

TalkingSpace Plus - Oxfordshire

1. Expected activity and LTC/MUS pathway development
2. Where have we got to? Activity and trainee recruitment
3. Clinical outcomes
4. Key learning points

LTC/MUS Pathways and Access

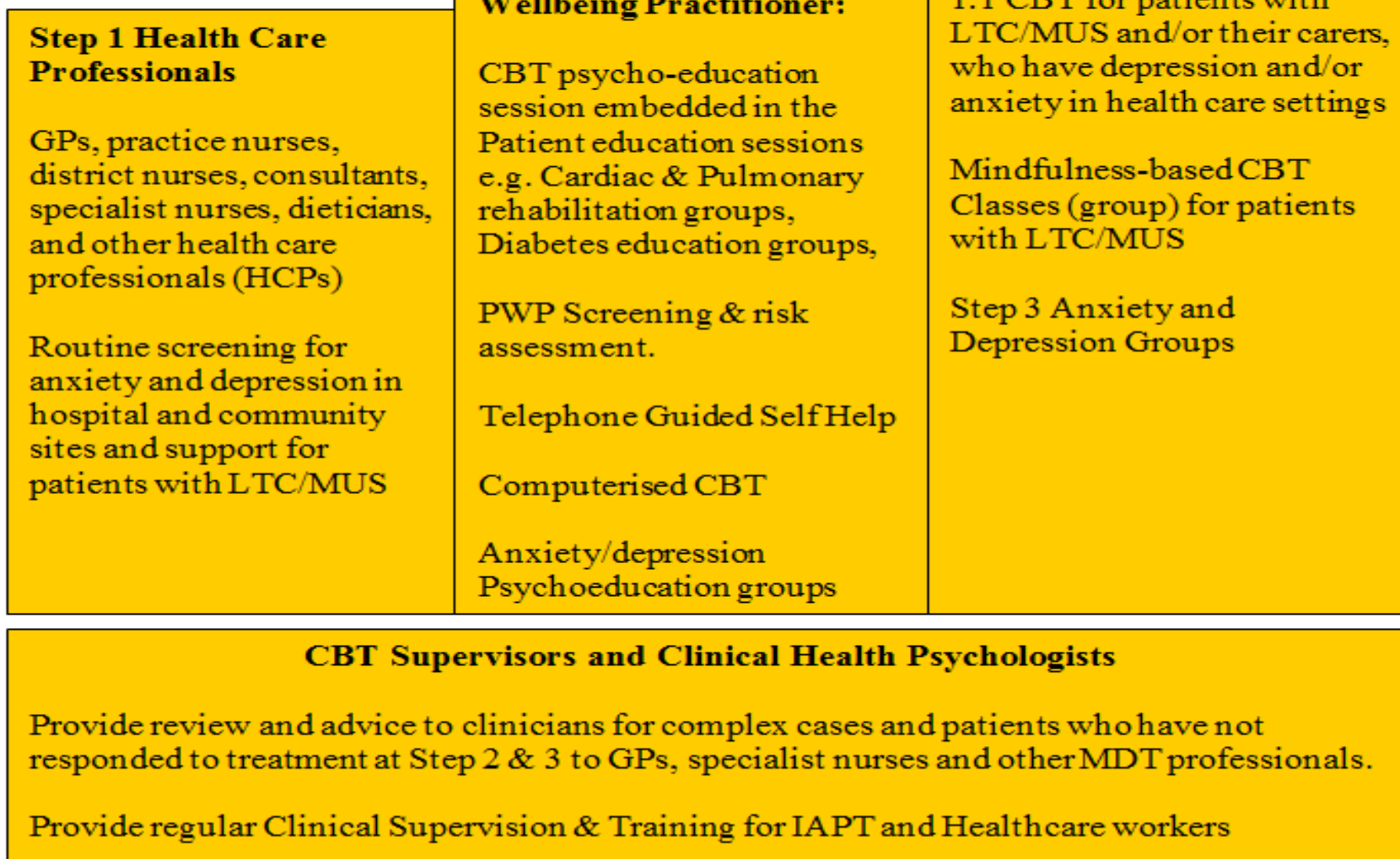
LTC/MUS Pathways

- Cardiac: Coronary Heart Disease and Heart Failure
- Respiratory – COPD
- Diabetes
- MUS: CFS/ME

Access

- 2017/18 – Target 911 (17%)
- 2018/19 – Target 2126 (19%)

Integrated Stepped-Care Model



Progress to date: activity, trainees

Delivery in 17/18 so far:

	Patients	PWP trainee	PWP top up	HI trainee	HI top up
Planned	911	4	7	7	3
Actual	770	6	8	8	0 (7)

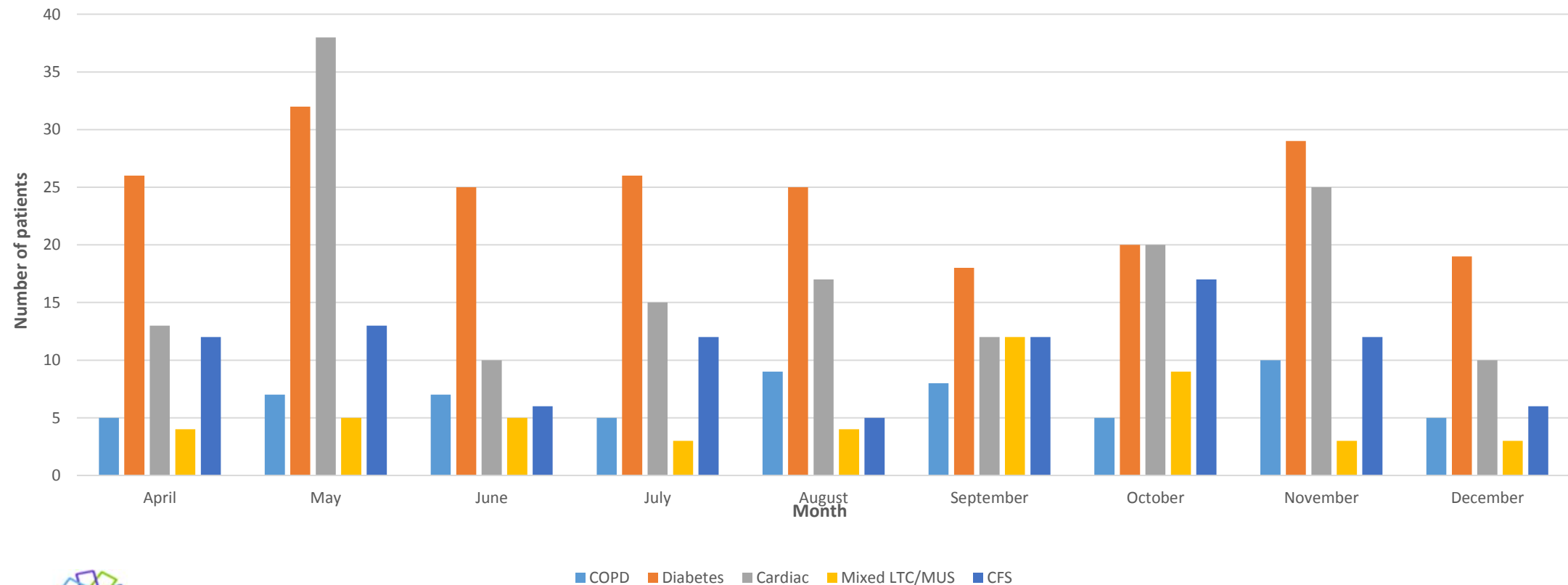
Key risks

Risk of not achieving patient trajectory in 2017/18: mitigations in place include:

- Wide reaching advertising campaign, open access cCBT Silvercloud and additional LTC group work e.g., anxiety and breathlessness.
- Providing patients accessible treatments in integrated community clinics

Total Number of LTC/MUS pathway patients entering treatment per month in Integrated IAPT

Total number of LTC patients entering treatment per month



Key Learning Points

- 1 Top-down and bottom-up pathway development: CCG and physical health care champions
- 2 Accommodation challenges and successes
- 3 How to convert “awareness and interest” to referrals and patients entering treatment
 - Collocation & relationship building
 - Training & supervision
 - Screening

4. Improving Access for Older Adults

	Under 65 (up to 64)	Over 65 and under 80 (up to 79)	Over 80	Total patients in TSP
ALL IAPT	10200 (92.7%)	646 (5.9%)	159 (1.4%)	11005
All LTC in IAPT	9799 (93.8%)	531 (5.1%)	121 (1.1%)	10451
Integrated IAPT	401 (72.5%)	114 (20.6%)	38 (6.9%)	553

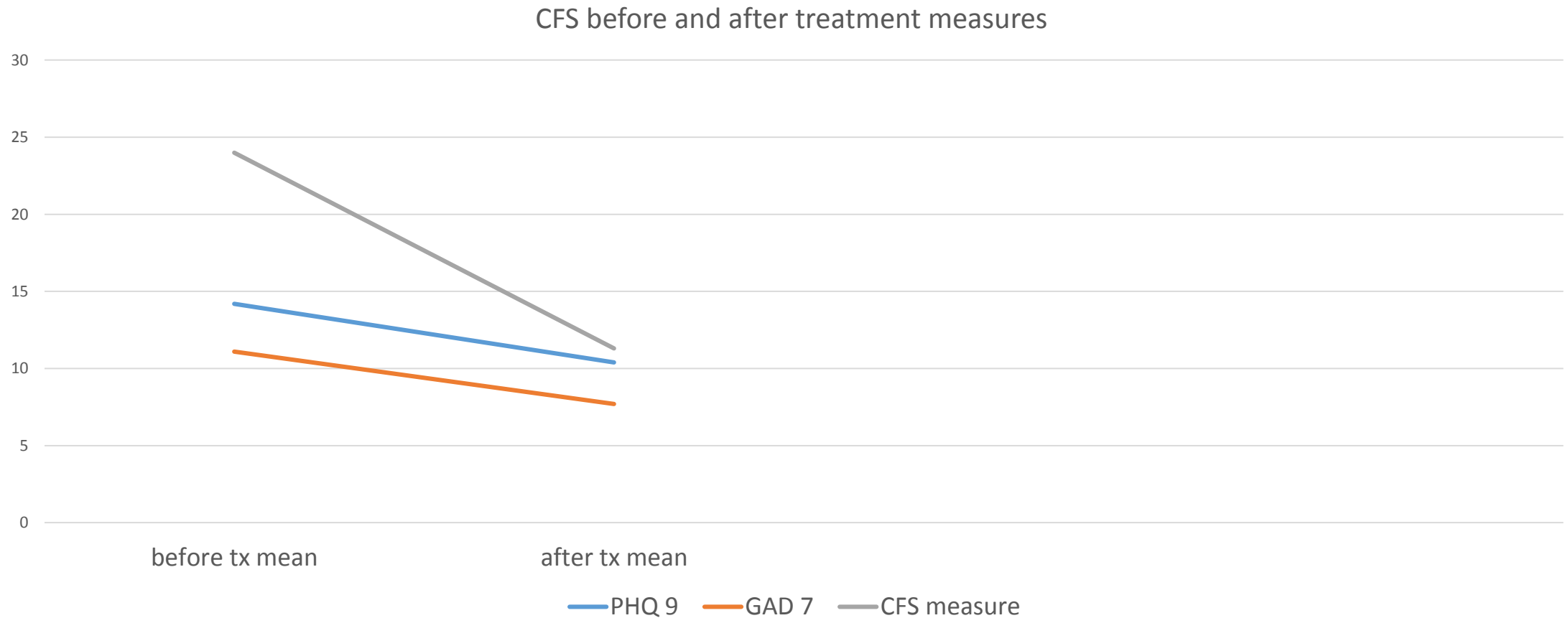
Clinical Outcomes

- GAD-7, PHQ-9, ADSM
- Recovery and Reliable Improvement Rates
- LTC/MUS Measures
 - Cardiac – Minnesota and Dartmouth COOP
 - COPD – COPD Assessment Tool
 - Diabetes – Diabetes Distress Scale
 - CFS/ME – Chalder Fatigue Scale (used to calculate recovery)
- Health Economic data
 - CSRI
 - Local and National Evaluation

Recovery and Reliable Improvement Apr 2017-Feb 2018

	Referrals	Entered	Completed	Recovered	Not Caseness	Reliable Improvement	% of Completed showing Reliable Improvement	Recovery Rate
All	11681	9057	6414	3120	395	4278	71.1%	51.8%
Integrated IAPT - Cardiac + COPD + Diabetes	514	481	270	126	24	161	65.5%	51.2%
Integrated IAPT - CFS (includes mixed LTC + CFS)	94	100	52	21	1	28	54.9%	41.2%

Means before and after treatment for CFS patients on PHQ-9, GAD-7 and Chalder Fatigue Scale



The Patient Feedback

“I feel relieved now that I know how to manage my chronic fatigue better”

“After my heart attack I was feeling chest pain and I kept going to A & E and hospital but they said I was fine. Then I saw the Heart2Heart therapist and realised I was depressed. I’ve got a long way to go but I can get out of the house now and I am thinking of returning to work”

“I didn’t realise my low mood was affecting my health. Therapy has really helped my mood and my diabetes”



CBT skills supervision groups for Nurses

I feel more confident about asking patients how they are feeling and be able to support them emotionally

We are now screening patients routinely for anxiety and depression – it's really helpful

Supervision has helped me manage difficult patient issues because it gives me strategies I can use to help patients (and their carers) help themselves.



Oxfordshire Health Economics Evaluation Client Service Receipt Inventory (CSRI)

Initial findings for those receiving psychological treatment:

- 32% reduction in GP appointments
- 10% reduction in practice nurse appointments
- 86% reduction in ambulance call outs
- 97% reduction in hospital stays
- 25% reduction in X ray

CSRI sop Aug 17 final - Word

Salt Heather (RNU) Oxford Health

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Improving Access to Psychological Therapies

Oxford Health NHS

NHS Foundation Trust

TalkingSpace PLUS

Overcoming Anxiety & Depression Together

Below is the process to follow administering the CSRI to IAPT-LTC patients

1. Prior to every initial screening assessment change case referral type to 'Integrated IAPT' in PCMIS

First CSRI

2. Complete initial screening assessment using the standardised LTC proforma.
 - Towards the end of the assessment, **inform the patient that you will be sending them some additional questionnaires and ask if they would prefer this to be sent via email or by post and then collected by phone.** Explain that we would be grateful if they could complete the questionnaires and return the email version or have the posted copy ready to collect by phone at the follow up call.
 - **Inform the patient that if we have not collected these by the end of the follow up call then they will receive a follow up call to check the status of the measures (if emailed) or**

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Study Cohort (42 Patients with matched pair CSRI completed with 90 days between them)							
Question	Cost (£)	Before score	After score	Movement	%change	Saving	Total saving for this cohort
Have you seen a General Practitioner (GP) in the last three months?	63	112	76	-36	-32%	(£2,268.00)	(£47,127.00)
Have you seen a Practice Nurse in the last three months?	12	50	45	-5	-10%	(£60.00)	
Have you seen a Physiotherapist in the last three months?	27	20	15	-5	-25%	(£135.00)	No of patients in cohort
Have you seen an Occupational Therapist (OT) in the last three months?	27	2	1	-1	-50%	(£27.00)	42
Have you seen a Specialist Nurse (e.g. cardiac nurse, diabetes nurse) in the last three months?	48	29	31	2	7%	£96.00	Average saving per patient
Have you seen a Doctor other than GP for a physical health problem (e.g. cardiologist, gastroenterologist, oncologist etc) in the last three months?	135	30	37	7	23%	£945.00	(£1,122.07)

Study Cohort (65 Patients with matched pair CSRI completed)							
Question	Cost (£)	Before score	After score	Movement	%change	Saving	Total saving for this cohort
Have you seen a General Practitioner (GP) in the last three months?	63	154	127	-27	-18%	(£1,701.00)	(£47,356.00)
Have you seen a Practice Nurse in the last three months?	12	90	84	-6	-7%	(£72.00)	
Have you seen a Physiotherapist in the last three months?	27	46	23	-23	-50%	(£621.00)	No of patients in cohort
Have you seen an Occupational Therapist (OT) in the last three months?	27	2	0	-2	-100%	(£54.00)	65
Have you seen a Specialist Nurse (e.g. cardiac nurse, diabetes nurse) in the last three months?	48	41	49	8	20%	£384.00	Average saving per patient
Have you seen a Doctor other than GP for a physical health problem (e.g. cardiologist, gastroenterologist, oncologist etc) in the last three months?	135	41	49	8	20%	£1,080.00	(£728.55)

2. In the last 3 months, how many times have you attended A & E (Accident & Emergency)?	80	7	10	3	43%	£240.00	Total saving for this cohort
3. In the last 3 months, have you been admitted to hospital as an inpatient?	400	128	17	-111	-87%	(£44,400.00)	
4. Have you needed to call an ambulance in the last 3 months?	98	9	5	-4	-44%	(£392.00)	No of patients in cohort
Magnetic Resonance Imaging (MRI)	207	8	5	-3	-38%	(£621.00)	
CT / CAT scan	100	7	4	-3	-43%	(£300.00)	65
Ultrasound	165	10	8	-2	-20%	(£330.00)	
X-ray	63	16	7	-9	-56%	(£567.00)	Average saving per patient
Electroencephalogram (EEG)		18	6	-12	-67%	£0.00	
Blood Test	8	94	86	-8	-9%	(£64.00)	(£728.55)
6.1 If yes, how many days have you had off due to ill health in the last 3 months?		561	388	-173	-31%	£0.00	

Study Cohort (42 Patients with matched pair CSRI completed)							
Question	Cost (£)	Before score	After score	Movement	%change	Saving	Total saving for this cohort
Have you seen a General Practitioner (GP) in the last three months?	63	104	85	-19	-18%	(£1,197.00)	(£8,537.00)
Have you seen a Practice Nurse in the last three months?	12	61	37	-24	-39%	(£288.00)	
Have you seen a Physiotherapist in the last three months?	27	26	18	-8	-31%	(£216.00)	No of patients in cohort
Have you seen an Occupational Therapist (OT) in the last three months?	27	3	0	-3	-100%	(£81.00)	42
Have you seen a Specialist Nurse (e.g. cardiac nurse, diabetes nurse) in the last three months?	48	31	28	-3	-10%	(£144.00)	Average saving per patient
Have you seen a Doctor other than GP for a physical health problem (e.g. cardiologist, gastroenterologist, oncologist etc) in the last three months?	135	27	23	-4	-15%	(£540.00)	20 (£203.26)

Question	Cost (£)	Before score	After score	Movement	%change	Saving	(£8,537.00)
In the last 3 months, how many times have you attended A & E (Accident & Emergency)?	80	7	6	-1	-14%	(£80.00)	
In the last 3 months,have you been admitted to hospital as an inpatient?	400	19	10	-9	-47%	(£3,600.00)	No of patients in cohort
Have you needed to call an ambulance in the last 3 months?	98	7	4	-3	-43%	(£294.00)	42
Magnetic Resonance Imaging (MRI)	207	6	3	-3	-50%	(£621.00)	Average saving per patient
CT / CAT scan	100	7	4	-3	-43%	(£300.00)	(£203.26)
Ultrasound	165	9	6	-3	-33%	(£495.00)	
X-ray	63	8	3	-5	-63%	(£315.00)	
Electroencephalogram (EEG)		14	3	-11	-79%	£0.00	
Blood Test	8	58	50	-8	-14%	(£64.00)	
How many days have you had off due to ill health in the last 3 months?		365	323	-42	-12%	£0.00	21

Heart Failure Patient feedback