

## QIPP

### Strategic Objectives:

“promote healthy  
lives and reduce  
inequalities in  
health”

“deliver care  
where and when  
people need it”

“provide  
efficient,  
effective and  
economic  
services”.

## Service Background

The Improving Access to Psychological Therapies (IAPT) programme is a national initiative which aims to support Primary Care Trusts in implementing [National Institute for Health and Clinical Excellence \(NICE\)](#) guidelines for people with depression and anxiety disorders. An electronic method of recording patient related contacts, clinical activity and statutory reporting requirements using an electronic patient record system (i.e. SystemOne Community) was implemented by Bradford and Airedale Community Health Service (BACHS) and NHS Bradford and Airedale. Bradford and Airedale Community Health Service are the first to submit this data to the programme via SystemOne Community. There was also a need to communicate more effectively with GPs in the referral process.

The BACHS Primary Care Mental Health service covers 4 localities across the area: City, South & West, Airedale and North. They use a stepped care model approach and provided a covering range of services including Cognitive Behavioural Therapy, Counselling, Interpersonal therapy and self help.

## Top Tips

*“Don’t leave IT to the technical people – ensure your clinicians are taking ownership of the project and help your IT team understand how they are supporting patient care.”*

## Solution

This was a huge and complex project which took meticulous planning. A team of clinicians met to look at how SystemOne was set up and looked at what was needed to achieve the goals of the initiative. The migration of old records enabled the system to be tidied up completely and improve constancy of data entry. A robust admin process for referrals was also developed.

Training sessions were practical and focused on problem solving. Clinicians were heavily involved in the process which provided credibility as the trainers were also users and could talk about how they overcame issues themselves. Training sessions were held at all staff events and functions.

*“Having trainers located within teams settled people down and helped staff realise that their perceived fears about the system were not going to materialise. They were very patient and supportive. The trainers were our knights in shining armour!”*  
Mental Health Service Co-ordinator



## Benefits

- ☆ appropriate access to relevant information
- ☆ Delivers even better local care whilst enabling significant long-term cost savings and productivity gains
- ☆ enables new ways of working that increase efficiency and improve clinical outcomes