

A new talking therapies service for Wandsworth

30th November 2016

South West London and St George's **NHS**
Mental Health NHS Trust

in partnership with:





The CCG's aims for new service:

Goal 1: Delivery of access and RR targets and increased access (towards 25% by 2020)

- Access rate (16.8% – 25%)
- Recovery rate (50%)
- Waiting times (6 weeks; 18 weeks)



Goal 2: Reducing health inequalities, delivery in different languages and better access for hard to reach groups

- Community engagement
- Co-production
- Partnership work



Goal 3: Easier access / more flex and expanded choice of geographical locations for patients

- Expansion of no of locations we work from
- Extended working hours, incl. Saturday clinics

Drivers for change - Why we can't continue with the current model:

1. Service has been struggling to meet the performance targets, esp. recovery
2. Costs for current service model are unsustainable and need to be reduced
 - In 2015/16 additional investment of £334k (Trust funded) was required
 - Through first 6 months of 2016/17 add. investment required has been £146k
3. Current structure and skill mix needed to be reviewed in light of changing NHS environment and higher targets
 - Current service structures and staff mix have not been changed over last 8+ years. This has made it more difficult for service to meet the targets
4. Group interventions have shown to be effective and efficient at Step 3
 - Evidence from Richmond and Lambeth IAPT, both of which have been achieving consistently high recovery rates
5. Request by CCG to include new, more efficient, digital therapy (DT) options – incl. Skype, SilverCloud & IESO – and more options for counselling and psychodynamic therapy
 - Expectation that range of treatment options (esp. DT) will expand over time
6. Service needs to be accessible operational hours are expected expand to Mon-Fri 8am–8pm, and Saturdays 9am–5 pm

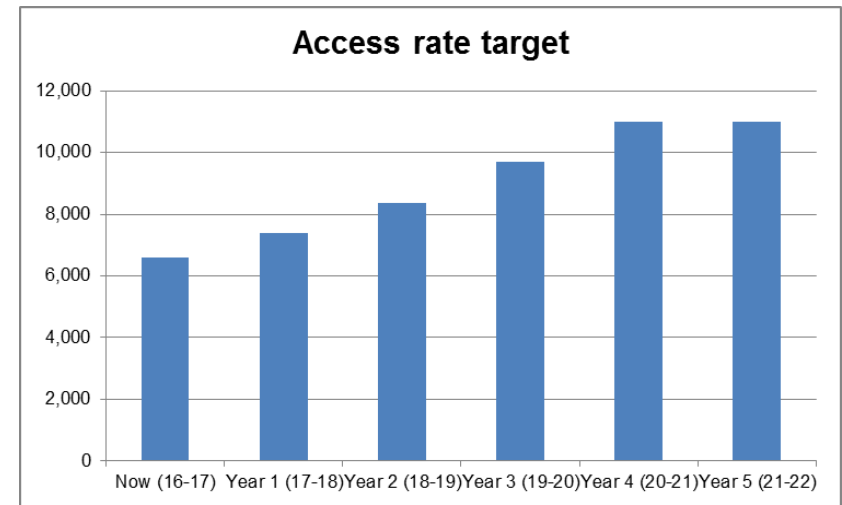
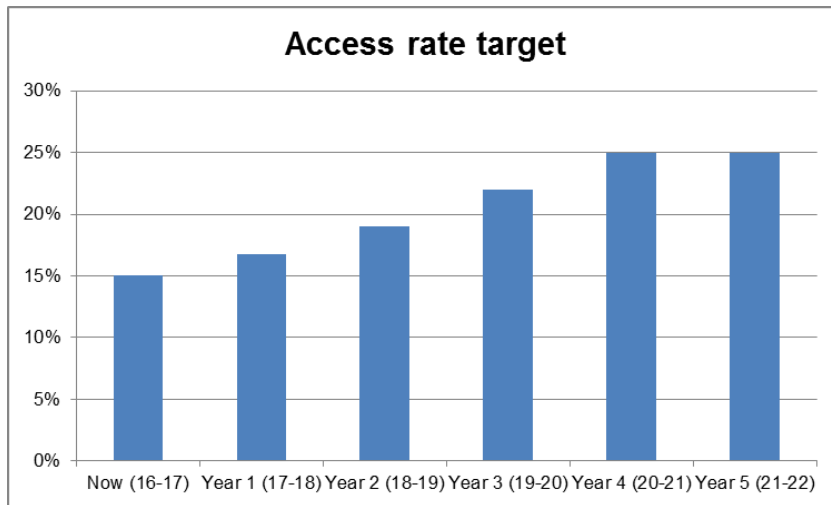
Drivers for change – Further changes that are coming our way:

1. Outcomes-based payments:

- The new contract expects us to deliver consistently on access and recovery rate
- Failure to do so will result in penalties of up to £300,000

2. Much more demanding performance targets:

- Moving from 12.6% access last year to 16.8% this year + onwards to 25%



Key challenge: Significant increase in the access target:

Access rate	Year 1 (16/17)	Year 2 (17/18)	Year 3 (18/19)	Year 4 (19/20)	Year 5 (21/22)
New target	16.80%	19%	22%	25%	25%
Core 15% access	6,602	6,602	6,602	6,602	6,602
Extra per year	793	968	1,320	1,321	1,321
Total	7,395	8,363	9,683	11,004	11,004

- All IAPT services are now required to meet 25% access by 2021/22
- For Wandsworth this means we'll have to effectively see twice as many patients as currently

What are the key changes?



The new service will:

1. Interface with the new Wandsworth Single Point of Access (SPA) – to increase the access rate
2. Provide an expanded Wellbeing (Step 1) offer through partnership working (e.g., with the Recovery College, local community organisations)
3. Offer a range of digital therapy options – SilverCloud, IESO, Skype – increasing choice and ensuring 24/7 availability.
4. Move towards a 'modular' approach to treatment
 - Later, more advanced, courses of treatment will build on earlier, foundational, ones - helping patients will develop skills gradually over time
 - Higher numbers of sessions will be provided – a key determinant in reaching recovery
 - Use of 'gateways reviews' to track progress
5. Provide high quality counselling and psychodynamic therapy via our new partner, the Awareness Centre.

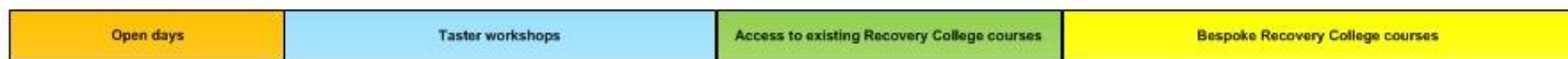
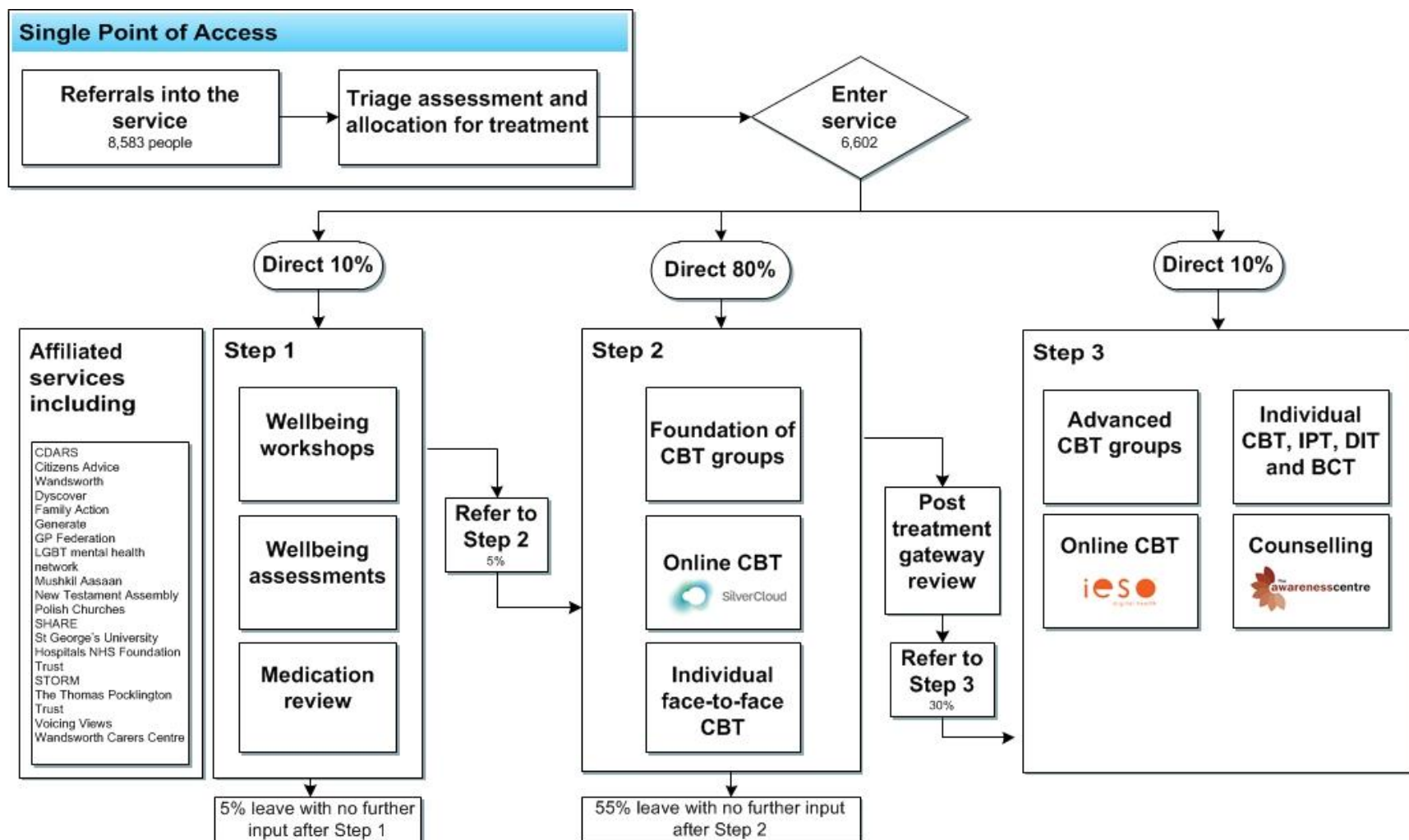


The new service model



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- Established for 12 years and have been delivering counselling for Lambeth IAPT for 4 years
- Experience of delivery access, recovery and waiting time IAPT targets and using IAPTus
- Track record of consistently meeting 50% RR in Lambeth
- Counselling and psychodynamic therapy available 7 days per week and during extended hours.
- Diverse staff group with variety of backgrounds and experience

New community locations



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The aim is to cover every corner of Wandsworth



Proposed new hubs



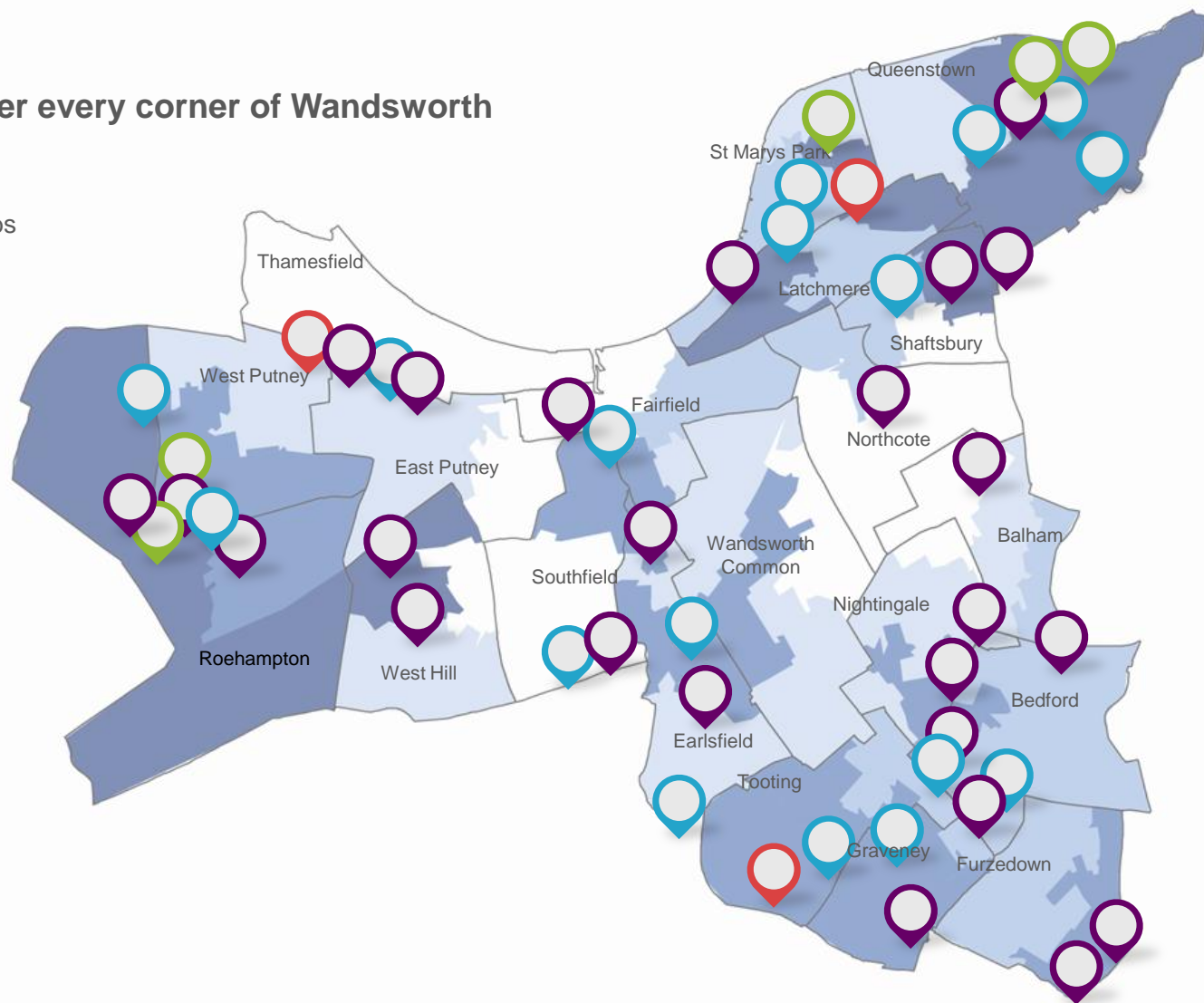
Community and
resource venues



GP surgeries




Satellite clinics



Working together



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Further expansion of current community engagement work via:

1. Delivery of tailor-made services for different communities.
2. Co-produced sessions and services.
3. Clinical champions.
4. Delivery in languages other than English – Urdu, Somali, Polish, Spanish, Farsi, Portuguese, Korean, Arabic and many others.

Some examples:

- CDARS
- Wandsworth Carers Centre
- LGBT community events
- Therapy groups delivered in Polish



Building
stronger
families

Wandsworth Carers' Centre



Wandsworth

the charity for
your community



St George's University Hospitals 
NHS Foundation Trust