

16 January 2018

Wellington House
133-155 Waterloo Road
London SE1 8UG

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

By email

Dear [REDACTED]

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **14 December 2018** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority are operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

Your request

You made the following request:

“I’d like to request the Intensive Support Team review report, published in April 2017, relating to the NHS Wellbeing Norfolk & Waveney and Wellbeing Suffolk Service.”

Decision

NHS Improvement holds the information that you have requested and has decided to release all of the information that it holds.

It may also assist you to know that the service that was reviewed by the Intensive Support Team and described in this report is locally known as Wellbeing Norfolk and Waveney and is provided by Norfolk and Suffolk NHS Foundation Trust in partnership with 3 local mind organisations and Relate. The service is a primary care mental health service that was commissioned by the 5 local Clinical Commissioning Groups (Norwich CCG, North Norfolk CCG, West Norfolk CCG, Great Yarmouth and Waveney CCG and South Norfolk CCG).

The commissioners and provider have added the following detail regarding the nature of the service and the conduct of the review:

The service was commissioned to provide an extended service compared to the previous IAPT service in Norfolk and Waveney.

Previous to the launch of the new Wellbeing Norfolk and Waveney service in September 2015 the service offered in Norfolk and Waveney was a standard IAPT service – IAPT is an abbreviation for Improving Access to Psychological Therapies and is a national programme that started in 2008 to provide increased access to evidence based psychological therapies for mild to severe anxiety and/or depression.

When the service was recommissioned in 2015 local commissioners extended the remit of the service they wished to commission. This included the intention to extend the range of service users who would be able to access the service to include a group of service users who would previously have accessed care through secondary mental health services in Norfolk and who would not be seen in the standard Norfolk IAPT service (this includes all service users who are identified through mental health clusters 1-4). The service also extended the range of help that was available for all service users so that as well as psychological interventions (the IAPT standard offer) the service offered a full bio –psycho – social model of care. This means that within Wellbeing Norfolk and Waveney, as well as psychological therapists, the staff group offers medical input (providing Psychiatry support to primary care and mental health practitioners within local teams) and a range of staff providing help for people to engage socially and with community activities (providing peer support workers and local community coordinators).

IAPT services are required to provide monthly data sets nationally which show the performance of the services against national key performance indicators. Since Wellbeing Norfolk and Waveney includes IAPT within its service offer the service submits data nationally. The service was identified nationally as performing lower than other areas on one of these metrics 'Recovery'. We welcomed the Intensive Support Team visit to help support the service to improve and take learning from their knowledge and advice.

Norfolk and Suffolk NHS Foundation Trust was asked to submit a large amount of data about the service, including costs and staffing levels as part of the Intensive Support Team review. This information was submitted about the whole service Wellbeing Norfolk and Waveney and this makes some of the information in the report difficult to interpret as the service includes IAPT, though includes elements that are not IAPT standard. Therefore please be advised that the information on pages 10, 11 and 12 of the report around investment and productivity includes the whole workforce and that the Trust was not able to separate the standard IAPT component out of this analysis. The Intensive Support Team did note that the data was analysed according to the information provided and that there were some questions about the accuracy of the data provided. The Trust is now engaging in a more detailed analysis of its data with the support of the Intensive Support Team as the information did highlight some key areas that it could improve to enable its staff to spend as much of their time supporting patients (e.g. simplifying processes).

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

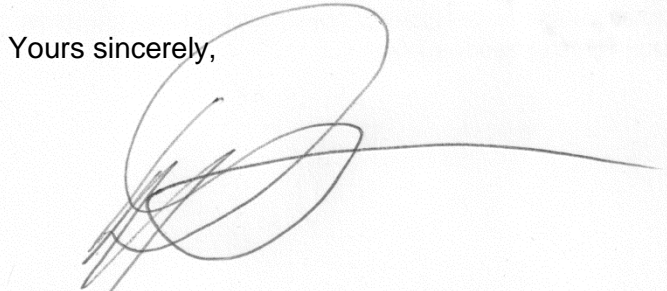
If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,



Michael Watson
Improvement Manager – Mental Health