



MERTON OVERVIEW AND SCRUTINY COMMITTEE

MERTON IMPROVING ACCESS TO
PSYCHOLOGICAL THERAPIES (IAPT) AND
PRIMARY MENTAL HEALTH CARE SERVICE
DEVELOPMENTS
2017/2018 TO 2019/2020



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right place
right time
right outcome

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PRESENTATION KEY POINTS

- 1] Summary of the challenges faced in IAPT access and treatment rates
- 2] Actions taken in the last 12 months to make improvements
- 3] Description of the new service model and the differences it will make



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SUMMARY OF THE CHALLENGES

Two Part Challenge

1] Capacity and Investment

Primary mental health care services in Merton had not received significant new investment since 2015. Improving Access to Psychological Therapies (IAPT) services required investment to grow in line with the mental health services transformation plan set out in Five Year Forward View for Mental Health

2] Performance

Access Rate Poor – the number of patients receiving IAPT treatment was much below the national expectation

Waiting Times - Very good – most patients engage a therapist within six weeks of referral

Recovery Rate - Variable – in 2017/2019 recovery rates were below national expectation, but have since declined further

Referral rates - were low, and the number of people who went on to receive treatment post referral was comparatively low

Some social groups under-represented, including

- People from Black and Asian Minority Ethnic (BAME)
- Older Adults
- Patients registered with East Merton General Practitioners (GPs).



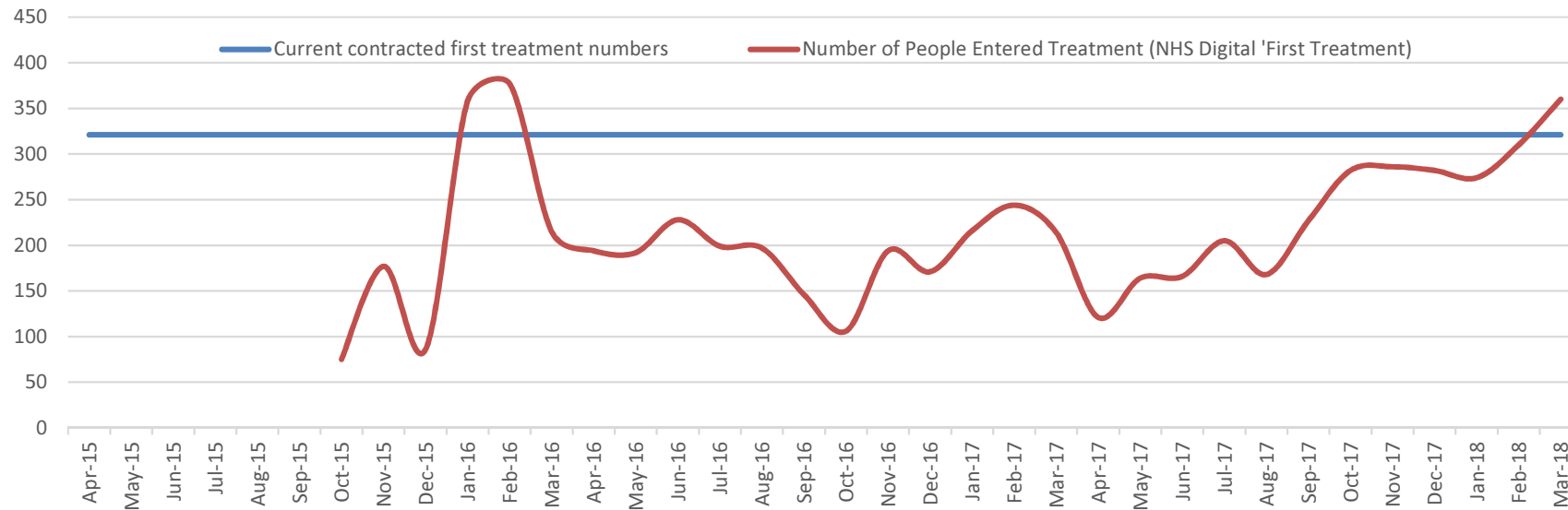
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SUMMARY OF THE CHALLENGES

Key Area of IAPT Underperformance:- The Access Rate (numbers entering treatment)

Merton IAPT, Number of Patients Entering Treatment October 2015 to March 2018





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REMEDIAL ACTIONS, 2018/2019

Two Part Strategic Response

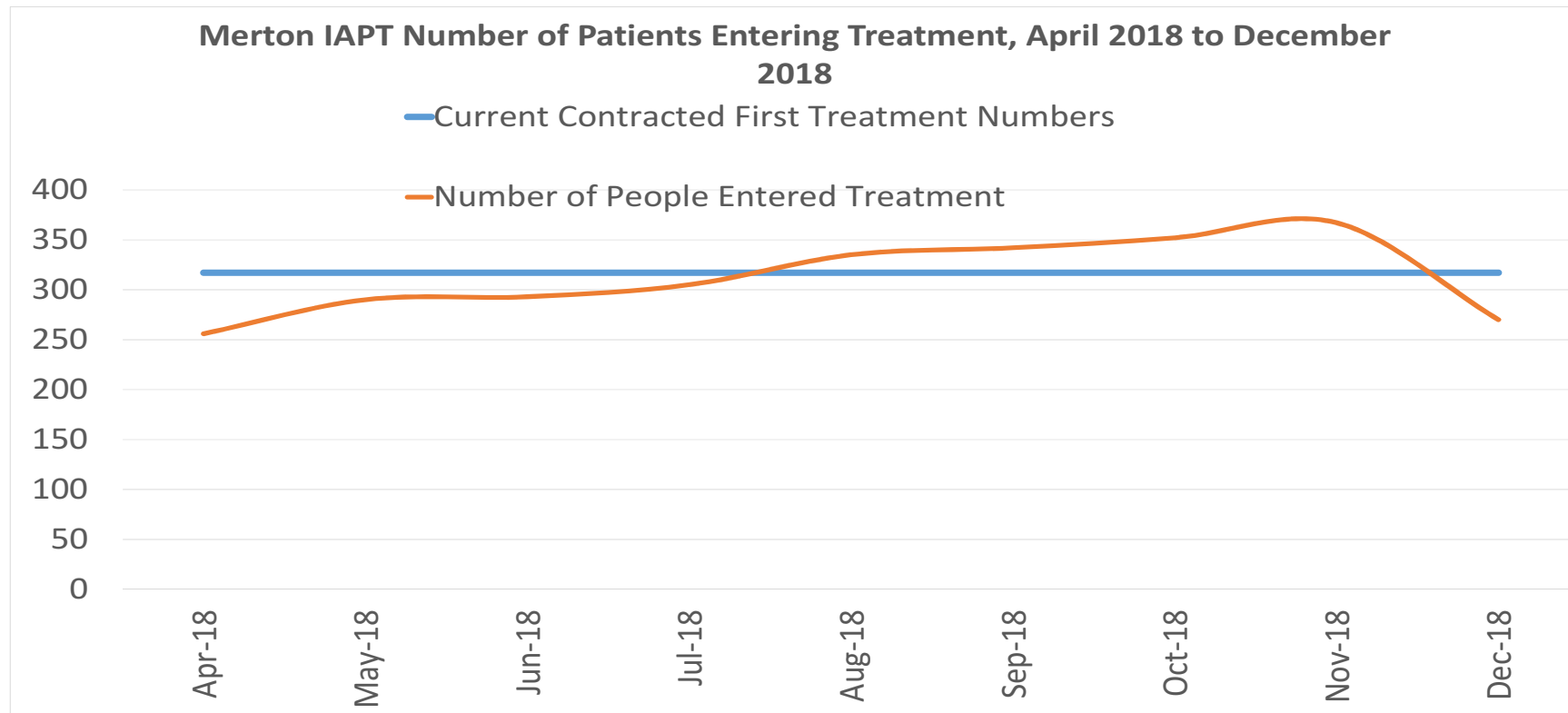
- 1] Increase the numbers of patients entering treatment in 2018/2019
 - 1.1] Additional investment from 2018/2019, with further investment agreed for 2019/2020 and 2020/2021
 - 1.2] New IAPT providers, IESO and Big White Wall – digital IAPT providers working alongside and complementing the Addaction service until the end of 2018/2019
 - 1.3] Addaction worked through an agreed remedial action plan
 - 1.4] Digital and traditional publicity and marketing campaign
 - Facebook,
 - local bus stops,
 - leaflets to Merton households,
 - IAPT provider presence in local nodes, such as the Civic Centre and the Nelson Medical Centre)
 - Renewed GP engagement
- 2] Devise and implement a service model to improve patient choice, service capacity, and system efficiency in primary mental health care for the longer term – a Merton Primary Mental Health Care Service



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PERFORMANCE IMPROVEMENT, 2018/2019

Service Improvement:- Access Rate Met in Q2 and Q3 2018/2018





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MERTON PRIMARY MENTAL HEALTH CARE SERVICES FROM 2019/2020

Three Part Service Model

A tender was opened in late summer 2018, which was won by South West London and St George's Mental Health NHS Trust. The new service is likely to be known as Merton Uplift, comprising of three elements

1] **Mental Wellbeing**

A service for anybody that self-identifies they have support needs arising from their state of mental wellbeing. This service will help its clients to

- Recognise and develop their innate strengths
- Make links with local community services and supports to reduce their social isolation
- Provide a clear, but seamless care pathway for those who have unresolved issues mental health services can help with

2] **Merton IAPT**

The new service will incorporate a revised and expanded IAPT service. This new service build on recent successes, and will introduce new structure to make IAPT available to more people, focusing on

- People with long term conditions
- Older adults
- Men

3] **Primary Care Recovery**

A service for people with severe mental illness

Designed to facilitate patients' discharge from secondary care, and to prevent escalations in serious mental illness

This service will support patients to work with their GPs to maintain good mental and physical health



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MERTON PRIMARY MENTAL HEALTH CARE SERVICES FROM 2019/2020

New Service Model

