



**Executive Summary**  
Psychological Therapies  
review  
across  
Buckinghamshire PCT

July 2009

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# Executive Summary

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The **purpose** of this review is to recommend ways to increase the access to psychological therapies throughout Buckinghamshire, reducing waiting lists, increasing throughput and reducing inefficiency in the pathway. (See original scope Appendix 3)

Currently, psychological therapies are provided in Buckinghamshire through a number of organisations; these range from Primary Care (GP Practice Counsellors), PCCP Ltd., Buckinghamshire Mind, Relate, Healthy Minds and OBMH.

Recently access to psychological therapies has been increased through the addition of ring-fenced IAPT funding from the Department of Health with clear performance targets issued by the SHA. Significant work has already taken place to develop the full psychological therapy pathway and governance has been maintained through the multi-agency development board.

This review maps the current resources across the provider organisations, ensures that the pathway is efficient and recommends developments for a service specification, ready for tender from April 2010.

Key **Objectives** of this review to:

- Map the current levels of resources across provider organisations
- Analyse the mapping information gathered
- Produce a report detailing findings and making recommendations for future delivery within the pathway

## Scope

The following services formed the range of the review:

- Psychological therapy services provided by OBMH
- IAPT and Primary Care service provided by Healthy Minds
- Counselling provided by Dove Counselling (Buckinghamshire Mind)
- Counselling provided by PCCP Ltd
- Counselling provided by Relate
- Counselling provided by independent GP Practice Counsellors

**The methods** for collecting information in this review were:

- A questionnaire to all GP practices within the Buckinghamshire PCT area
- Collection of data from providers to analyse number of interventions, numbers of new contacts per year and financial costs

- Discussions with providers to gather evidence and perceptions of gaps in service.
- A review of the service against current national drivers

The main **conclusions** are:

- There are possible cost savings to be had by retendering the counselling services (step one) and the re-provision of step three by Healthy Minds (see table 1 and recommendations )
- The service provision is inequitable across the county because 50% of practices are not receiving Step three interventions and around 12% of practices are not receiving Step one counselling services
- Referral pathways and patient outcomes between independent counsellors and other services are not clear
- Pathways between the services across the whole of the psychological therapy pathway could be improved by developing a governance framework and clearer pathways
- It is difficult to clarify the services delivered by the independent counsellors due to lack of:
  - Data collection information available to the PCT
  - Governance
  - Monitored activity levels
  - Documented supervision
  - Agreed outcomes in line with national drivers
- There is confusion within practices about:
  - The criteria for the different psychological therapy services available
  - Who is providing the service
  - Criteria for referral
- <sup>1</sup> In line with World Class Commissioning standards , Healthy Minds works with multiple providers
- Provision of a service through one provider would be difficult to justify on the basis of cost savings

**Potential Cost Saving:**

Table 1

	Current Cost	How Savings can be made	Total saving	Total Cost
Counselling	£393,112	Retender the service, on the basis of MINDs costs, i.e. £30 per session ( <i>this assumes the continued contribution of £15 per patient</i> )	Based on 9,000 sessions per year £123,112	£270,000
Healthy Minds	£2,280,000	It is unclear that further savings can be made	2	£2,280,000

<sup>1</sup> Improving Access to Psychological Therapies (IAPT) Commissioning Toolkit

		from this service		
OBMH	£2,072,658	Currently deliver 5 - 10% step three treatments. Healthy Minds have the capacity to take this over	Approx £100,000 (more detailed financial information needed )	£1,972,658
Total	£4,745,770		<b>£223,112</b>	£4,522,658

## Recommendations:

### Service Costs

#### Recommendation 1:

Potential savings please see *table 1*. These savings would be realised through retendering the counselling services and potential savings from transferring all step 3 interventions from OBMH to Healthy Minds

#### Recommendation 2:

This report recommends the retendering of counselling services within next nine months following this review.

Services should be retendered through the development of a service specification in line with national drivers to ensure equity of provision, gold standard evidence based quality of service and outcomes. The tendering process for the provision of services must be fair, equitable and transparent in line with World Class Commissioning Guidance

#### Recommendation 3:

A short benchmarking exercise should be commissioned specifically around Step four services provided by OBMH. This would ensure that best operational and cost efficiency can be identified

#### Recommendation 4:

When tendering for Psychological therapy services, Bucks PCT should invite interest from the broadest possible range of providers to promote the highest quality for best value

### Service Access:

#### Recommendation 1:

Commission Step one and three services across the whole of Buckinghamshire PCT. This must become a priority in order to fill the current service provision gap and remain within the primary care setting to protect the fidelity of the IAPT model

#### Recommendation 2:

Identify the number of referrals and related risk for both patients and the PCT who currently do not receive step one and three services

#### Recommendation 3:

Gain clarification on the MIND contribution system to ensure this does not contravene the principle of “free at the point of access” and does not exclude patients from using the service

#### Recommendation 4

Develop clear clinical and referral pathways throughout the psychological therapy pathway especially at step one

### **Service Quality**

#### Recommendation 1:

Develop a quality and outcomes framework to ensure the consistency of data collection, interventions and that service outcomes are delivered across the psychological therapy pathway. All providers (psychological therapies) commissioned by the PCT will work to this evidence based framework

#### Recommendation 2:

Develop and implement a standard set of governance and quality indicators that cover the whole psychological therapies pathway

#### Recommendation 3:

Develop and implement whole pathway documentation to include a:

- governance reporting structure which is clearly visible and understood by all stakeholders
- strategy for the management of complaints
- supervision strategy
- monthly reviewed risk log
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#### Recommendation 4:

Develop and implement a communication and stakeholder engagement strategy for the **whole** pathway to give clarity around the services available to all key stakeholders

#### Recommendation 5:

The Buckinghamshire IAPT primary care model has been held up as an example of best practice nationally, it is therefore important to ensure that any retendering of the service continues to embed and deliver step one to three within primary care services

### **Conclusion**

This review highlights the current psychological therapies pathway provided in Buckinghamshire PCT by PCCP, Bucks Mind, Healthy Minds and OBMH. There are

service provision gaps and inequality of provision due to a number of practices not receiving step one (counselling) and 50% of practices not receiving Step three interventions. There may also be cost savings to be made in the re provision of step one and step three services. (See *table 1*)