0 Response from Commissioner - Hardwick Clinical Commissioning Group (HCCG)

The work conducted by Healthwatch Derbyshire so far has been really useful. The IAPT questionnaire highlighted a number of key areas that HCCG would like to improve on going forward. What the Healthwatch report told us was that the communication between the provider and patient needed to be improved and that waiting times seemed to influence a patient's engagement in services.

We were able to see that we get more responses if the provider was more pro-active in circulating the questionnaire but that we needed to find other ways of getting feedback from patients' who opt out or DNA and it is these groups that may need alternative approaches.

Appendix 1

Distribution of the Questionnaire

Amber Trust
CVS Organisations
Derbyshire Carers
Derbyshire Friend
Derbyshire Healthcare NHS FT
Derbyshire MIND and IMCA Service
Derbyshire Voice
DORA
Erewash Mental Health Association
Glossop Mental Health Project
Grapevine Wellbeing Centre
Insight Healthcare – previously MHCO
Long Eaton Mental Health Association
Mental Health Action Group
NDVA – Mental Health Project
North Derbyshire Mental Health Carers
P3
PADA
South Derbyshire Voluntary Sector Mental Health Forum
South Derbyshire Mental Health Carers
Steps2change
T&G MIND
Talking Mental Health Derbyshire
The Grapevine Wellbeing Centre
Think Carer
Trent PTS