

EQUITY Newsletter #3

SERVICE LEAD & MANAGER PERSPECTIVES



"I joined LEAP in the hope of making positive changes to ensure future IAPT service development was inclusive of all service users, paying particular attention to challenges experienced within ethnic minority groups. Having accessed IAPT in the past, I'm truly grateful to sit as a panellist and...engage in research projects."
(Alaina, LEAP member)

STUDY 3: INTERVIEWS WITH LEADERS

Aim of the research:

- To explore views of people who make decisions about how IAPT services work on issues around the delivery of telephone treatment.

What we did:

- 16 telephone interviews and one group interview (5 people) with decision-makers (national decision-makers, service leads, clinical leads) from the NHS, third sector and academic organisations.

PUBLISHED RESEARCH PAPER:

Rushton, K., Fraser, C., Gellatly, J. et al. A case of misalignment: the perspectives of local and national decision-makers on the implementation of psychological treatment by telephone in the Improving Access to Psychological Therapies Service. *BMC Health Serv Res* 19, 997 (2019)

Available here: <https://rdcu.be/ckDh3>

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WHAT WE FOUND*

- Treatment over the telephone was seen as beneficial for improving patient choice, flexibility and access to treatment.
- At service level, the reasons for using the telephone to deliver treatment didn't always line up with national aims.
- Pressure to meet targets was one of the main reasons the telephone has been used to deliver treatment, as it can be seen as more efficient and a way to reduce costs.
- There has been a lack of confidence among practitioners to deliver telephone treatments along with a reluctance to 'sell' treatments.
- Practitioners tend not to value telephone treatment as equal to face-to-face.

**This work was conducted before the COVID-19 pandemic, which has dramatically increased the amount of treatment being delivered over the telephone.*

WHAT DOES THIS MEAN?

- The idea of needing to 'sell' telephone treatment is present from practitioners delivering treatment all the way up to national service leaders, despite their different reasons for the use of telephone to deliver treatment.
- The need to promote the benefits of telephone treatment, along with support and guidance for practitioners to deliver treatment over the telephone is critical in order for its successful use in mental health services.