

Publication Report



Psychological Therapies Waiting Times in Scotland

Quarter ending 30 June 2014

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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 information has been published quarterly since August 2013. The information in this publication covers the period April to June 2014, with figures from January to March 2014 for reference. Information on referrals for psychological therapies has been included for the first time.

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 wait of 18 weeks from a patient's referral to treatment for Psychological Therapies from December 2014. Following the conclusion of previously planned work on a tolerance level for Psychological Therapies waiting times and engagement with NHS Boards and other stakeholders, the Scottish Government has determined that the Psychological Therapies target should be delivered for at least 90% of patients.

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 CAMH 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. The volume of information we have been able to collect from NHS Boards has increased each quarter and we expect this to continue to increase in coming months. The Psychological Therapies HEAT Target, Guidance and Scenarios document was updated in March 2014 to reinforce clarity for Boards on the scope of the target and how to interpret a wide range of scenarios. The revised guidance was issued to Boards and made available on the ISD website at <http://www.isdscotland.org/Health-Topics/Waiting-Times/Psychological-Therapies/>

It is planned to include more information on the distribution of wait (e.g. further wait categories) from the November publication.

Key points

- Waiting times information for Psychological Therapies are developmental. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information. The target that at least 90% of people waiting for Psychological Therapies should start treatment within 18 weeks is due for delivery from December 2014.
- NHS Boards have had to develop new systems to enable reporting on Psychological Therapies waiting times.
- During the quarter ending June 2014, just over 9,870 people started treatment for psychological therapies in Scotland (excluding NHS Highland and NHS Lothian (June only)).
- The initial estimates from data at this stage of development indicate that around 82% of people were seen within 18 weeks.

Results and Commentary

How long people waited to start their treatment

This section shows waiting times for patients who started their treatment during the period April-June 2014. This information is still developmental. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information.

During the period April-June 2014 (see Table 1):

- Just over 9,870 people started their treatment for psychological therapies in Scotland (excluding NHS Highland and NHS Lothian (June only)).
- Using adjusted waits where available, 81.9% 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, 78.7% 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 last two quarters. 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 these 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 2014, NHS Scotland¹ (excluding NHS Highland and NHS Lothian (June only)).

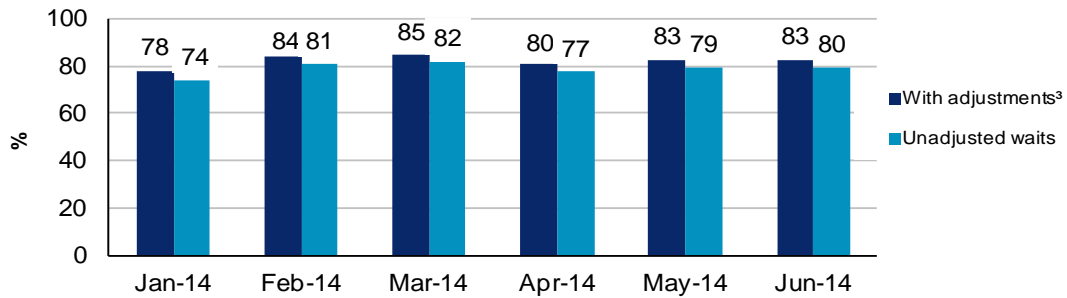
Month	With adjustments ⁴				Unadjusted		
	People seen	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)
Apr 2014 ²	3,260	2,624	80.5	10	2,524	77.4	11
May 2014 ²	3,480	2,874	82.6	9	2,754	79.1	10
Jun 2014 ^{2,3}	3,134	2,592	82.7	9	2,493	79.5	10
Total	9,874	8,090	81.9	9	7,771	78.7	10

Notes

1. NHS Scotland totals do not include NHS Highland for April to June 2014 and NHS Lothian for June 2014.
2. NHS Highland data are not available April to June 2014 due to them moving to a new patient management system.
3. NHS Lothian data are not available for June 2014 due to them moving to a new patient management system.
4. Scotland level data include 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 20-27.

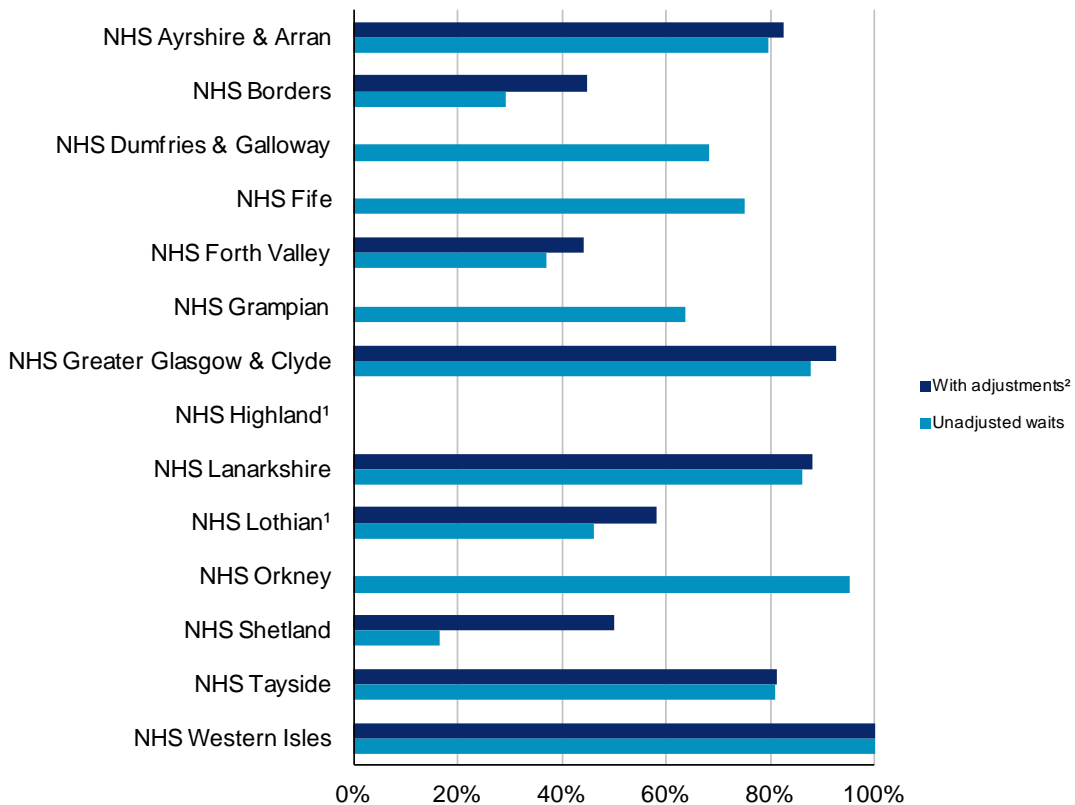
Chart 1. Percentage of people who started their treatment within 18 weeks, NHS Scotland^{1,2} January–June 2014



Notes

1. Scotland level adjusted data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Ayrshire & Arran data are unavailable for January 2014. NHS Highland data are unavailable for March to June 2014. NHS Lothian data are unavailable for June 2014.
3. For details of adjustments see Table 2.

Chart 2. Percentage of people who started their treatment within 18 weeks by NHS Board, April–June 2014



Notes

1. Percentage calculated not for complete quarter: NHS Highland data are unavailable for April to June 2014; NHS Lothian data are unavailable for June 2014.
2. For details of adjustments see Table 2.

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

Table 2. Waiting times (with adjustments) for people who started their treatment in April-June 2014 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 ¹
NHS Scotland ^{2,3,4}	9,874	8,090	81.9	9	..
NHS Ayrshire & Arran	1,289	1,066	82.7	8	NA
NHS Borders	89	40	44.9	22	NA, U, RO
NHS Dumfries & Galloway	711	486	68.4	7	Unadjusted
NHS Fife	850	638	75.1	11	Unadjusted
NHS Forth Valley	382	169	44.2	22	NA, U
NHS Grampian	176	112	63.6	16	Unadjusted
NHS Greater Glasgow & Clyde	3,544	3,281	92.6	7	NA
NHS Highland ³
NHS Lanarkshire	883	777	88.0	12	NA, U, RO
NHS Lothian ⁴	313	182	58.1	13	NA
NHS Orkney	21	20	95.2	9	Unadjusted
NHS Shetland	12	6	50.0	17	NA, U, RO
NHS Tayside	1,560	1,269	81.3	9	NA, U, RO
NHS Western Isles	44	44	100.0	1	NA, U, RO

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. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.

3. NHS Highland data are not available for April to June 2014 due to moving to a new patient management system.

4. NHS Lothian data are not available for June 2014 due to moving to a new patient management system.

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

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

Table 3. Unadjusted waiting times for people who started their treatment in April-June 2014 by NHS Board

NHS Board of Treatment	People seen	People seen within 18 weeks (Number)	People seen within 18 weeks (%)	Average (median) wait (weeks)
NHS Scotland^{1, 2, 3}	9,874	7,771	78.7	10
NHS Ayrshire & Arran	1,289	1,025	79.5	10
NHS Borders	89	26	29.2	27
NHS Dumfries & Galloway	711	486	68.4	7
NHS Fife	850	638	75.1	11
NHS Forth Valley	382	142	37.2	26
NHS Grampian	176	112	63.6	16
NHS Greater Glasgow & Clyde	3,544	3,109	87.7	8
NHS Highland ²
NHS Lanarkshire	883	761	86.2	13
NHS Lothian ³	313	144	46.0	23
NHS Orkney	21	20	95.2	9
NHS Shetland	12	2	16.7	23
NHS Tayside	1,560	1,262	80.9	10
NHS Western Isles	44	44	100.0	1

Notes

.. Data not available

1. NHS Scotland data do not include NHS Highland for April to June 2014 and NHS Lothian for June 2014.
2. NHS Highland data are not available for April to June 2014 due to moving to a new patient management system
3. NHS Lothian data are not available for June 2014 due to moving to a new patient management system.

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

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

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 developmental. NHS Boards are working with ISD and the Scottish Government to improve the consistency and completeness of the information.

At the end of June 2014 (Table 4):

- 9,792 people were waiting to start treatment for psychological therapies in Scotland (this excludes patients waiting in NHS Highland and NHS Lothian).
- Using adjusted waits where available, 83.4% (8,165) of these had been waiting less than 18 weeks.
- Using unadjusted waits, 80.6% (7,891) of these had been waiting less than 18 weeks.

Chart 3 shows the percentage of people waiting less than 18 weeks, split by month, for the last two quarters. 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.

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 these 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 Highland and NHS Lothian (June only)).

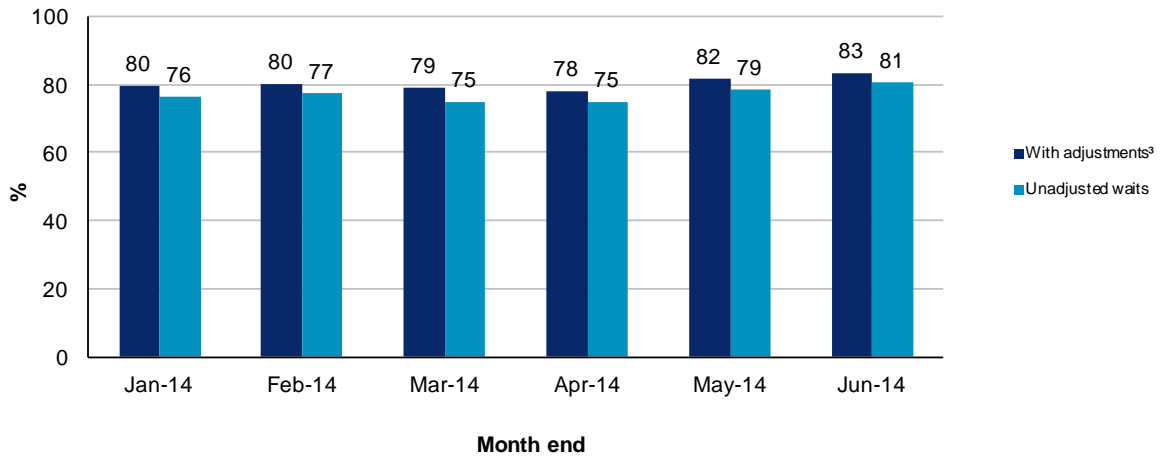
Month End	Total People Waiting	With adjustments ¹		Unadjusted	
		Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)	Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)
Apr 2014 ²	12,939	10,119	78.2	9,696	74.9
May 2014 ²	12,636	10,307	81.6	9,922	78.5
Jun 2014 ^{2,3}	9,792	8,165	83.4	7,891	80.6

Notes

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Highland data are not available for April to June 2014 due to moving to a new patient management system
3. NHS Lothian data are not available for June 2014 due to moving to a new patient management system.

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

Chart 3. Percentage of people waiting less than 18 weeks, NHS Scotland^{1,2}, January–June 2014



Notes

1. Scotland level adjusted information includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Borders unadjusted data are not complete for February 2014. NHS Highland data are unavailable for March to June 2014. NHS Lothian data are unavailable for June 2014.
3. For details of adjustments see Table 5.

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

Chart 4. Percentage of people waiting less than 18 weeks by NHS Board, 30 June 2014



Notes

1. NHS Highland data and NHS Lothian data are unavailable for June 2014 due to moving to new patient management systems.
2. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
3. For details of adjustments see Table 5.

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

Table 5. Waiting times (with adjustments) for people waiting at 30 June 2014 by NHS Board

NHS Board of treatment	Total People Waiting	Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)	Waiting time adjustments ¹
NHS Scotland^{2,3}	9,792	8,165	83.4	..
NHS Ayrshire & Arran	1,765	1,337	75.8	NA
NHS Borders	316	235	74.4	NA, U, RO
NHS Dumfries & Galloway	687	541	78.7	Unadjusted
NHS Fife	1,096	858	78.3	Unadjusted
NHS Forth Valley	1,168	870	74.5	NA, U
NHS Grampian	344	204	59.3	Unadjusted
NHS Greater Glasgow & Clyde	1,880	1,727	91.9	NA
NHS Highland ³
NHS Lanarkshire	1,430	1,393	97.4	NA, U, RO
NHS Lothian ³
NHS Tayside	1,018	931	91.5	NA, U, RO
NHS island boards ⁴	88	69	78.4	..

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. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.

3. NHS Highland and NHS Lothian data are unavailable for June 2014 due to moving to new patient management systems.

4. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers. Unadjusted waits are used where adjusted waits are not available.

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

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

Table 6. Unadjusted waiting times for people waiting at 30 June 2014 by NHS Board

NHS Board of treatment	Total People Waiting	Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)
NHS Scotland	9,792	7,891	80.6
NHS Ayrshire & Arran	1,765	1,328	75.2
NHS Borders	316	222	70.3
NHS Dumfries & Galloway	687	541	78.7
NHS Fife	1,096	858	78.3
NHS Forth Valley	1,168	838	71.7
NHS Grampian	344	204	59.3
NHS Greater Glasgow & Clyde	1,880	1,537	81.8
NHS Highland ¹
NHS Lanarkshire	1,430	1,377	96.3
NHS Lothian ¹
NHS Tayside	1,018	929	91.3
NHS island boards ²	88	57	64.8

Notes

.. Data not available

1. NHS Highland and NHS Lothian data are unavailable for June 2014 due to moving to new patient management systems.
2. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.

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

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

Number of people referred for psychological therapies

This section has information on how many people are referred for psychological therapies. Waiting lists can build up where demand for services exceeds the capacity of that service, so the number of referrals is a key measure for managing waiting times. This information is being published for the first time and is still at an early stage of development.

While NHS Boards are developing their systems, Board figures may not be directly comparable. Some NHS Boards are currently unable to separate out referrals for Psychological Therapies from all Mental Health referrals. Information on what referrals have been reported for each Board is detailed in the data quality section on pages 20-27. For this reason a Scotland figure has not been included at this stage.

The number of referrals by NHS Board are shown in Table 7.

Table 7. Referrals for psychological therapies by NHS Board, April-June 2014

NHS Board	All referrals		Referrals excluding rejected referrals	
	Number of referrals	Referrals per 1,000 people	Number of referrals	Referrals per 1,000 people
NHS Scotland ^{1,2,3,4}
NHS Ayrshire & Arran	2,262	6.1	2,052	5.5
NHS Borders	153	1.3	144	1.3
NHS Dumfries & Galloway	949	6.3	911	6.1
NHS Fife	1,174	3.2	1,127	3.1
NHS Forth Valley	781	2.6	715	2.4
NHS Grampian ²	2,033	3.5
NHS Greater Glasgow & Clyde ²	15,510	13.6
NHS Highland ³
NHS Lanarkshire	1,960	3.0	1,786	2.7
NHS Lothian ⁴
NHS Orkney	19	0.9	19	0.9
NHS Shetland	44	1.9	44	1.9
NHS Tayside	967	2.3	625	1.5
NHS Western Isles	40	1.5	40	1.5

Notes

.. Data not available

1. Whilst this information is still at this early stage of development the Scotland figure has not been included.
2. NHS Grampian and NHS Greater Glasgow & Clyde are currently unable to provide the number of referrals rejected.
3. NHS Highland referrals data for April to June 2014 are not available due to them moving to a new patient management system.
4. NHS Lothian are currently unable to provide referrals data.

Further information on referrals for the last 2 quarters can be found [here](#).

Information on data quality and data completeness at NHS Board level is available on pages 20-27.

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 19. 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 the service to the date treatment commenced.
Median	This is the time period (number of weeks) that half of the patients seen started treatment within.
90th 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 NHS Scotland relating to Health Improvement, Efficiency, Access or Treatment (HEAT).

List of Tables

Table No.	Name	Time period	File & size
1	Adjusted Completed waits for people seen	January 2014- June 2014	Excel [494kb]
2	Unadjusted Completed waits for people seen	January 2014- June 2014	Excel [506kb]
3	Adjusted Waiting times for people waiting	January 2014- June 2014	Excel [463kb]
4	Unadjusted waiting times for people waiting	January 2014- June 2014	Excel [481kb]
5	Referrals	January 2014- June 2014	Excel [262kb]

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 90th 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 NHS Scotland 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 for Psychological Therapies from December 2014. Following the conclusion of previously planned work on a tolerance level for Psychological Therapies waiting times and engagement with NHS Boards and other stakeholders, the Scottish Government has determined that the Psychological Therapies target should be delivered for at least 90% of patients.

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 have been collected nationally since April 2011, although initially data were 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 are 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 remain 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.

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 NHS Scotland Waiting Times Guidance](#) provides more explanation on the main adjustments that are made to psychological therapies waiting times.

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 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 are 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 were 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 the 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% complete.

NHS Ayrshire have developed a purpose built database for capturing and recording of defined Psychological Therapies both Matrix and non-matrix. The database has been piloted within one team. The Board are rolling out the database incrementally and are in the process of including inpatients and addiction services with one CMHT to be added in August 2014.

From February 2014, the Board have submitted both adjusted and unadjusted data.

All services using the new databases will be accurately recording the date treatment starts for waiting times purposes. Remaining services can only be assumed as using 1st appointment as a proxy for treatment in the absence of adequate recording facilities.

Until March 2014 the Board had only included patients seen data for the Primary Care Mental Health Team.

The Board are currently reporting all referrals to the Mental Health service. From October they will be in a position to identify referrals for a psychological therapy, their return will be revised after this.

NHS Borders

The Board estimate the data to be nearly 100% complete. The Pain service is currently not included.

From February 2014, the Board have submitted both adjusted and unadjusted data.

From April 2014, the Board are submitting referral to treatment, prior to this they used a proxy of 1st appointment for treatment. This change accounts for part of the reduction in patients seen for the latest quarter due to the treatment date being a few months after the proxy of 1st appointment.

At present, the Board have to rely on manual inputting to Excel sheets as their IT system is not fully fit for purpose. As they refine their standalone spreadsheet system for the reporting, they have been experiencing some snags – which are being fixed as they go–this may produce apparent anomalies month on month – but the direction of travel is increased accuracy.

Both the unadjusted completed wait (patients seen) and unadjusted patients waiting data for February 2014 does not include adult services, only CAMH services waits. Therefore, the number of patients seen/waiting for adjusted and unadjusted waits do not match for this month.

The Board reports figures for referrals to Psychological Therapies only.

NHS Dumfries & Galloway

The Board estimate the data to be approximately 97% complete.

Currently, the Board supply unadjusted data only. There is no current timescale for the submission of adjusted data due to development/decision of new IT system.

Up until March 2014, a proxy of 1st appointment was used to indicate treatment. From April 2014, the Board are using a proxy which will be 2 weeks after the 1st appointment (which is the normal for 2nd appointments for this Board) for all services except the self help team which will remain at 1st appointment being the start of treatment which is the norm for that service in NHS Dumfries & Galloway.

Currently, data for CAMH services and Child Psychology are recorded on different systems; CAMH services is in Topas and Child Psychology in an Access-based patient management system. The CAMH services data are adjusted and the Child Psychology are unadjusted. The two sets of data are also measured differently. For Child Psychology a proxy of second appointment is used to measure treatment. Therefore, at present, only information for Child Psychology is included in this publication. The Board are working to make the two sets of data consistent so that Child Psychology and the psychological therapies part of CAMH services can be combined in future.

Each service is recording data in a different way which makes it difficult to collate data into one sensible return.

The Board report on referrals to Psychology Services only.

NHS Fife

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

The current IT system only allows the board to measure referrals to first appointment and not start of treatment.

The reported data only include the activity of clinical psychologists. The Board are currently scoping all other services and will be adding in other activity early in 2014.

The Board are unable to provide adjusted waits at present, as this relies on an improved IT system. There are developments working towards this but no timescale yet.

The Board report on referrals to the Psychology Service only.

NHS Forth Valley

All 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 but plan to later this year. They plan to have rolled it out to all services by Summer 2014.

Psychodynamic therapy measures referral to 2nd appointment for treatment.

Behavioural Psychotherapy measures referral to treatment.

The Board reports figures for referrals to Psychological Therapies only.

NHS Grampian

The Board only started being able to submit psychological therapies data from September 2013.

The Board supply unadjusted data only. Their current standalone system cannot record adjusted figures and so their ability to do this is dependant on the use of TRAK. At the moment, they have no clear timescales for this, although it looks to be early next year (2015).

All services are included so they have 100% of areas reporting, however, within that there are known data quality issues that they are actively working to resolve.

The Board do not use a proxy to measure referral to treatment. The Board are unable to submit the number of rejected referrals.

The Board reports figures for all referrals to the Mental Health service.

NHS Greater Glasgow & Clyde

The Board estimate the data to be 95% complete. There are a small number of teams that are not included in the return, but the Board do not believe they will make a huge difference to the figures already reported.

As services are redesigned and the delivery of psychological therapies is within their remit, then these services are 'new' and are reported on within 2/3 months of implementation.

The Board do not use a proxy to measure referral to treatment. The Board are unable to submit the number of rejected referrals.

The Board report a combination of 1) referrals for Psychological Therapies alone and 2) all referrals to the mental health service depending on the reporting service.

NHS Highland

Data are not available from March 2014, as the board are currently migrating to a new patient management system. This has thrown up some data quality issues which they are working towards resolving. The Board are unable to commit to an exact date for resuming submissions, as yet but have stated that they will not be able to submit data for the missing months.

For data up to February 2014: The Board estimate the data to be 92% complete.

First appointment is used as a proxy for treatment for the Personality Disorder and Psychological Services, which accounts for approx 40% of the return. All other services report referral to treatment.

The Board are currently unable to submit figures for referrals.

NHS Lanarkshire

The Board estimate the data to be approximately 95% complete, with the remainder being a small number of highly specialist services for which they are not routinely collecting data via Trakcare.

The Board are rolling out Trakcare over health services in series and are aware that there may be data quality issues related to this for the next few months.

From February 2014, the Board have submitted both adjusted and unadjusted data; however, until migration is complete, the adjusted waits figures will be a combination of adjusted and unadjusted waits depending on the reporting service.

The Board do not use a proxy to measure referral to treatment.

The Board include only referrals that are waiting for a Psychological Therapy.

NHS Lothian

Data is not available for June 2014, as the Board are currently migrating to a new patient management system.

The Board estimate the submitted data to be 95% complete, with guided self help still to be included. Due to system issues the East & Midlothian, Older Adults Psychology Service was omitted in March 2014.

The Board do not use a proxy to measure referral to treatment.

The Board are currently unable to submit the number of referrals received or the number of referrals rejected.

NHS Orkney

The Board estimate the data to be approximately 85% complete; this is their best estimation in the absence of a system to record this.

The Board currently do not submit adjusted waiting times information. At present, the data are gathered using Excel databases, and then collated for the current return to ISD. Work is underway to get the database information on to an electronic reporting system, Topas, but the Board have not given a timetable for completion. Once these data are captured on Topas, work will also be completed to make sure all data required are captured.

The Board include referrals to Psychological Therapies only.

The Board do not use a proxy to measure referral to treatment.

NHS Shetland

The Board estimate the data to be approximately 100% complete.

The Board do not use a proxy to measure referral to treatment.

NHS Tayside

The Board estimate the data to be approximately 100% complete.

The Board use the first appointment to measure start of treatment. The Board have advised that, for the majority of patients, treatment will commence at the first appointment, therefore this is not being used as a proxy. The instances where only an assessment may have occurred at first appointment would account for approximately 10% of recent activity, for these cases first appointment is used as a proxy for first treatment.

The Board include referrals to Psychological Therapies only.

NHS Western Isles

The Board estimate the data to be approximately 100% complete.

For most services provided by NHS Western Isles, referrals are electronic through their Referral Management System and are allocated directly to a clinician. The first appointment from this is classed as first treatment, there is no assessment stage, treatment will always start at the first appointment, and this is not being used as a proxy.




The Board include referrals to Psychological Therapies only.

Psychological Therapies Data Completeness – April-June 2014

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

NHS Board		Apr-14	May-14	Jun-14
NHS Ayrshire & Arran	Adjusted			
	Unadjusted			
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

A3 – Publication Metadata (including revisions details)

Metadata Indicator	Description
Publication title	Psychological Therapies Waiting Times in Scotland http://www.isdscotland.org/Health-Topics/Waiting-Times/Psychological-Therapies/
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 2014, with figures from January to March 2014 for reference.
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 six months.
Revisions statement	Previously published waiting times are revised at each publication to reflect the latest available data submitted to ISD by the NHS Boards.
Revisions relevant to this publication	If NHS Boards discover that data submitted for publication is incorrect, or that data are missing, further re-submissions can be made up until the publication submission deadline date. Any revised figures will then be reflected within the current publication. Figures contained within each publication may also be subject to change in future publications as submissions may be updated to reflect a more accurate and complete set of data submissions. There were no revisions to previously published data this time
Concepts and definitions	Definitions not contained in this report are available here .
Relevance and key uses of the statistics	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

	<p>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.</p> <p>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 and data accuracy are matters for individual NHS Boards.</p>
Completeness	<p>100% of submitted data are used for analysis and publication.</p>
Comparability	<p>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>Links to Psychological Therapies waiting time information can be found below:</p> <p>England: http://www.hscic.gov.uk/mentalhealth</p> <p>Northern Ireland: They do have a Ministerial Target of 13 weeks for patients waiting. This information is not published and they do not have any referral to treatment data for Psychological Therapies.</p> <p>Wales They do not have a waiting times target for psychological therapies currently.</p>
Accessibility	<p>It is the policy of ISD Scotland to make its web sites and products accessible according to published guidelines.</p>
Coherence and clarity	<p>Key statistics for the latest quarter are linked to on the main Waiting Times page www.isdscotland.org/Health-Topics/Waiting-Times/.</p> <p>Statistics are presented within Excel spreadsheets. NHS Board and national figures are presented. Further features to aid clarity:</p>

	<p>1. Tables are printer friendly.</p> <p>2. Key data presented graphically.</p>
Value type and unit of measurement	Number and percentage of patients seen, number and percentage of patients waiting, median and 90 th percentile waits, number of patients referred, number of patients accepted (number referred minus number rejected) and referral rate per 1,000 population; by NHS Board.
Disclosure	The ISD protocol on Statistical Disclosure Protocol is followed.
Official Statistics designation	Official Statistics
UK Statistics Authority Assessment	
Last published	27 May 2014
Next published	25 November 2014
Date of first publication	27 August 2013
Help email	NSS.isdPsychtherapies@nhs.net
Date form completed	

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)

Early Access for Management Information

These statistics will also have been made available to those who needed access to 'management information', i.e. as part of the delivery of health and care:

Early Access for Quality Assurance

These statistics will also have been made available to those who needed access to help quality assure the publication:

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 (i.e. assessed by the UK Statistics Authority as complying with the Code of Practice)
- National Statistics (i.e. legacy, still to be assessed by the UK Statistics Authority)
- Official Statistics (i.e. 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](#).