

Primary Care Talking Therapies

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Healthier, Stronger, Together

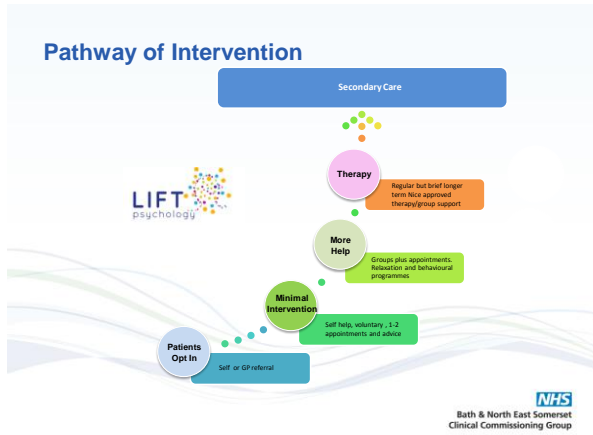
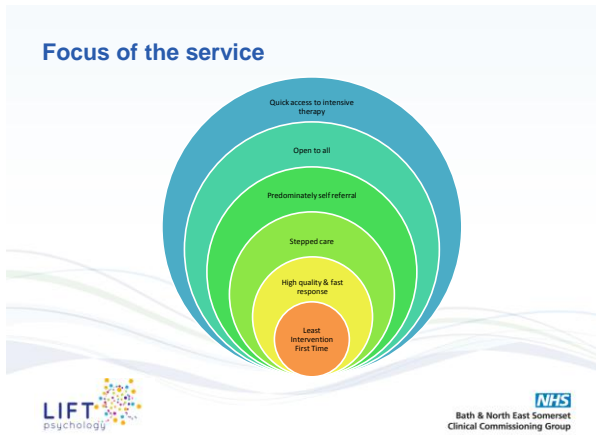
Background and Overview

Recommissioning rationale

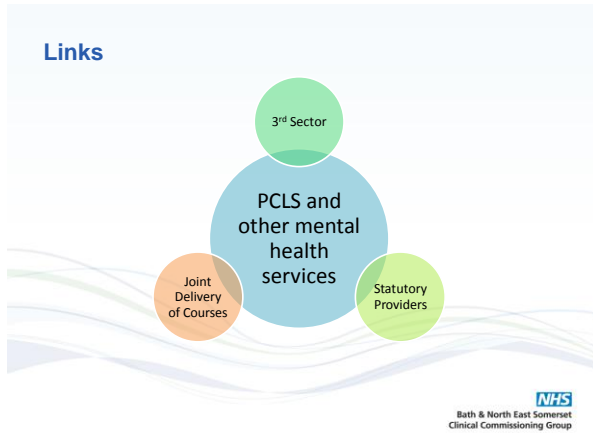
- IAPT contract due to end and model needed strengthening for long term conditions
- Counselling provision needed re-tender because:
 - Variation in quality/quality assurance across B&NES
 - Information governance issues
 - Counselling approach limited to within practice – apart from Southside (St Michaels)
 - Outcomes information inconsistent
- Bring all approaches together in a single NICE compliant service

Background to LIFT Psychology

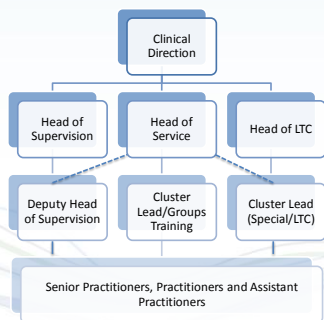
- Developed by GPs and psychologist Liz Howells in Swindon many years ago
- Based on a belief that counselling approaches are well suited to managing distress
- Adapted range of support and intervention to include national IAPT programme
- Taken up by all GP practices in Swindon and Wiltshire
- Also delivering services in Bristol and South Gloucestershire



- ### Delivery
- Locally based services –
 - prefer GP practice appointments where possible
 - Dedicated phone line
 - for booking appointments
 - Wide range of psychological courses
 - delivered in local venues
 - with live website booking
 - Extended hours
- NHS
Bath & North East Somerset
Clinical Commissioning Group

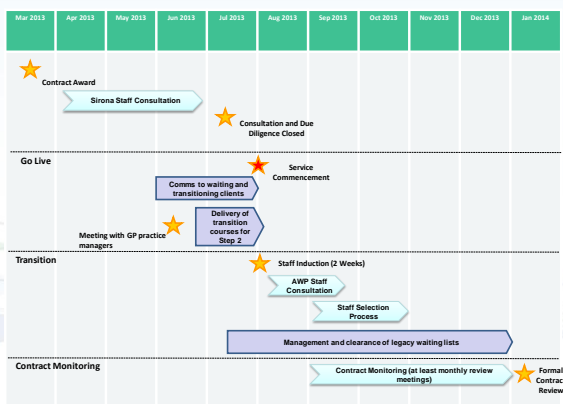


Workforce



Transition and Comms Plan

Implementation Overview



Procurement Lessons Learnt

- Assessment/scoring methodologies to be scenario tested
- Clarity of intention around financial values
- Emphasis on added value contribution from providers to be factored into assessment
- Potential end results of tendering to be scenario tested/risk assessed for impact and local relationship dynamics
- Resultant range of commissioning risk management plans to be formulated for action.

Implementation Lessons Learnt

- Early engagement at Executive Level between providers is key to setting the aspirations and strategy for the transition:
- Inclusive and consultative approach with outgoing provider
- Dedicated, experienced Project Management resource
- Regular project reviews and integration of work streams
- Early identification of communication strategy and plan to be shared with commissioners – especially when there are multiple affected providers (GPs)
- Early staff/counsellor engagement and provision of timely information

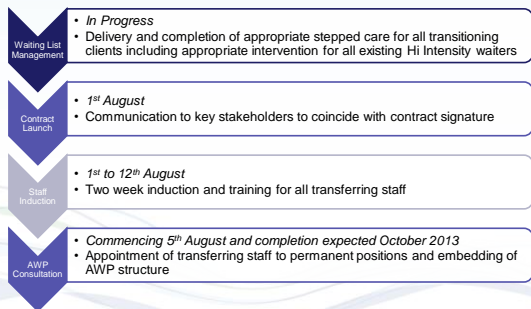


Comms Plan

Event	Format	Recipients	Frequency	Date	Lead
Contract Award	Letter	Bidder (AWP)	N/A	28 th March 2013	CCG
Notification re Change of Services	Letter	Councillors and Practice Managers	N/A	8 th April 2013	CCG
GP Forum Plus	Face to face	GP Practice Managers	N/A	18 th April 2013	CCG/AWP
GP Practice Manager Meeting	Face to face	GP Practice Managers	N/A	19 th June 2013	CCG/AWP
GP Practice Manager Briefing	Letter	GP Practice Managers	N/A	19 th June 2013	CCG
Referral notification for GP Practices	Letter	Service Users	N/A	26 th June 2013	AWP
GP PCTT Service Overview	Letter	GP Practice Managers	N/A	26 th June 2013	AWP
Low Intensity Waiters Letter	Letter issued via PCMS	Clients awaiting LI	N/A	1 st July 2013	Sirona
Hi Intensity Waiters Letters	Letter issued via PCMS	Clients awaiting HI	N/A	5 th July 2013	Sirona
Update newsletter	PDF	B&NES Stakeholder (TBK)	Bi Weekly	15 th July 2013	AWP
Contract Launch (Stakeholder) Letter	Letter	B&NES Stakeholders (TBK) & MPA	N/A	17 th July 2013	CCG
Reactive Media Statement	Press Release	As required	N/A	17 th July 2013	CCG
LIFT GP Practice Leaflets	Leaflet	Service Users	N/A	1 st August	AWP
LIFT Website for B&NES (plus links from CCG website)	Web	Service Users	N/A	1 st August	AWP
Scrutiny Panel	Face to face	Panel Members	N/A	September 2013	CCG



Next steps



Bath & North East Somerset Council



Thank you!
Any questions?

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