

# Publication Report



## **Psychological Therapies Waiting Times in Scotland**

**Quarter ending 30 June 2013**

**Publication date – 27 August 2013**

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## Introduction

This publication contains information about how long people waited to start treatment for psychological therapies provided by the NHS in Scotland. This is the first time this information is being published. This will be a quarterly publication. The information in this publication covers the period April to June 2013.

Psychological therapies refer to a range of interventions, based on psychological concepts and theory, which are designed to help people understand and make changes to their thinking, behaviour and relationships in order to relieve distress and to improve functioning. The target applies specifically to psychological therapies for treatment of a mental illness or disorder.

The Scottish Government requires the NHS in Scotland to measure the time people wait for treatment and this includes people waiting for Psychological Therapies. The Scottish Government has set a target for the NHS in Scotland to deliver a maximum 18 week waiting time from a patient's referral to treatment for Psychological Therapies from December 2014.

This target includes psychological therapies as defined above. These include psychological therapies listed in 'The Matrix: A guide to delivering evidence based Psychological Therapies in Scotland' at <http://www.nes.scot.nhs.uk/education-and-training/by-discipline/psychology/matrix.aspx> and also those not listed but which clinicians decide are the most appropriate treatment to meet a patient's needs.

The target applies where, the therapy is delivered to individuals or groups on a face-to-face basis, by staff trained to recognised standards, operating under appropriate supervision, in dedicated/ focused sessions; where the therapy is delivered through family, health and/or care staff who are being trained or supported to deliver a particular intervention to a named patient/client; to all ages (including CAMHS services); in inpatient as well as community settings; in physical health settings where there is associated mental illness such as depression or anxiety, for example chronic pain and cancer; for substance misuse where there is associated mental illness; and, for learning disabilities where there is associated mental illness.

The systems for collecting data locally are still being developed and as a result some people who had treatment for psychological therapies are not included in this publication. However the information in this publication does give a good indication of waiting times in most areas of Scotland. Over the coming months, we expect to increase the volume of information that we can collect from NHS Boards.

## Key points

- Waiting times information for Psychological Therapies is still at an early stage of development. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information. The target is due for delivery from December 2014.
- To report on Psychological Therapies waiting times, NHS Boards have had to develop, for the first time, systems to report on Psychological Therapies waiting times.
- During the quarter ending June 2013, over 7,900 people started treatment for psychological therapies in Scotland (excluding NHS Ayrshire & Arran and NHS Grampian).
- The initial estimates from data at an early stage of development indicate that around 81% of people were seen within 18 weeks.

## Results and Commentary

### Adjustment of waiting times

Waiting times for most NHS services are worked out using a calculation that takes into account any periods a person is unavailable and missed or cancelled appointments. These are referred to as adjustments. Some NHS Boards are not able to make all the appropriate adjustments to waiting times for psychological therapies so we have included information on what adjustments each NHS Board has made.

Waiting time adjustments allow fair reporting of waiting times which have been affected by factors outside the NHS Board's control. However the timing of appointments is always based on clinical need. For psychological therapies services, resetting the waiting time to zero is done for reporting purposes only and does not impact on the timing of any further appointments.

The main adjustments that are made to psychological therapies waiting times are:

- If a person is unavailable (for example on holiday), the period for which they are unavailable is subtracted from their total waiting time.
- If a person does not attend an appointment and has to be given another their waiting time is reset to zero.
- If a person rearranges an appointment their waiting time is reset to zero on the day they contact the service to rearrange their appointment.
- If a person is offered several appointments and declines them all their waiting time is reset to zero. NHS Boards report that this happens very rarely as most appointments are agreed by telephone.

This report also shows unadjusted waiting times. These are the actual times people have waited. The Scottish Government have agreed that the HEAT target will be measured using adjusted waiting times. Where NHS Boards are still developing systems to adjust waiting times for psychological therapies their unadjusted waits have been used to estimate the Scotland figure.

The [Summary Report on the Application of NHSScotland Waiting Times Guidance](#) provides more explanation on the main adjustments that are made to psychological therapies waiting times.

## How long people waited to start their treatment

This section shows waiting times for patients who started their treatment during the period April - June 2013. This information is still at an early stage of development. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information.

During the period April - June 2013 (see Table 1):

- Over 7,900 people started their treatment for psychological therapies in Scotland (excluding NHS Ayrshire & Arran and NHS Grampian).
- Using adjusted waits where available, 81% of people seen for psychological therapies started their treatment within 18 weeks of being referred. Half started their treatment within 9 weeks.
- Using unadjusted waits, 78% of people seen for psychological therapies started their treatment within 18 weeks of being referred. Half started their treatment within 10 weeks.

Chart 1 shows the percentage of people seen within 18 weeks split by month for the latest quarter. However data for successive months are not strictly comparable due to ongoing development of information systems, so small changes from one month to the next should not be interpreted as a significant rise or drop in performance at this stage.

Information by NHS Board is shown in Tables 2 and 3 and Chart 2. While NHS Boards are developing their systems to improve the completeness and consistency of this data, NHS Board figures may not be directly comparable. We expect to be able to make more accurate comparisons by month and NHS Boards in future publications.

**Table 1. Waiting times for people who started their treatment in April – June 2013, NHS Scotland (excluding NHS Ayrshire & Arran and NHS Grampian<sup>1,2</sup>)**

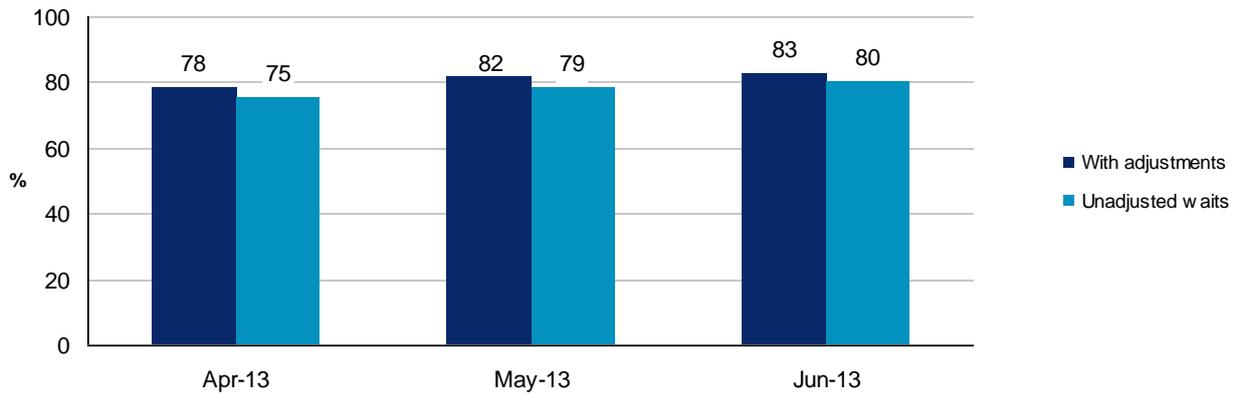
Month	With adjustments <sup>3</sup>				Unadjusted		
	People seen	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)
April 2013	2,580	2,025	78	9	1,940	75	10
May 2013	2,894	2,367	82	9	2,281	79	11
June 2013	2,434	2,011	83	9	1,944	80	10
<b>Total</b>	7,908	6,403	81	9	6,165	78	10

Notes

- NHS Ayrshire & Arran and NHS Grampian are still developing their systems to provide this information.
- NHS Lothian data is around 50% complete.
- Includes unadjusted waits for NHS Boards where adjusted waits are not available.

Information on data quality and data completeness at NHS Board level is available on pages 18-21.

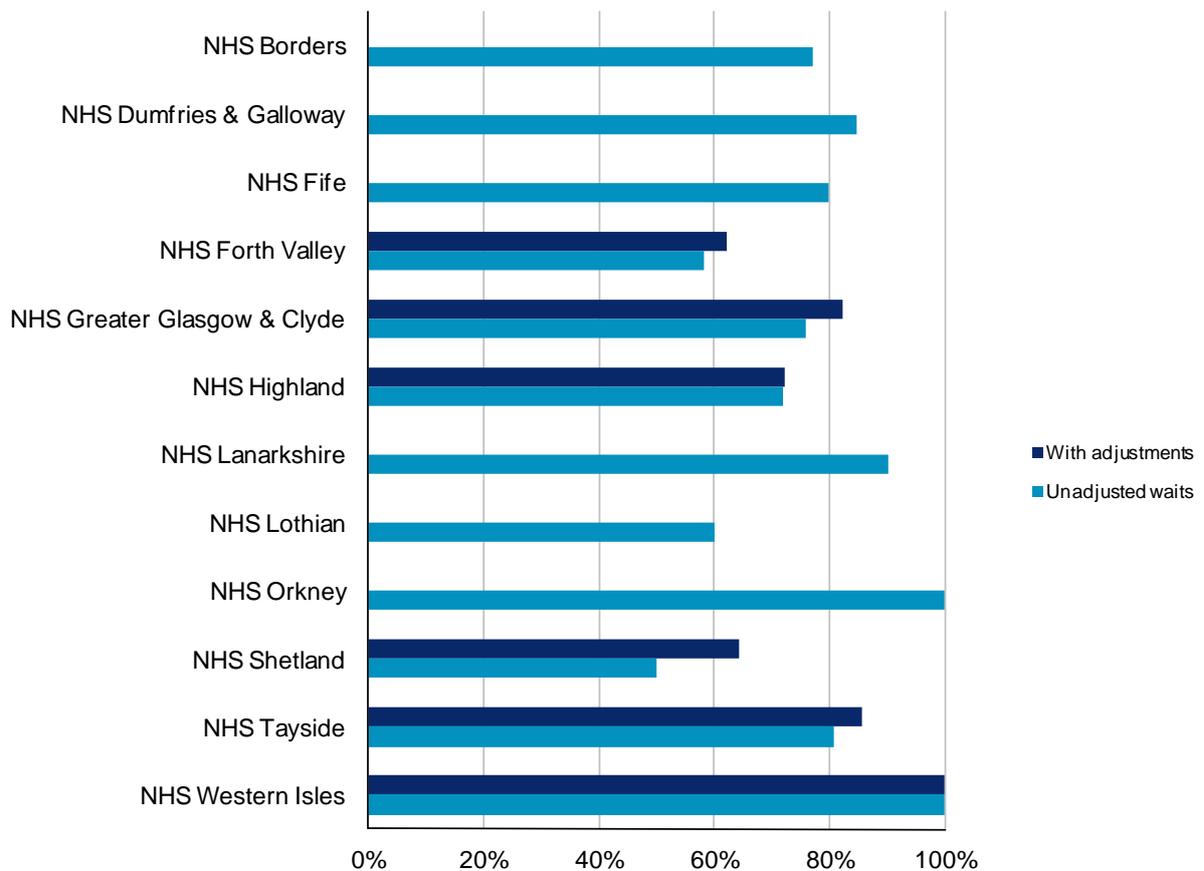
**Chart 1. Percentage of people who started their treatment within 18 weeks, NHS Scotland (excluding NHS Ayrshire & Arran and NHS Grampian), April – June 2013**



Notes

1. For details of adjustments see Table 2.
2. Includes unadjusted waits for NHS Boards where adjusted waits are not available.

**Chart 2. Percentage of people who started their treatment within 18 weeks by NHS Board, April – June 2013**



Notes

1. For details of adjustments see Table 2.
2. Due to no data, NHS Ayrshire & Arran and NHS Grampian have been omitted from this chart.
3. NHS Lothian data is around 50% complete.

Information on data quality and data completeness at NHS Board level is available on pages 18-21.

**Table 2. Waiting times (with adjustments) for people who started their treatment in April – June 2013 by NHS Board**

NHS Board of Treatment	People seen	People seen within 18 weeks (Number)	People seen within 18 weeks (%)	Average (median) wait (weeks)	Waiting time adjustments <sup>1</sup>
NHS Scotland <sup>2</sup>	7,908	6,403	81	9	..
NHS Ayrshire & Arran <sup>3</sup>	..	..	..	..	..
NHS Borders	188	145	77	13	Unadjusted
NHS Dumfries & Galloway	708	600	85	6	Unadjusted
NHS Fife	1,246	993	80	10	Unadjusted
NHS Forth Valley	341	212	62	15	NA, U
NHS Grampian <sup>3</sup>	..	..	..	..	..
NHS Greater Glasgow & Clyde	2,817	2,319	82	7	NA
NHS Highland	548	396	72	7	U
NHS Lanarkshire	853	769	90	12	Unadjusted
NHS Lothian <sup>4</sup>	277	166	60	14	Unadjusted
NHS Orkney	14	14	100	9	Unadjusted
NHS Shetland	14	9	64	13	NA, U, RO
NHS Tayside	856	734	86	8	NA, U, RO
NHS Western Isles	46	46	100	1	NA, U, RO (Unadjusted April data)

Notes

.. Data not available

1. Waiting time adjustments:

NA: Non Attendance. Waiting time may be reset if a person misses or rearranges an appointment.

U: Unavailability. Time a person is unavailable may be subtracted from the waiting time.

RO: Refuses Reasonable Offer. Waiting time may be reset if a person declines 2 or more dates.

For further information see page 4.

2. Includes unadjusted waits for NHS Boards where adjusted waits are not available.

3. NHS Ayrshire & Arran and NHS Grampian are still developing their systems to provide this information.

4. NHS Lothian data is around 50% complete.

Further information by NHS Board can be found [here](#).

Information on data quality and data completeness at NHS Board level is available on pages 18-21.

**Table 3. Unadjusted waiting times for people who started their treatment in April – June 2013 by NHS Board**

<b>NHS Board of Treatment</b>	<b>People seen</b>	<b>People seen within 18 weeks (number)</b>	<b>People seen within 18 weeks (%)</b>	<b>Average (median) wait (weeks)</b>
<b>NHS Scotland</b>	7,908	6,165	78	10
NHS Ayrshire & Arran <sup>1</sup>	..	..	..	..
NHS Borders	188	145	77	13
NHS Dumfries & Galloway	708	600	85	6
NHS Fife	1,246	993	80	10
NHS Forth Valley	341	199	58	17
NHS Grampian <sup>1</sup>	..	..	..	..
NHS Greater Glasgow & Clyde	2,817	2,139	76	9
NHS Highland	548	395	72	7
NHS Lanarkshire	853	769	90	12
NHS Lothian <sup>2</sup>	277	166	60	14
NHS Orkney	14	14	100	9
NHS Shetland	14	7	50	18
NHS Tayside	856	692	81	11
NHS Western Isles	46	46	100	1

**Notes**

.. Data not available

1. NHS Ayrshire & Arran and NHS Grampian are still developing their systems to provide this information.

2. NHS Lothian data is around 50% complete.

Further information by NHS Board can be found [here](#).

Information on data quality and data completeness at NHS Board level is available on pages 18-21.

## People waiting at the end of the month

This section presents a summary of waiting times information for psychological therapies for people who are waiting at the end of each month.

This is a useful measure for managers of these services as it can help them take early action to ensure that patient waits do not exceed the target. However this measure does not show how long people actually wait before they received care.

This information is still at an early stage of development. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information.

At the end of June 2013 (Table 4):

- Around 11,700 people were waiting to start treatment for psychological therapies in Scotland (excluding NHS Ayrshire & Arran and NHS Grampian).
- Using adjusted waits where available, 78% (9,086) of these had been waiting less than 18 weeks.
- Using unadjusted waits, 75% (8,831) of these had been waiting less than 18 weeks.

Data for successive months are not strictly comparable due to ongoing development of information systems, so small changes from one month to the next should not be interpreted as a significant rise or drop in performance.

Information by NHS Board is shown in Tables 5 and 6 and Chart 4. While NHS Boards are developing their systems to improve the completeness and consistency of this data, NHS Board figures may not be directly comparable. We expect to be able to make more accurate comparisons by month and NHS Board in future publications.

**Table 4. Waiting times for people waiting at the end of the month in Scotland (excluding NHS Ayrshire & Arran and NHS Grampian<sup>1,2</sup>)**

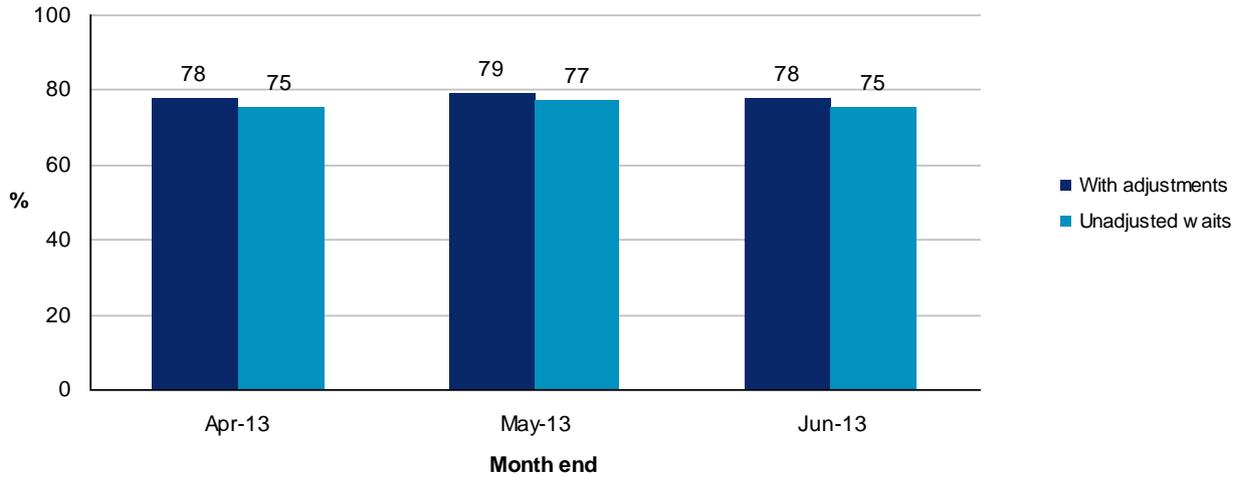
Month End	Total People Waiting	With adjustments <sup>3</sup>		Unadjusted	
		Less than 18 weeks (number)	Less than 18 weeks (%)	Less than 18 weeks (number)	Less than 18 weeks (%)
April 2013	11,887	9,223	78	8,960	75
May 2013	11,896	9,451	79	9,196	77
June 2013	11,713	9,086	78	8,831	75

Notes

1. NHS Ayrshire & Arran and NHS Grampian are still developing their systems to provide this information.
2. NHS Lothian data is around 50% complete.
3. Includes unadjusted waits for NHS Boards where adjusted waits are not available.

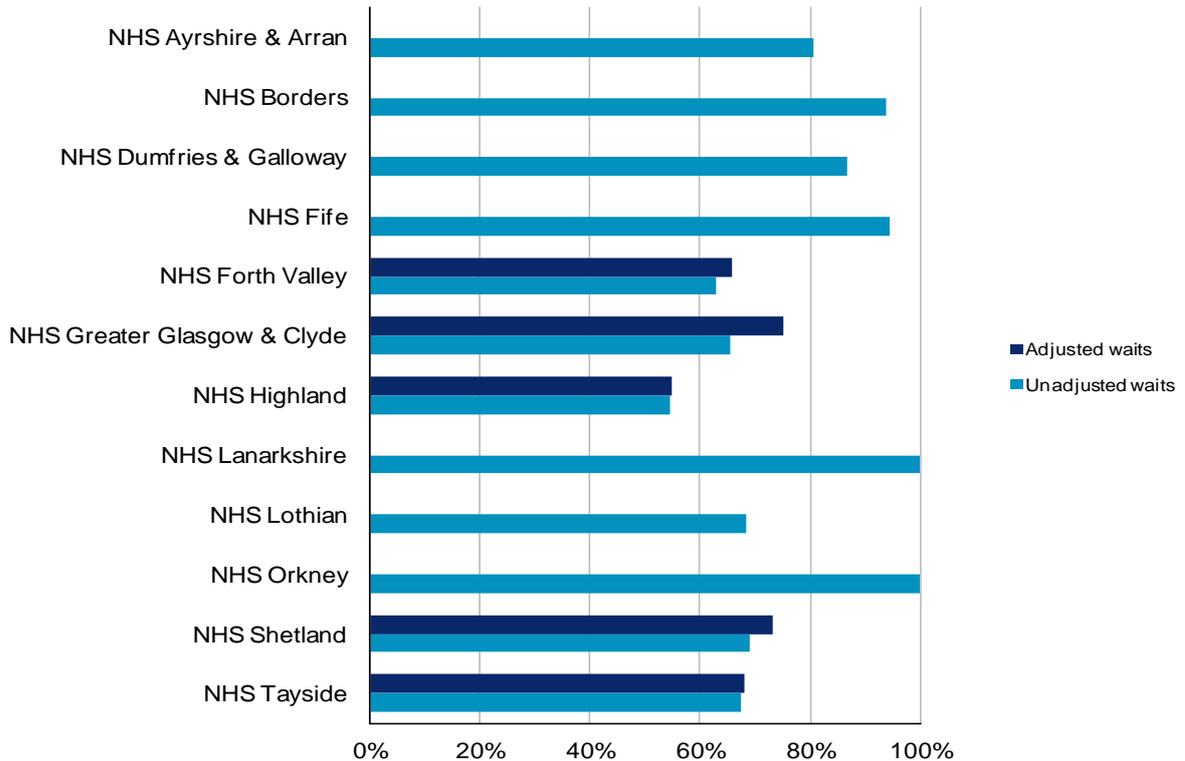
Information on data quality and data completeness at NHS Board level is available on pages 18-21.

**Chart 3. Percentage of people waiting less than 18 weeks, NHS Scotland (excluding NHS Ayrshire & Arran and NHS Grampian), April – June 2013**



1. For details of adjustments see Table 5.
2. Includes unadjusted waits for NHS Boards where adjusted waits are not available.

**Chart 4. Percentage of people waiting less than 18 weeks by NHS Board, 30 June 2013**



**Notes**

1. For details of adjustments see Table 5.
2. Due to no data submitted, NHS Grampian has been omitted from this chart.
3. NHS Western Isles have no patients waiting and so have been omitted from this chart.
4. NHS Lothian data is around 50% complete.

Information on data quality and data completeness at NHS Board level is available on pages 18-21.

**Table 5. Waiting times (with adjustments) for people waiting at 30 June 2013  
by NHS Board**

NHS Board of treatment	Total People Waiting	Less than 18 weeks (number)	Less than 18 weeks (%)	Waiting time adjustments <sup>1</sup>
<b>NHS Scotland<sup>2</sup></b>	11,713	9,086	78	..
NHS Ayrshire & Arran	1,473	1,186	81	Unadjusted
NHS Borders	215	202	94	Unadjusted
NHS Dumfries & Galloway	587	510	87	Unadjusted
NHS Fife	1,283	1,212	94	Unadjusted
NHS Forth Valley	1,106	727	66	NA, U
NHS Grampian <sup>3</sup>	..	..	..	..
NHS Greater Glasgow & Clyde	2,222	1,669	75	NA
NHS Highland	990	542	55	U
NHS Lanarkshire	1,322	1,320	100	Unadjusted
NHS Lothian <sup>4</sup>	974	666	68	Unadjusted
NHS Orkney	8	8	100	Unadjusted
NHS Shetland	45	33	73	NA, U, RO
NHS Tayside	1,488	1,011	68	NA, U, RO
NHS Western Isles	-	-	-	NA, U, RO

## Notes

.. Data not available

- Zero

1. Waiting time adjustments:

NA: Non Attendance. Waiting time may be reset if a person misses or rearranges an appointment.

U: Unavailability. Time a person is unavailable may be subtracted from the waiting time.

RO: Refuses Reasonable Offer. Waiting time may be reset if a person declines 2 or more dates.

For further information see page 4.

2. Includes unadjusted waits for NHS Boards where adjusted waits are not available.

3. NHS Grampian are still developing their systems to provide this information.

4. NHS Lothian data is around 50% complete.

Further information by NHS Board can be found [here](#).

Information on data quality and data completeness at NHS Board level is available on pages 18-21.

Table 6. Unadjusted waiting times for people waiting at 30 June 2013 by NHS Board

NHS Board of treatment	Total People Waiting	Less than 18 weeks (number)	Less than 18 weeks (%)
<b>NHS Scotland</b>	11,713	8,831	75
NHS Ayrshire & Arran <sup>1</sup>	1,473	1,186	81
NHS Borders	215	202	94
NHS Dumfries & Galloway	587	510	87
NHS Fife	1,283	1,212	94
NHS Forth Valley	1,106	695	63
NHS Grampian <sup>1</sup>	..	..	..
NHS Greater Glasgow & Clyde	2,222	1,457	66
NHS Highland	990	540	55
NHS Lanarkshire	1,322	1,320	100
NHS Lothian <sup>2</sup>	974	666	68
NHS Orkney	8	8	100
NHS Shetland	45	31	69
NHS Tayside	1,488	1,004	67
NHS Western Isles	-	-	-

## Notes

.. Data not available

- Zero

1. NHS Ayrshire & Arran and NHS Grampian are still developing their systems to provide this information.

2. NHS Lothian data is around 50% complete.

Further information by NHS Board can be found [here](#).

Information on data quality and data completeness at NHS Board level is available on pages 18-21.

## Glossary

### **Psychological Therapies**

Psychological therapies refer to a range of interventions, based on psychological concepts and theory, which are designed to help people understand and make changes to their thinking, behaviour and relationships in order to relieve distress and to improve functioning. The target applies specifically to psychological therapies for treatment of a mental illness or disorder.

### **Start of treatment**

This is when treatment starts or the person is removed from the waiting list. Not all people who are referred for psychological therapies go on to have treatment. Some people attend an assessment appointment, need no further treatment and so are removed from the waiting list. Some people are offered treatment but decide not to go ahead.

### **Adjusted waiting time**

This is how long a person waited after taking into account any periods they were unavailable and any appointments that they missed or rearranged. The adjustments are described on Page 4. If a person has no periods of unavailability and attends on the first date that they accept then no adjustments are made and their adjusted waiting time is the same as their unadjusted waiting time.

### **Unadjusted waiting time**

The total time from the date the referral was received by Psychological Therapies service to the date treatment commenced.

### **Median**

This is the time period (number of weeks) that half of the patients seen started treatment within.

### **90<sup>th</sup> percentile**

This is the time period (number of weeks) that 90% of the patients seen started treatment within.

### **HEAT targets**

A set of targets agreed between the Scottish Government and NHSScotland relating to Health Improvement, Efficiency, Access or Treatment (HEAT).

## List of Tables

Table No.	Name	Time period	File & size
1	<a href="#">Adjusted Completed waits for people seen</a>	April – June 2013	Excel [585kb]
2	<a href="#">Unadjusted Completed waits for people seen</a>	April – June 2013	Excel [600kb]
3	<a href="#">Adjusted Waiting times for people waiting</a>	April – June 2013	Excel [545kb]
4	<a href="#">Unadjusted waiting times for people waiting</a>	April – June 2013	Excel [555kb]

Note: in order to view the tables to full effect, your macro security settings will need to be set to medium. To change macro security settings use Tools, Macro, Security - set security level to Medium and re-open the report.

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## Further Information

Further information can be found on the [ISD website](#)

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## Appendix

### A1 – Background Information

#### Data collection

When the Psychological Therapies data collection was first set up the IT systems across NHS Boards were not set up to collect the data at patient level. Therefore it was agreed to collect aggregate level data. NHS Boards submit aggregate level data to ISD in an Excel template. The template has evolved over time. The current template is set up to collect information on patients who waited during the month and information on patients waiting at the end of each month. This information (number of people) is collected in weekly time bands to allow calculation of the median and 90<sup>th</sup> percentile. A separate Excel sheet is set up for adjusted and unadjusted waits.

#### Why are waiting times important?

The Scottish Government is committed to delivering faster access to psychological therapies for those with mental illness or disorder. Patients and clinicians have identified access to therapies as a key service improvement to better meet their needs and expectations. Psychological therapies have an important role in helping people with mental health problems, who should have access to effective treatment, both physical and psychological. It is generally accepted that these therapies can have demonstrable benefit in reducing distress, symptoms, risk of harm to self or others, health related quality of life and return to work. The Scottish Government recognises that delivering faster access is a significant and complex challenge, and sees the target as an opportunity to drive local service redesign informed by evidence.

#### Mental Health Policy and Targets

The Mental Health Strategy is set within the context of the NHSScotland Quality Strategy <http://www.scotland.gov.uk/Publications/2010/05/10102307/0> which sets out three quality ambitions that care must be person-centred, safe and effective.

Developments in mental health care have been driven by a series of reports and policy recommendations:

In April 2011 a [HEAT target](#) for Psychological Therapies was introduced. The target is that no person will wait longer than 18 weeks from referral to treatment Psychological Therapies from December 2014.

In August 2012 the [Mental Health Strategy for Scotland: 2012-2015](#) was produced. This document sets the policy direction for the next four years and includes a commitment to achieving and maintaining waiting times targets.

In November 2012 the Scottish Government issued the [Summary Report on the Application of NHSScotland Waiting Times Guidance](#).

#### Child & Adolescent Mental Health (CAMH) Services Waiting Times

Waiting times for [CAMH Services](#) are also published this quarter.

## Workforce Information

The [Psychology Workforce Planning Project](#) was initiated in 2001 and is a collaboration between NHS Education for Scotland (NES) and ISD.

## A2 – Data Quality

Psychological therapies waiting times data has been collected nationally since April 2011, although initially data was very incomplete and of poor quality. There have been significant improvements in data quality and completeness over time, but some systems for collecting data locally are still at an early stage of development and as a result the data is not yet complete. Over the coming months, we expect the quality and completeness of data to continue to improve.

This section provides information on the quality and completeness of data supplied by NHS Boards to ISD. As part of the quality assurance process for this publication ISD has asked Boards to provide information on any data quality and completeness issues that may affect interpretation of the statistics. ISD will routinely ask NHS Boards for updates on these issues and this information will be used to determine if the data remains as developmental.

ISD also routinely seeks clarification from NHS Boards amongst other things where there may be large changes in numbers, unusual patterns in the data or changes in trends. These changes may be influenced by a variety of factors including service changes/reconfiguration or data recording changes.

### **Adjusted and unadjusted waiting times**

It is not possible to report nationally consistent data at Scotland level due to the differences in adjustments made to waiting times across the NHS Boards.

When the HEAT target was announced, NHS Boards were asked to adjust waiting times where patients were unavailable or did not attend an appointment and had to be given another. This “New Ways” calculation of wait is used in other NHS services such as inpatients, outpatients and audiology.

Some NHS Boards developed systems to enable this calculation for psychological therapies. However not all systems are able to make all the appropriate adjustments, so all data which includes adjusted figures also includes information about what adjustments have been applied.

NHS Boards are also asked to provide unadjusted waiting times. These are the actual times people have waited. All NHS Boards providing data are able to provide unadjusted waiting times.

### **Referral to treatment calculation**

Some NHS Boards are not able to calculate the waiting times from referral to treatment yet. While systems are being developed to do this they are using referral to assessment as a proxy for treatment. This will mean their waiting times could increase once they are able to calculate referral to treatment. Information on which NHS Boards are still developing their systems for this is detailed in the NHS Board level data quality issues.

### **Data completeness: common issues**

Waiting times data is extracted from local administration systems which are updated frequently with information about appointments, attendances etc. This may lead to different reported numbers of patients seen or waiting depending on the date the data was extracted. However any differences equate to a relatively small proportion of total numbers of patients seen or waiting.

### **Data completeness**

While NHS Boards are developing their systems to report information on Psychological Therapies some NHS Boards are not able to provide information for all services. Information on which services NHS Boards are not able to report on and an estimate of their percentage completeness is detailed in the NHS Board level data quality issues below if NHS Boards have provided ISD with this information during the quality assurance stage.

### **Data quality issues by NHS Board**

This section details specific data quality issues for each NHS Board and provides completeness estimates where there is data missing due to systems still being developed.

#### **NHS Ayrshire & Arran**

The Board estimate the data to be approximately 90-95% complete.

Information currently submitted are for interventions offered by the whole of Psychological Services and also include Primary Care Mental Health Teams who offer brief (generally up to 8 weeks) therapies for mild- moderate psychological disorders. This will include some patients waiting for neuropsychological testing where a psychological therapy may or may not be offered based on the result of the test.

The first appointment is used as start of treatment for calculating the waiting time.

The Board are in the process of implementing a new database to facilitate the provision of data to meet ISD criteria. This new database will allow them to provide information on patients seen; adjusted waiting times and information by week for calculation of medians and percentiles. An estimated timescale for implementation of the new database is September 2013.

#### **NHS Borders**

The start of treatment is usually the first appointment when calculating the waiting time.

The Board are currently working on developing adjusted waiting times.

The Board are quite confident that their data capture is good, however they would not consider data to be 100% accurate due to having to rely on manual inputting to excel sheets as their IT system is not fully fit for purpose.

#### **NHS Dumfries & Galloway**

The Board has not highlighted any issues.

#### **NHS Fife**

Reported data only includes the activity of clinical psychologists. The Board are currently scoping all other services and will be adding in other activity later in the year. The Board estimate data is more than 90% complete.

Currently IT systems only allow referral to first offered appointment to be used as measure for waiting time.

The Board are unable to provide adjusted waits at present. The Board will be able to provide timescales for having adjusted waits following an intensive IT scoping exercise due to report at the beginning of next month.

### **NHS Forth Valley**

100% of data on the 3 main specialties of: Psychological therapy, psychodynamic therapy and behavioural psychotherapy have been reported. However, the Board are not currently reporting any of the community services.

### **NHS Grampian**

The Board are unable to provide any information at the moment while systems are being developed. The Board hope to start submitting unadjusted waiting times information from September 2013 data onwards.

### **NHS Greater Glasgow & Clyde**

The data completeness for April – June is approximately 85% to 90% complete. The Board has plans in place for 100% compliance within the calendar year.

### **NHS Highland**

The Board submit waiting times data for all non-Community Mental Health Team-based activity. The Community Mental Health Team information is not recorded electronically at the moment. Therefore, it is not possible to provide a completeness estimate at present.

The first appointment is used in every case except Personality Disorder where the appointment date used for calculating the waiting time is the first date of treatment (usually the second appointment).

The Board provide information for both adjusted and unadjusted waiting times. The adjusted information currently includes 13% of waiting times data that comes from databases which are not set up to record unavailability or adjust waiting times.

### **NHS Lanarkshire**

The Board estimate the data to be approximately 90% complete. The Board are unable to provide adjusted information at the present. Both these issues are expected to be resolved when the Board migrate to Trakcare from January 2014.

### **NHS Lothian**

The Board are currently submitting data for 50% of the services where psychological therapies are delivered. Further services will be added in incrementally as they develop the data collection and reporting mechanisms within these services and are satisfied with the data quality. The Board anticipate that they will be reporting data for all services by October 2013.

The Board are planning to provide adjusted waiting times information from August 2013 data onwards.

### **NHS Orkney**

The Board estimate the data to be approximately 80% complete.

The Board currently do not have resource to produce adjusted waiting times information. The Board are looking into options to get more resource.

### **NHS Tayside**

Currently the Board use 1st appointment as a proxy for treatment when calculating the waiting time.

**Psychological Therapies Data Completeness – April – June 2013**

The completeness of the data submitted for each NHS Board is summarised in the table below:

NHS Board		Apr-13	May-13	Jun-13
NHS Ayrshire & Arran	Adjusted			
	Unadjusted	1, 2	1, 2	1, 2
NHS Borders	Adjusted			
	Unadjusted			
NHS Dumfries & Galloway	Adjusted			
	Unadjusted			
NHS Fife	Adjusted			
	Unadjusted			
NHS Forth Valley	Adjusted			
	Unadjusted			
NHS Grampian	Adjusted			
	Unadjusted			
NHS Greater Glasgow & Clyde	Adjusted			
	Unadjusted			
NHS Highland	Adjusted			
	Unadjusted			
NHS Lanarkshire	Adjusted			
	Unadjusted			
NHS Lothian	Adjusted			
	Unadjusted			
NHS Orkney	Adjusted			
	Unadjusted			
NHS Shetland	Adjusted			
	Unadjusted			
NHS Tayside	Adjusted			
	Unadjusted			
NHS Western Isles	Adjusted			
	Unadjusted			

**Key**

	No Data Submitted
	Partial Data Submitted
	All Data Submitted

- 1 Data is submitted but not in agreed format
- 2 No submission for Patients Seen (Experienced Waits)

### A3 – Publication Metadata (including revisions details)

Metadata Indicator	Description
Publication title	Psychological Therapies Waiting Times in Scotland <a href="http://www.isdscotland.org/Health-Topics/Waiting-Times/Psychological-Therapies/">http://www.isdscotland.org/Health-Topics/Waiting-Times/Psychological-Therapies/</a>
Description	Monthly and quarterly summary of waiting times and waiting lists for Psychological Therapies
Theme	Health and Social Care
Topic	Access and Waiting Times
Format	Excel workbooks
Data source(s)	Aggregate counts accredited and derived from individual NHS Scotland Boards are submitted monthly to ISD using a defined Excel template.
Date that data are acquired	Deadline for data submission is the 24th of each month, though files can be resubmitted up to 3 weeks before publication where the quality assurance process identifies differences with local figures.
Release date	The last Tuesday of the month for each publication
Frequency	Quarterly
Timeframe of data and timeliness	Data from April to June 2013 is included.
Continuity of data	Information has been collected nationally since April 2011 with a revised dataset introduced in April 2013. Monthly information is included in the report for the last three months.
Revisions statement	This is the first publication. In future previously published waiting times will be revised at each publication to reflect the latest available data submitted to ISD by the NHS Boards.
Revisions relevant to this publication	This is the first publication.
Concepts and definitions	Definitions not contained in this report are available <a href="#">here</a> .
Relevance and key uses of the statistics	<p>Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of targets for maximum waiting times.</p> <p>Other uses of the data include information requests for a variety of customers, e.g. research charities; public companies; Freedom of Information requests; information support to Boards; health intelligence work; parliamentary questions and HEAT targets.</p>
Accuracy	<p>These data are classified as developmental. ISD only receives aggregate data from each NHS Board. Although aggregated data cannot be systematically validated by ISD, reported data are compared to previous figures and to expected trends. Derivation of the figures</p>

	and data accuracy are matters for individual NHS Boards.
Completeness	100% of submitted data is used for analysis and publication.
Comparability	<p>Links to Psychological Therapies waiting time information published in England can be found below. There will be differences in the measures used and collection methods of Psychological Therapies waiting times statistics, as well as differences in service structures between the administrations. Users need to carefully read the publications when making comparisons.</p> <p>England:  <a href="http://www.hscic.gov.uk/mentalhealth">http://www.hscic.gov.uk/mentalhealth</a></p>
Accessibility	It is the policy of ISD Scotland to make its web sites and products accessible according to <a href="#">published guidelines</a> .
Coherence and clarity	<p>Key statistics for the latest quarter are linked to on the main Waiting Times page <a href="http://www.isdscotland.org/Health-Topics/Waiting-Times/">www.isdscotland.org/Health-Topics/Waiting-Times/</a>.</p> <p>Statistics are presented within Excel spreadsheets. NHS Board and national figures are presented. Further features to aid clarity:</p> <ol style="list-style-type: none"> <li>1. Tables are printer friendly.</li> <li>2. Key data presented graphically.</li> </ol>
Value type and unit of measurement	Number and percentage of patients seen, number and percentage of patients waiting, median and 90 <sup>th</sup> percentile waits; by NHS Board.
Disclosure	The <a href="#">ISD protocol on Statistical Disclosure Protocol</a> is followed.
Official Statistics designation	Official Statistics
UK Statistics Authority Assessment	Developmental data. Not yet undergone assessment by UK Statistics Authority.
Last published	-
Next published	26 November 2013
Date of first publication	27 August 2013
Help email	NSS.isdPsychtherapies@nhs.net
Date form completed	14 August 2013

## **A4 – Early Access details (including Pre-Release Access)**

### **Pre-Release Access**

Under terms of the "Pre-Release Access to Official Statistics (Scotland) Order 2008", ISD are obliged to publish information on those receiving Pre-Release Access ("Pre-Release Access" refers to statistics in their final form prior to publication). The standard maximum Pre-Release Access is five working days. Shown below are details of those receiving standard Pre-Release Access and, separately, those receiving extended Pre-Release Access.

#### **Standard Pre-Release Access:**

Scottish Government Health Department  
NHS Board Chief Executives  
NHS Board Communication leads

#### **Extended Pre-Release Access**

Extended Pre-Release Access of 8 working days is given to a small number of named individuals in the Scottish Government Health Department (Analytical Services Division). This Pre-Release Access is for the sole purpose of enabling that department to gain an understanding of the statistics prior to briefing others in Scottish Government (during the period of standard Pre-Release Access).

Scottish Government Health Department (Analytical Services Division)

## A5 – ISD and Official Statistics

### About ISD

Scotland has some of the best health service data in the world combining high quality, consistency, national coverage and the ability to link data to allow patient based analysis and follow up.

Information Services Division (ISD) is a business operating unit of NHS National Services Scotland and has been in existence for over 40 years. We are an essential support service to NHSScotland and the Scottish Government and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

**Purpose:** To deliver effective national and specialist intelligence services to improve the health and wellbeing of people in Scotland.

**Mission:** Better Information, Better Decisions, Better Health

**Vision:** To be a valued partner in improving health and wellbeing in Scotland by providing a world class intelligence service.

### Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of 'Official Statistics'. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. The Code of Practice is produced and monitored by the UK Statistics Authority which is independent of Government. Under the Code of Practice, the format, content and timing of statistics publications are the responsibility of professional staff working within ISD.

ISD's statistical publications are currently classified as one of the following:

- National Statistics (ie assessed by the UK Statistics Authority as complying with the Code of Practice)
- National Statistics (ie legacy, still to be assessed by the UK Statistics Authority)
- Official Statistics (ie still to be assessed by the UK Statistics Authority)
- other (not Official Statistics)

Further information on ISD's statistics, including compliance with the Code of Practice for Official Statistics, and on the UK Statistics Authority, is available on the [ISD website](#).