



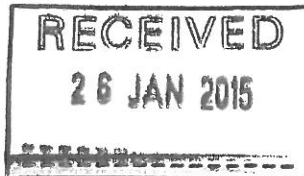
**North, Central and South Manchester
Clinical Commissioning Groups**

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22nd January 2015



Dear Ms Kearsley

Re: Rowena Kathryn Golton (Deceased)

Further to your letter dated 5th January 2015 I would like to provide a response to your points raised.

We have not, as yet, received any information from Manchester Mental Health and Social Care Trust in relation to the lack of availability of psychological therapies in crisis teams. [REDACTED] Head of Mental Health Improvement Programme, is working closely with Trust colleagues to review service provision across all services and to develop care pathways for service users.

With regards to Manchester Mental Health and Social Care Trust response indicating that they have reviewed access to clinical psychology services I can confirm that the Citywide Team commissioned a review of psychological therapies (IAPT) with the two providers of this service in Manchester; Manchester Mental Health and Social Care Trust being one of the providers reviewed. I assume that this review is what the Trust response relates to as I am not aware of any separate review of IAPT being undertaken.

The National IAPT Intensive Support Team was asked to undertake a diagnostic review of the Citywide IAPT services. The review was requested by Commissioners in response to our low performance for the national indicators and the need to achieve 15% access to psychological therapies in line with the IAPT programme and the long waiting lists. An external and expert review was required to help understand why performance is low. The subsequent report offered a number of options to consider to more effectively offer NICE recommended therapies for mild to moderate-severe anxiety and depression, Step 2 and Step 3 psychological therapies (IAPT). As a result both commissioners and providers are working together to implement the recommendations of the report. We aim to increase access to psychological therapies by increasing productivity of services currently commissioned and to align other commissioned services to this pathway of care.

With regards to the waiting time for access to psychological therapies information supplied in your letter by Manchester Mental Health and Social Care Trust I would like make the following comments.

The information in your letter details the activity levels for Clinical Psychology and Psychotherapy Service in relation to step 4 psychological therapies. This information was

sent to me in a letter by [REDACTED] (Director of Operations, MMHSCT) on the 23rd December 2014. In her letter [REDACTED] proposed the closure of the waiting list for complex cases from the 1st February 2015 until the 18 week referral to treatment pathway can be delivered by the Trust. I was unable to support this proposal due to patient safety risks.

Following the National IAPT team review and the examination of the Psychological Therapies CQUIN that is in place relating to waiting times, Commissioners now have a better understanding of how the Trust manages waiting lists. We need to further examine the current waiting list information to verify the actual number of patients waiting to be assured that all possible actions are being taken by the Trust to regularly cleanse and review the number of patients waiting. We are working with the Trust to improve their data cleansing and waiting list management processes as we have concerns regarding the accuracy of the data.

The Trust have indicated areas of significant pressure and that complex cases service are exceeding 'the available commissioned resource'. Within the block contract in place there is no specific allocation for this service or any other Psychological Therapies, with the exception of IAPT, and so I am unsure what the Trust considers 'the available commissioned resource' is. We have recently made a request to [REDACTED] (Director of Finance) at the Contracts Meeting with the Trust for information regarding the level of Psychological Therapy input into inpatient and community services to understand which services have input and which do not.

As commissioners we do not have access to this information and although some existing service specifications detail psychological therapy input it has become evident that some services do not have the access we believed was available and we need a clear picture across the Trust services.

We have also asked for clarification from the Trust as to why they have identified Psychological Therapies within its Cost Improvement Programme (CIP) plan when there are such long waiting lists. For the past few years the Trust has identified a significant contribution toward its CIP plan from vacancies within the Psychological Therapy service budget and the letter from the Trust indicated that 'without additional investment the service does not have sufficient commissioned resource to address its historical waiting list and provide timely access to newly referred clients'. I have made it clear to Manchester Mental Health and Social Care Trust that I do not support Psychological Therapies being included within CIP plan whilst extensive waiting lists exist.

I have asked for a meeting to be arranged with The Trust, once we have received additional information we have requested, so that we can have a more informed discussions regarding the next steps in addressing the issues identified.

I hope this addresses your concerns, please do not hesitate to contact me if you require more information.

Yours sincerely

[REDACTED]

**Executive Nurse and
Director of Citywide Commissioning, Quality and Safeguarding**