

Compliance Team – Health Records

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FOI REQUEST NUMBER 57 2015

Request:

1. According to the dataset I have obtained from NHS Choices, you host the following IAPT services:
 - Suffolk Wellbeing Service (East)
 - Suffolk Wellbeing Service (West)
 - Wellbeing Service (Great Yarmouth & Waveney)
 - City Wellbeing Service Service (Norwich)
 - West Norfolk Wellbeing Service (Kings Lynn)

Please can you confirm whether this list is complete and add any additional services that are not listed? (including address and postcodes)

2. If these services are not run directly by the NHS please state who runs them and what they are (e.g. Social Enterprise, Limited Company, third sector group).
3. If you provide an IAPT service on behalf of another organisation (such as a care commissioning group, foundation trust or other) please state the organisation's name.
4. Please state the types of referral used by your organisation / IAPT i.e. GP, Self-Referral, Other.
5. If you offer a self-referral service do you have an online self-referral method such as a contact email address or a form on your website?
6. Please state any e-therapies, computerised therapies, Internet-delivered therapies, online therapies, or advice/guidance websites for mental health issues that your organisation / IAPT service use or recommend to service users. For example, these might include, but are not limited to internet-delivered cognitive behaviour therapy with or without therapist support, internet-delivered therapy based on an approach other than cognitive behaviour therapy, online or email therapy/counselling, online social support networks, or informational websites.
7. Please state any smart phone apps your organisation / IAPT service use or recommend to service users. For example, these might include specific apps from the NHS Choices Health Apps Library, or others that professionals in your service recommend.

8. In 2013/14 could you give the total number of people your service saw under IAPT and also give a figure as to how many of those were aged 50 or over.

Response:

Norfolk and Suffolk NHS Foundation Trust operates services across both counties. The Trust was formed following a merger on the 1st January 2012 between Norfolk and Waveney Mental Health NHS Foundation Trust and Suffolk Mental Health Partnership Trust. There are some differences between how services are operated across the localities so for ease I have broken these down into Suffolk, Norfolk and Trustwide which I hope will assist.

SUFFOLK

1). According to the dataset I have obtained from NHS Choices, you host the following IAPT services:

Suffolk Wellbeing Service (East)
Suffolk Wellbeing Service (West)

2). If these services are not run directly by the NHS please state who runs them and what they are (e.g. Social Enterprise, Limited Company, third sector group).

In Suffolk the IAPT service is delivered as part of Suffolk Wellbeing Service which is commissioned by the local clinical commissioning groups (CCGs) as an NHS service. The Trust is the lead provider and works in partnership with other third sector organisations to deliver the contract. The Trusts IAPT partners are MT-CIC, Big White Wall, Relate and the Shaw Trust.

3). If you provide an IAPT service on behalf of another organisation (such as a care commissioning group, foundation trust or other) please state the organisation's name.

See above, the two commissioning groups are Ipswich and East Suffolk and West Suffolk CCGs there details are available on the website <http://www.nhs.uk/Pages/HomePage.aspx>

4). Please state the types of referral used by your organisation / IAPT i.e. GP, Self-Referral, Other.

Health professional including GPs or self-referral.

5). If you offer a self-referral service do you have an online self-referral method such as a contact email address or a form on your website?

Yes via the Trust web site there is a form and an e-mail address.

6). Please state any e-therapies, computerised therapies, Internet-delivered therapies, online therapies, or advice/guidance websites for mental health issues that your organisation / IAPT service use or recommend to service users. For example, these might include, but are not limited to internet-delivered cognitive behaviour therapy with or without therapist support, internet-delivered therapy based on an approach other than cognitive behaviour therapy, online or email therapy/counselling, online social support networks, or informational websites.

Suffolk Wellbeing Service partners with Big White Wall to provide on line therapy and a peer support network. Other interactive or self-guided websites and therapies are offered on our website www.readytochange.org.uk

NORFOLK

1). According to the dataset I have obtained from NHS Choices, you host the following IAPT services:

Wellbeing Service (Great Yarmouth & Waveney)
City Wellbeing Service (Norwich)
West Norfolk Wellbeing Service (Kings Lynn)

All services are provided by the Trust but under only two contracts: Great Yarmouth & Waveney Wellbeing Service and Norfolk Wellbeing Service.

2). If these services are not run directly by the NHS please state who runs them and what they are (e.g. Social Enterprise, Limited Company, third sector group).

They are all run by the NHS, however the Trust does subcontract aspects of the service to some partner organisations including Broadland Meridien in Great Yarmouth and Waveney, MIND, Relate, Big White Wall and Psychology online in Norfolk.

3). If you provide an IAPT service on behalf of another organisation (such as a care commissioning group, foundation trust or other) please state the organisation's name.

The services are commissioned by the Clinical Commissioning Groups across Norfolk, there details are available on the website <http://www.nhs.uk/Pages/HomePage.aspx>

4). Please state the types of referral used by your organisation / IAPT i.e. GP, Self-Referral, Other.

GP and Self-Referral but generally we will accept referrals from any route and have no barriers into the service.

5). If you offer a self-referral service do you have an online self-referral method such as a contact email address or a form on your website?

Yes the Trust has an online form and email option, we also provide telephone Self-Referral.

6). Please state any e-therapies, computerised therapies, Internet-delivered therapies, online therapies, or advice/guidance websites for mental health issues that your organisation / IAPT service use or recommend to service users. For example, these might include, but are not limited to internet-delivered cognitive behaviour therapy with or without therapist support, internet-delivered therapy based on an approach other than cognitive behaviour therapy, online or email therapy/counselling, online social support networks, or informational websites.

Big White Wall and Psychology Online.

TRUSTWIDE

7). Please state any smart phone apps your organisation / IAPT service use or recommend to service users. For example, these might include specific apps from the NHS Choices Health Apps Library, or others that professionals in your service recommend.

None

8). In 2013/14 could you give the total number of people your service saw under IAPT and also give a figure as to how many of those were aged 50 or over.

Cases seen between 01/04/2013 and 31/03/2014 by the trusts IAPT services:

Cases aged under 50	17716
Cases aged 50 or over	6613
Total	24329

Please note:

- 1) The data is based on all cases and therefore a client could have more than one referral.
- 2) The cases all have at least one attended contact during the reporting period.
- 3) The age calculation is based as at 01/04/2013.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.