



EQUITY Newsletter #2

PRACTITIONER PERSPECTIVES

"This study allows the all important voices of how it feels to be on both ends of the phone to be heard, and let you know what has worked and not worked. It's so important to see both sides of the coin."

- Paul Edwards
Lived Experience
Advisory Panel member

STUDY 2: PSYCHOLOGICAL WELLBEING PRACTITIONER (PWP) PERSPECTIVES

Purpose: To explore practitioners' views of factors that may influence the delivery of psychological treatment over the telephone and facilitate and promote its use in everyday practice.

What we did:

- We interviewed 34 practitioners who deliver guided self-help treatment within five different Improving Access to Psychological Therapies (IAPT) Services.

PUBLISHED RESEARCH PAPER:

Faija, C.L. et al. What influences practitioners' readiness to deliver psychological interventions by telephone? A qualitative study of behaviour change using the Theoretical Domains Framework. *BMC Psychiatry* 20, 371 (2020). Available here: <https://rdcu.be/ciwHt>

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WHAT WE FOUND

Some of the key areas identified to enhance quality of telephone delivery and promote its use in routine care:

- **Practitioner knowledge and beliefs:** Initial use was a service-centred decision, however, practitioners valued the use of telephone treatment because it improved access, flexibility, and patient choice, and was as effective as face-to-face.
- **Telephone challenges (skills, capabilities and confidence):** Limited self-confidence and skills to deliver effective treatment without visual and non-verbal cues; lack of guidelines to deliver telephone therapy.
- **Challenges in the working environment:** Noisy settings with limited resources increased anxiety and concerns about confidentiality. Lack of monitoring of telephone performance in supervision.

WHAT DOES THIS MEAN?

To optimise delivery of guided self-help delivered over the telephone and facilitate its use in everyday practice, there may be value in:

- Ensuring **patient choice**, so that 'mode of delivery' of treatment matches patient preference.
- Increasing **awareness** that therapy delivered by telephone is as effective as face-to-face.
- Providing specific **guidance** for telephone delivered therapy.
- Developing **telephone skills** for practitioners to improve confidence.
- Providing **supervision** specific to telephone-delivered treatment.
- Adjusting **working environment** to support remote working, and providing adequate resources (e.g. good quality headsets).

NIHR | National Institute for Health Research

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