

Developing an Accreditation Programme for Psychological Therapies Services (APPTS)

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Workshop Overview

Introduction to service accreditation



Rationale for a new accreditation programme for psychological therapies services



Development work to date



Frequently asked questions



Next steps and timescales

Political and financial
climate

New commissioning
environment

Context and
rationale

Increasing need to
demonstrate
effectiveness, quality
and safety

Increasing need to
demonstrate value for
money while retaining
quality

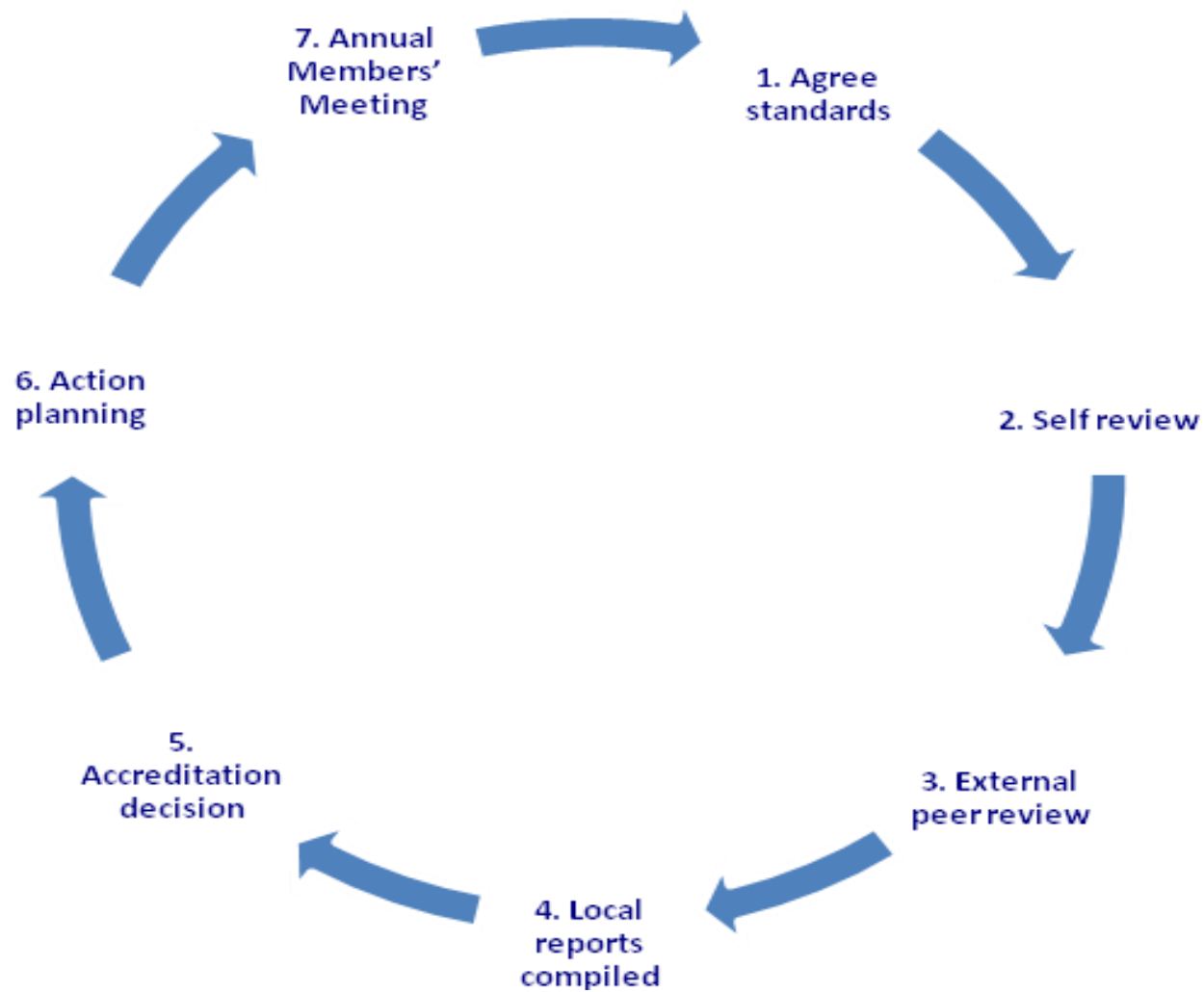
CCQI Accreditation Programmes

- Royal College of Psychiatrists' Centre for Quality Improvement (CCQI)
- Numerous accreditation programmes at the CCQI and all Mental Health Trusts take part in at least one



- Involves a self and peer review visit. If standards are met accreditation is awarded
- If not, services receive support and time

The accreditation cycle



Responsibilities of peer reviewers

1. To validate the self review data
2. To provide opportunities for **discussion**
3. To **share ideas and suggestions** with the service being reviewed
4. To give **advice and support**
5. To **feedback** comments or suggestions regarding the accreditation programme to the Project Team

After the review day

The host team and the review team have an opportunity to comment on the report, make any corrections etc, before it is submitted to the accreditation committee (AC) for an accreditation recommendation.



Final reports for each service include:

- All of the service's achievements, including every positive comment made
- Suggested changes – taking into account the size of the team
- Quotes made by the review team or referrers can be very useful, e.g. *“The team is cohesive, high functioning, efficient and well organised, making very effective use of its limited resources”*.
- Having this on a formal report, endorsed by the CCQI and other key organisations can be a very influential message to managers and commissioners

Benefits



1. Accreditation focuses on patient and staff experience, not just activity, targets and outcomes.
2. Peer review is recommended in the Francis Report and accreditation programmes have been shown to improve quality over time.
3. Assures commissioners, patients, carers and managers of quality
4. Supports increased service user and carer involvement
5. Supportive process which encourages joint learning and info sharing

What do participating services say?



“It was really re-affirming to have that feedback from the CCQI, as outsiders looking in”

It has given staff such a boost and also put our service firmly on the map”

“We learnt so much from visiting another service – the whole thing was energising, inspiring and heartening!”

“The data we got back from referrers and clients has been invaluable...really helped us make some important changes”

Many teams are also keen for their accreditation report to highlight the areas that need to be improved:

Our problem areas are things that are outside our control and we've been trying to get our trust to change them for ages. It's actually good to get them in the report because now they might take notice."

"Thanks to the extra weight of the College and their partners behind us, we have finally been able to negotiate starting up an older people's service, which has been on the back burner for the past few years. We're also hoping to review our team composition; we are currently nurse-led, but hope to become more multi-disciplinary in the next five years".

Influencing commissioners

Reports can be used to present to commissioners managers and policy makers

Comments from referrers about how valuable a service is can help persuade commissioners of their value

When standards are not met, services can use their report to argue for better resources – staffing, IT support etc.

Rationale for APPTS



- NAPT showed that although good practice exists, there are clear areas of concern and a need for improvement
- Services willing to engage in quality improvement process
- Ensuring consistency in IAPT programme
- No mechanism for monitoring non-IAPT services
- Commissioners need accessible information

Aims and Scope

To establish and develop a UK-wide network of psychological therapy services with membership open to services managed by the NHS, voluntary sector and private sector

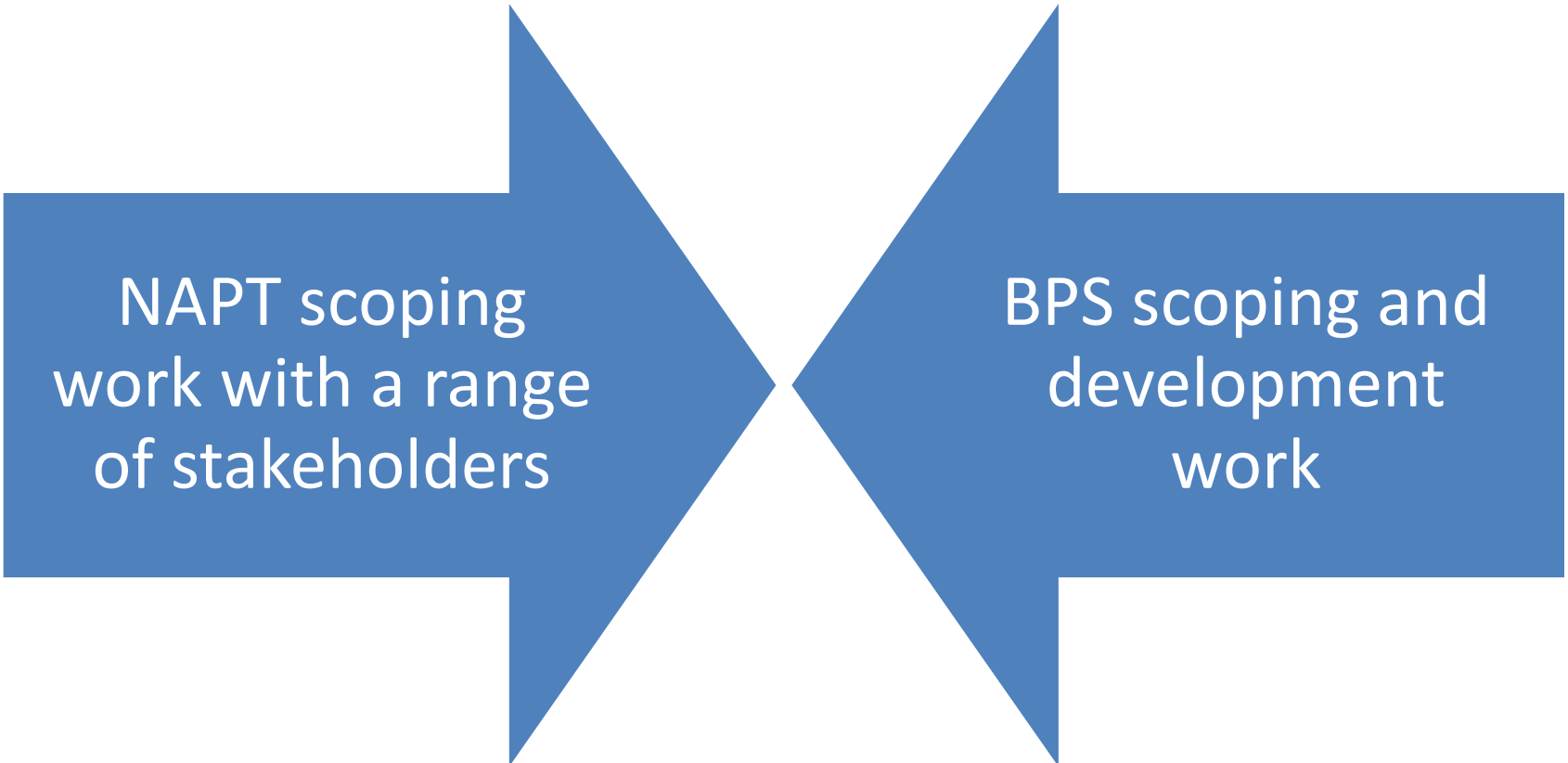
To assess and improve the quality of care provided to people receiving psychological therapy, building on existing work

To identify and acknowledge services that have high standards

To encourage and support quality improvement

Development work

Initial presentation about future of NAPT at NSP meeting



NAPT scoping
work with a range
of stakeholders

BPS scoping and
development
work

Frequently asked questions

Where do the standards come from?

Literature and expert consensus

Who provides the tools and analyses the data?

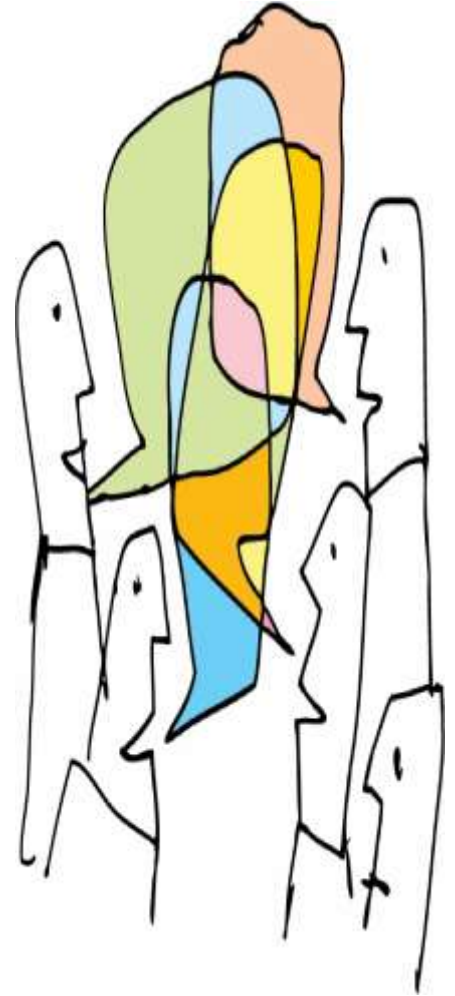
Tools include brief anonymous electronic questionnaires for team, service users and referrers

Do most teams pass?

Yes, but some need more time and support

How much does it cost?

CCQI is not for profit, but staff and overhead costs need to be covered. Annual subscription fee for a service circa £2-2,500pa



Provisional Timescales



Nov-Dec 2013 Invite expressions of interest

2014

Beg Feb APPTS consultation day

March Finalise and publish standards

Apr-May Publish accreditation tools


Self reviews begin

Expressions of interest



Involvement in contributing to further development of this programme

Registering an interest in being part of the first cohort in the accreditation programme



Questions?

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