

# Our Journey through APPTS to Accreditation

Accreditation Programme for Psychological Therapies Services

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## History to APPTS

- \* APPTS is the Accreditation Programme for Psychological Therapies Services in the UK.
- \* Run by central team at the CCQI (Centre for Quality Improvement) at the Royal College of Psychiatrists, in partnership with the BPS (British Psychological Society)
- \* Currently IAPT services are not mandated to be CCQ registered and so this could be seen as a replacement registration.
- \* **Aim:**
- \* To identify and acknowledge services that have high standards
- \* Share best practice to facilitate service improvement

## How Services Are Measured

- \* Services are measured against the quality standards through self and peer review.
- \* A self review service checklist, therapist questionnaires and service user questionnaires have been developed.
- \* Therapist and service user feedback are anonymous and returned directly to the CCQI project team.
- \* CCQI collate and analyse the data and produce a summary report which is used for the Peer Review Visit.
- \* Report is fed back to the service, who are given the opportunity to make improvements prior to Peer Review Visit.

## Core Standards

- \* Is the service safe?
- \* Is the service effective?
- \* Is it caring?
- \* Is it responsive to people's needs?
- \* Is it well led?

## Additional IAPT Quality Standards

- \* **Services should offer a stepped care model**
- \* **Joint commissioning of high and low intensity interventions within IAPT should ensure the seamless transition of patients within the stepped care model.**
- \* **Services should have a clear focus, capability and capacity to safely manage severe and complex cases.**
- \* **IT Systems should enable therapists and service directors to have prompt access to outcomes data and to generate service reports.**
- \* **Patients can be tracked through the full stepped care pathway.**
- \* **Services should have sufficient therapists trained to deliver high and low intensity treatments.**

## Our Training as Reviewers

- \* One day workshop to train as Reviewers at the BPS offices in London.
- \* Trained to carry out a review day and prepared for elements of the review.
- \* Great opportunity to meet other professionals from services across the UK who were undergoing the APPTS accreditation.

## Our Review Day

**A review team visited our service on 18<sup>th</sup> March 2015.**

**The Review Team consisted of:**

- \* CCQI project staff
- \* Service users
- \* Psychological therapy service professionals

**Aim:**

- \* To verify the self-review data
- \* Consider the service in its unique context and exchange information about best practice

## Feedback From Service Users

### Some of the feedback we've received:

- \* 'Very helpful, the CBT techniques were a revelation to me, use them regularly.'
- \* 'This service has made a big difference in tough times and help me get through it knowing where I can go for support.'
- \* 'It took me a long time to make the first step towards helping myself and I am so glad that I did. Rationalising and normalising the feelings I had, and being given several different options to help me, changed the way I felt and I feel much better for it now. Thank you.'
- \* 'This service is a unique one in the UK. As I come from India, I personally find that these types of services tremendous help who those who immediately need attention for their psychological problem. There is someone out there to listen to your problems. It's a great help which cannot be expressed in words.'
- \* 'I have found this service extremely helpful. Very grateful to the person who listened to me and helped me through this trauma in my life at the moment. Recommend this service.'
- \* 'I have used the service several times now and I'm completely satisfied with the help I have received.'

## How is Accreditation Decided?

- \* The project team compiles a report, which states the number of standards met by standard type.
- \* An accreditation committee meet to examine the evidence gathered during the review.
- \* They then make a recommendation about accreditation status.
- \* They consider any unmet standards and decide:
  - \* a) If further evaluation or assessment should be undertaken to clarify whether standards have been met.
  - \* b) If any action should be taken by the service to meet the requirements for accreditations.
  - \* c) All such actions must be completed within a set period of time, which is agreed by the accreditation committee.

## Receiving Our Accreditation

- \* We received our Accreditation on 17<sup>th</sup> June 2015.
- \* It was a proud moment as we are one of the first services to be accredited by APPTS.
- \* Validation of the hard work of our staff to provide a high level of care to our service users.



## Pros & Cons of APPTS Accreditation

| PROS  | CONS   |
|---|--|
| <ul style="list-style-type: none"><li>• Quality Type Mark Standard</li><li>• Good for the moral of the Staff Team.</li><li>• Validating for our staff that we are doing things correctly/high standard.</li><li>• Good for senior staff to experience auditing</li><li>• Learn from other services by sharing best practice</li></ul> | <ul style="list-style-type: none"><li>• Costs £3k per year-ongoing cost every year maintain accreditation</li><li>• APPTS not widely known about</li><li>• Large amount of work to prepare: self reviews &amp; review days; Send out questionnaires etc.</li><li>• More questionnaires for patients to complete on top of MDS and PEQ's.</li></ul> |

## Staff Team Photos

## LIFT Psychology Swindon



## Senior Staff Team



Any Questions?

