

Accreditation Programme for Psychological Therapies Services (APPTS)

Lucy Palmer
Senior Programme Manager



Today's aims:

Discuss APPTS

**Talk about how taking part
can help improve the
experience of clients and
staff**

What is our mission?

To help raise the standard of care for people with mental health problems.

How do we do this?

By helping clinical staff and service users assess and improve the quality of care provided.



It's not all about psychiatry!



The British
Psychological Society

Promoting excellence in psychology

iapt

Improving Access to Psychological Therapies

ALL
MENTAL
HEALTH
TRUSTS
TAKING
PART

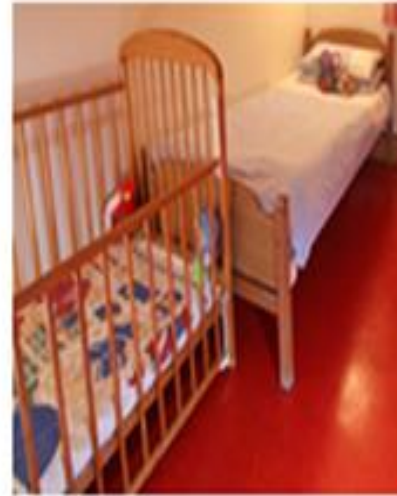
200
SERVICE USERS
AND CARERS

30+
NATIONAL
QI
PROJECTS

700
PEER REVIEW
VISITS IN
2016

75+
STAFF MEMBERS

What kinds of services do we work with?



How do most CCQI projects work?



What role do service users play?



- Standards and tools development
- Reports and recommendations
- Attending visits and making accreditation decisions
- Speaking at events and delivering training

To become accredited, a service **must receive positive feedback from service users.**

Guiding principles

- The views of those who use services and those who deliver them shape all that we do.
- We want to recognise the many achievements of therapy services and promote their growth.
- This is not just about assessment – our primary aim is to help services improve.
- APPTS is a long term initiative.



Where did APPTS come from?

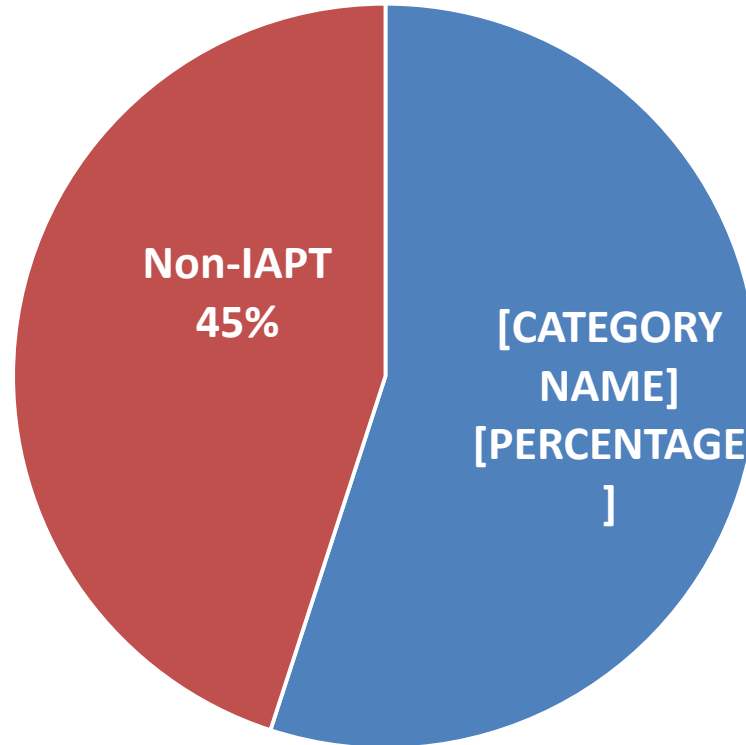
- National audit of Psychological Therapies
- British Psychological Society & Royal College of Psychiatrists joined forces



Where is APPTS now?

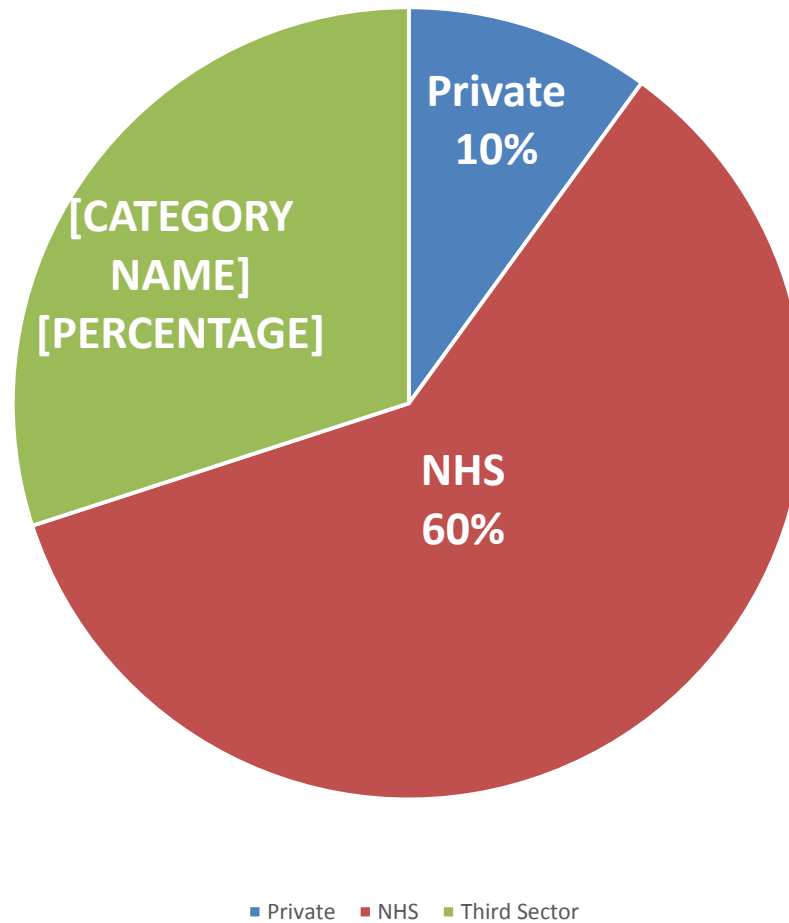
- 21 participating services with new members due to start soon
- Mix of IAPT and non-IAPT
- Primary & secondary care
- NHS, independent and third sector
- All over England & Northern Ireland
- Teams pay a subs fee to take part

APPTS membership

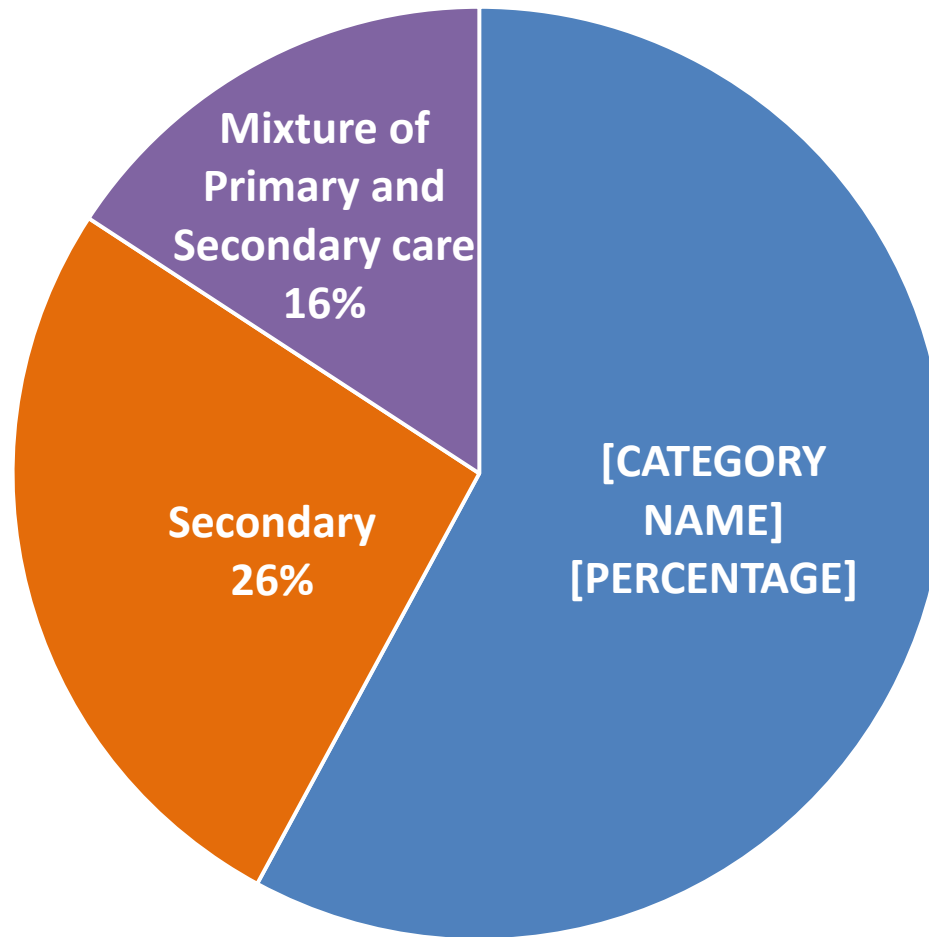


■ IAPT ■ Non-IAPT

Sector



Setting



■ Primary ■ Secondary ■ Mixture of Primary and Secondary care

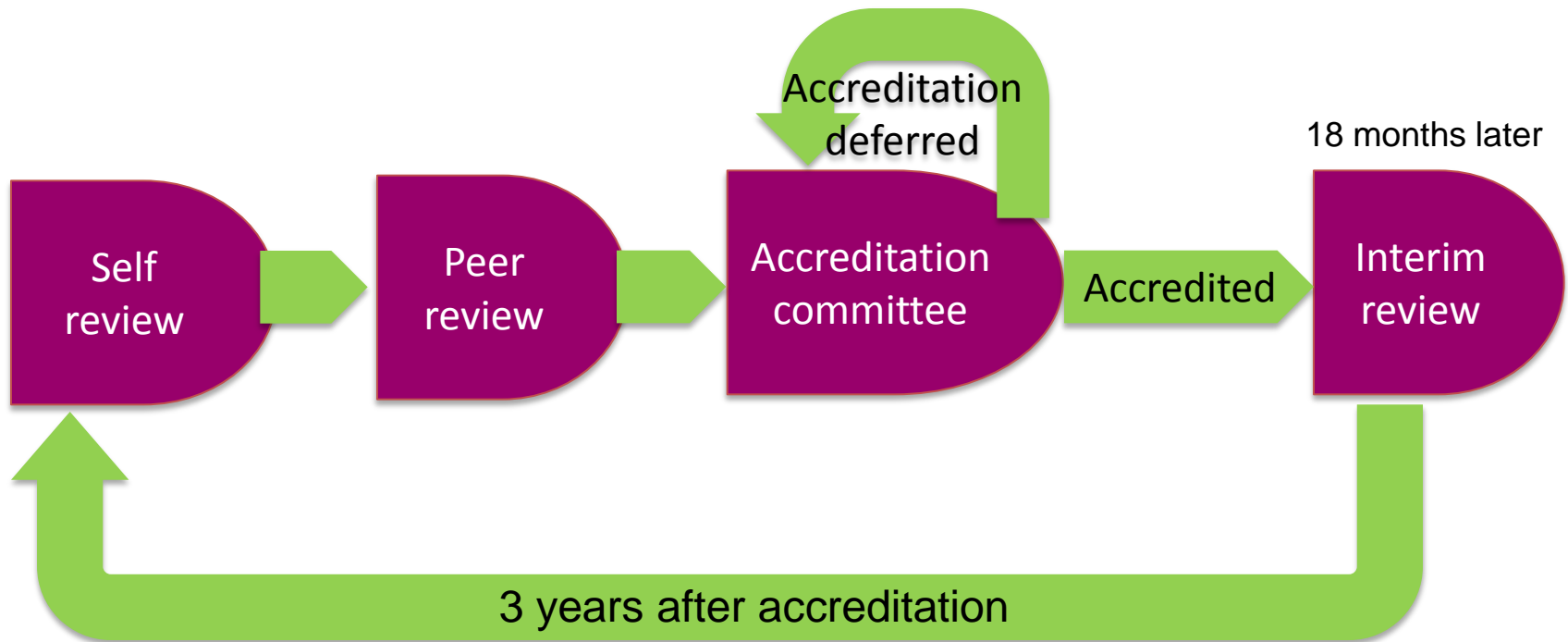
How does it work?

- Self review (3 months)
 - Services rate themselves against APPTS standards
 - Questionnaires for service users and therapists
- Peer review visit (1 day)
- Accreditation Committee

How does it start?

- Set a date for peer review visit first
- Self review starts 4 months prior to this
- 9-12 months from beginning review to receiving accreditation decision
 - Accredited
 - Accreditation deferred
 - Not accredited

Review process



Standards that commonly need improving – service user support and involvement

- **R12** Service users are asked if and how they would like family, friends or significant others to be involved in the care that they receive (Type 2)
- **L9** Service users are involved in service design, planning, evaluation and improvement (Type 2)



Standards that commonly need improving – staff support



- **L5** All therapists receive well-structured annual appraisals (Type 1)
- **L1** Therapists are supported by the service/organisation to meet their continuing professional development (CPD) requirements (Type 1)
- **L6** The service actively supports therapist health and well-being (Type 1)

Governance – Project Board

- Steers the programme and advises the project team
- Meets 3x year
- Equal numbers of BPS and RCPsych professional representatives, and people with lived experience
- Links with national IAPT



Improvement in practice

Self-review confirmed that **wellbeing** needed more attention, which led to:

- The induction programme now including self-care
- Wellbeing as a standing agenda item
- Reflective practice
- Weekly random pick of a staff 'buddy' to look out for
- Reviewing quantity of work
- Mindfulness for staff
- Staff football team; confidential staff counselling and team charter on how staff treat each other.



Another service was also very mindful of potential wellbeing challenges, with the following steps in place to address these as part of APPTS:

"At annual appraisals, job plans are collaboratively designed to feel manageable by the clinician, these are then reviewed and adapted within professional supervision to ensure that they are realistically deliverable. Therapist wellbeing is a standing agenda item within monthly professional supervision, and we have introduced wellbeing as a focus in our CPD slot in our recent team meeting to allow us to consider this collectively and in more depth. Additionally we have robust trust support mechanisms for when issues are raised for an individual – for example, 'team prevent' support our clinicians who have physical and mental health issues identified."

The team also shares takeaways together every Friday.



New APPTS standards on wellbeing

Line managers are aware of their important role in therapist wellbeing

Therapists report that their job targets and workload are reasonable and manageable

Therapist turnover is monitored, causes examined and action taken where needed

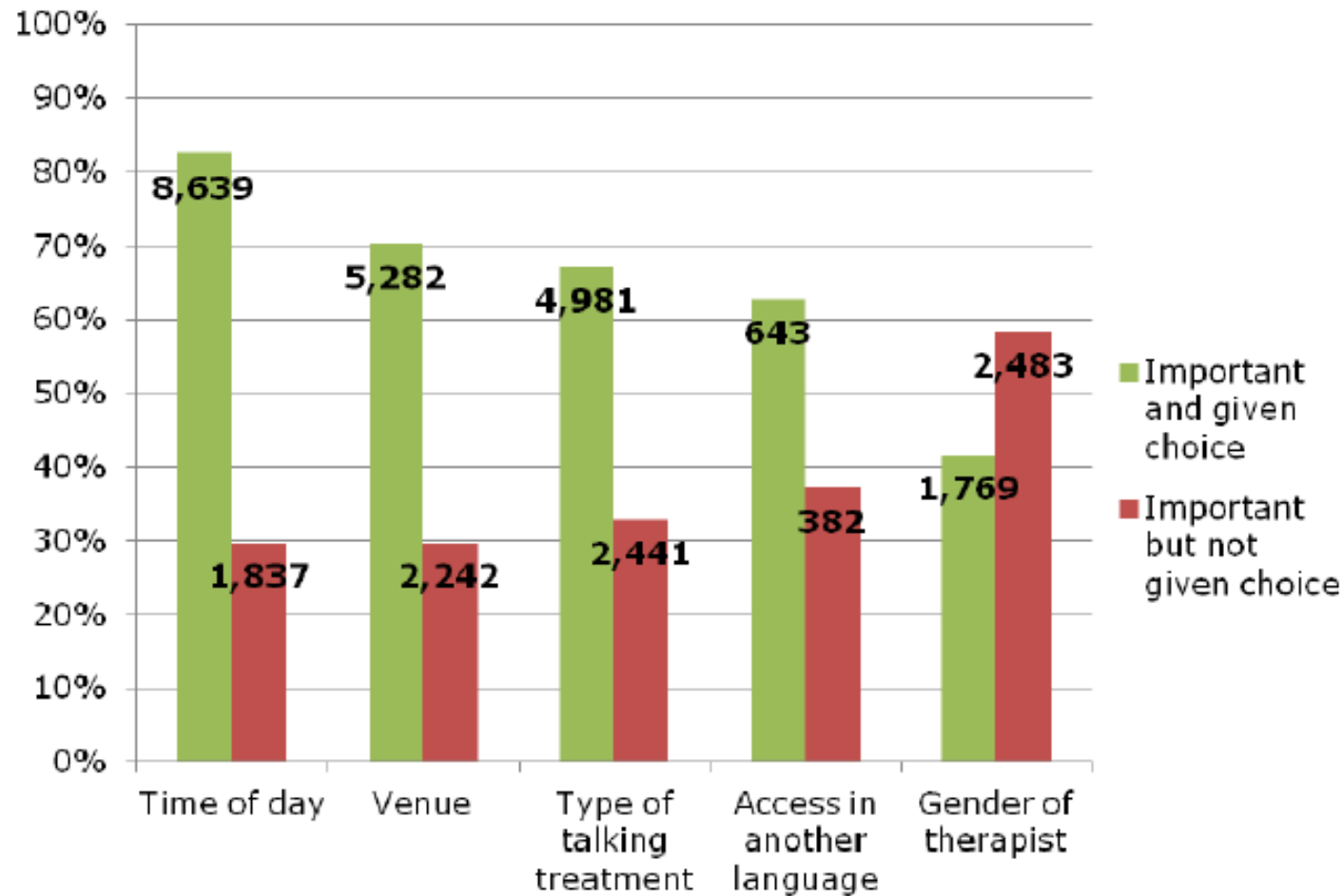


Choice

Area of choice	% of service users who reported that this was important	of those who reported that it was important, % who felt they had enough choice
Gender	?	
Venue	?	
Type of therapy	?	
Time of day	?	

Area of choice	% of service users who reported that this was important	% of those who reported that it was important, and that they had enough choice
Gender	28	49
Venue	49	71
Type of therapy	59	68
Time of day	71	86
Language/interpreter	5	83

Choice (2013 – NAPT)



Many services are now working harder to communicate about choice and do what they can to offer more choice.

Some have held focus groups with local service users to explore in more detail.



By feeding back data from service users and front line staff, we can help services target where they need to make changes

“The feedback we received was constructive and non-judgemental and was well received by our team”.

Accreditation and positive feedback can also be very rewarding for staff:

“The two therapists I have seen have been very professional but also very understanding and friendly. Without them I would be in a very different place. I cannot thank them enough.”

How else does APPTS help services improve?

- Through peer review visits
- Training days
- Email discussion group
- Annual national forum
- Other learning events



Future plans

- Offer of signing up without going for accreditation
- Consideration of standards for those services working in LTC
- Further growth of membership

Benefits

“The APPTS accreditation has significantly raised the profile of our service and has led to our service winning the NHSCT Chairperson’s Award for Most Effective Team. It has also improved our relationship with funding bodies and the wider Trust management, which has been hugely beneficial.”

- Assurance for services, service users and commissioners
- Allows services to reflect
- Positive feedback and recommendations for improvements

Top tips for accreditation

- Look at the standards
- Speak to the APPTS team
- Think about areas you might wish to address
- Involve staff from the beginning
- Action plan any key areas
- Be willing to share and learn
- Almost all teams can get there with time and support.

Contact us



www.appts.org.uk

Sophie.hodge@rcpsych.ac.uk

Sophie Hodge Programme Manager
0203 701 2655