

Publication Report



Psychological Therapies Waiting Times in Scotland

**Quarter ending 30 September 2014
Publication date – 25 November 2014**

Contents

Introduction	2
Key points	3
Results and Commentary.....	4
How long people waited to start their treatment	4
People waiting at the end of the month	8
Number of people referred for psychological therapies	13
Distribution of wait	15
Glossary.....	19
List of Tables.....	20
Contact.....	21
Further Information.....	21
Rate this publication.....	21
A1 – Background Information	22
A2 – Data Quality	24
Adjustment of waiting times.....	24
A3 – Publication Metadata (including revisions details).....	32
A4 – Early Access details (including Pre-Release Access)	35
A5 – ISD and Official Statistics	36

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 July to September 2014, with figures from April to June 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/>

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 September 2014, just over 10,100 people started treatment for psychological therapies in Scotland (excluding NHS Highland and NHS Lothian (July only)).
- The initial estimates from data at this stage of development indicate that around 81% 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 July-September 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 July-September 2014 (see Table 1):

- Just over 10,100 people started their treatment for psychological therapies in Scotland (excluding NHS Highland and NHS Lothian (July only)).
- Using adjusted waits where available, 81.3% of people seen for psychological therapies started their treatment within 18 weeks of being referred. Half started their treatment within 8 weeks.
- Using unadjusted waits, 77.3% 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 July-September 2014, NHS Scotland¹ (excluding NHS Highland and NHS Lothian (July only)).

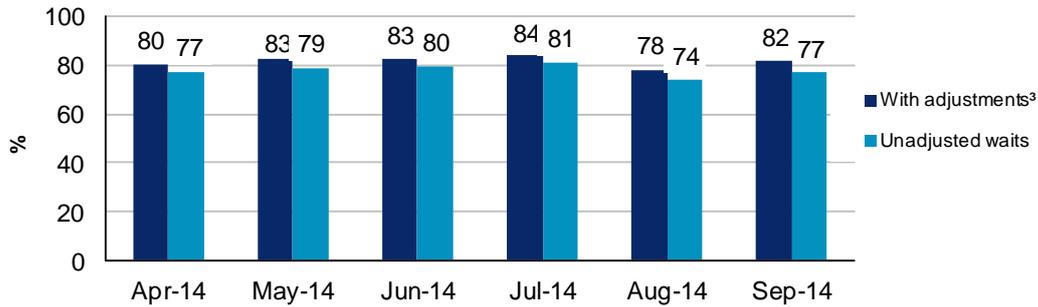
Month	With adjustments ⁴				Unadjusted		
	People seen	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)
Jul 2014 ²	3,195	2,686	84.1	8	2,592	81.1	9
Aug 2014 ²	3,440	2,695	78.3	8	2,547	74.0	10
Sep 2014 ^{2,3}	3,473	2,837	81.7	8	2,672	76.9	10
Total	10,108	8,218	81.3	8	7,811	77.3	10

Notes

1. NHS Scotland totals do not include NHS Highland for July to September 2014 and NHS Lothian for July 2014.
2. NHS Highland data are not available July to September 2014 due to them moving to a new patient management system.
3. NHS Lothian data are not available for July 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 21-28.

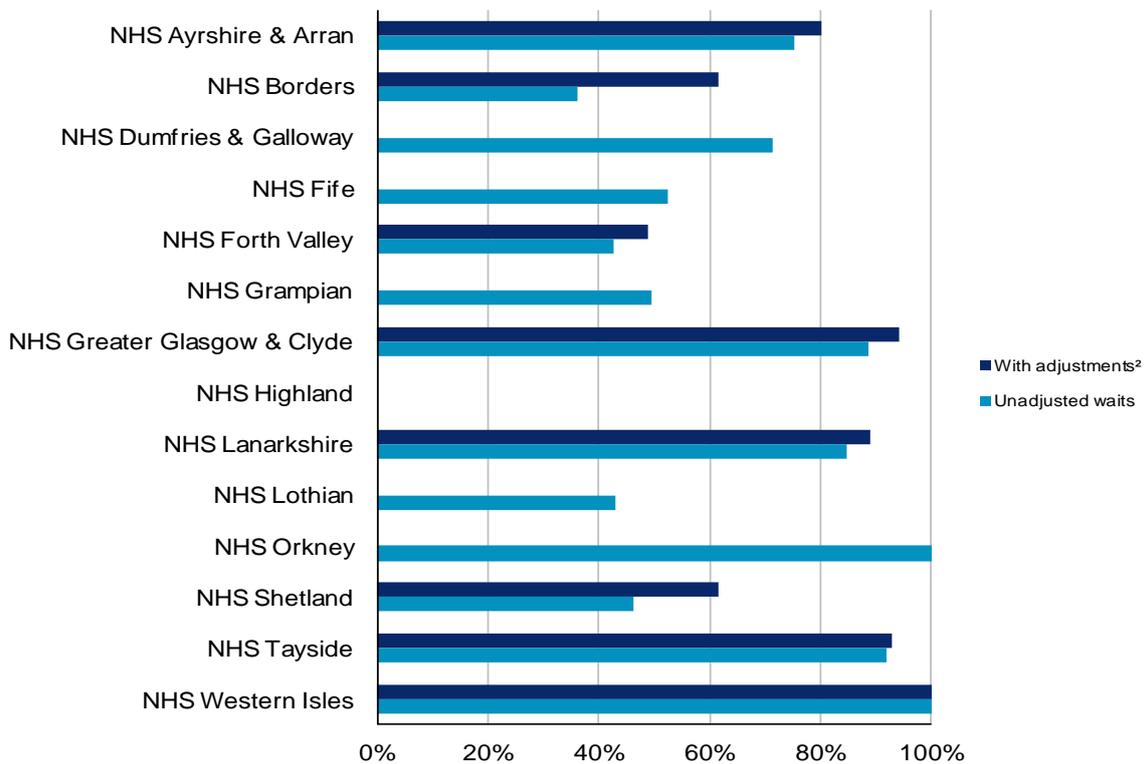
Chart 1. Percentage of people who started their treatment within 18 weeks, NHS Scotland^{1,2} April-September 2014



Notes

1. Scotland level adjusted data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Highland data are unavailable for July to September 2014. NHS Lothian data are unavailable for June and July 2014.
3. For details of adjustments see Table 2.

Chart 2. Percentage of people who started their treatment within 18 weeks by NHS Board, July-September 2014



Notes

1. NHS Highland data are unavailable for July to September 2014; NHS Lothian data are unavailable for July 2014, the percentage is based on August and September data only.
2. For details of adjustments see Table 2.

Information on data quality and data completeness at NHS Board level is available on pages 21-28.

Table 2. Waiting times (with adjustments) for people who started their treatment in July-September 2014 by NHS Board

While NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

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}	10,108	8,218	81.3	8	..
NHS Ayrshire & Arran	1,822	1,463	80.3	7	NA
NHS Borders	177	109	61.6	11	NA, U, RO
NHS Dumfries & Galloway	677	483	71.3	8	Unadjusted
NHS Fife	592	310	52.4	17	Unadjusted
NHS Forth Valley	444	217	48.9	19	NA, U
NHS Grampian	423	210	49.6	19	Unadjusted
NHS Greater Glasgow & Clyde	3,326	3,138	94.3	6	NA
NHS Highland ³
NHS Lanarkshire	966	860	89.0	11	NA,U, RO
NHS Lothian ⁴	262	113	43.1	21	Unadjusted
NHS Orkney	15	15	100.0	8	Unadjusted
NHS Shetland	13	8	61.5	8	NA, U, RO
NHS Tayside	1,375	1,276	92.8	6	NA, U, RO
NHS Western Isles	16	16	100.0	3	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 July to September 2014 due to moving to a new patient management system.

4. NHS Lothian data are not available for July 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 21-28.

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

While NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

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}	10,108	7,811	77.3	10
NHS Ayrshire & Arran	1,822	1,369	75.1	9
NHS Borders	177	64	36.2	22
NHS Dumfries & Galloway	677	483	71.3	8
NHS Fife	592	310	52.4	17
NHS Forth Valley	444	190	42.8	21
NHS Grampian	423	210	49.6	19
NHS Greater Glasgow & Clyde	3,326	2,951	88.7	7
NHS Highland ²
NHS Lanarkshire	966	819	84.8	13
NHS Lothian ³	262	113	43.1	21
NHS Orkney	15	15	100.0	8
NHS Shetland	13	6	46.2	20
NHS Tayside	1,375	1,265	92.0	7
NHS Western Isles	16	16	100.0	3

Notes

.. Data not available

1. NHS Scotland data do not include NHS Highland for July to September 2014 and NHS Lothian for July 2014.

2. NHS Highland data are not available for July to September 2014 due to moving to a new patient management system

3. NHS Lothian data are not available for July 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 21-28.

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 September 2014 (Table 4):

- 14,445 people were waiting to start treatment for psychological therapies in Scotland (this excludes patients waiting in NHS Highland).
- Using adjusted waits where available, 78.1% (11,284) of these had been waiting less than 18 weeks.
- Using unadjusted waits, 73.4% (10,597) 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 (July only)).

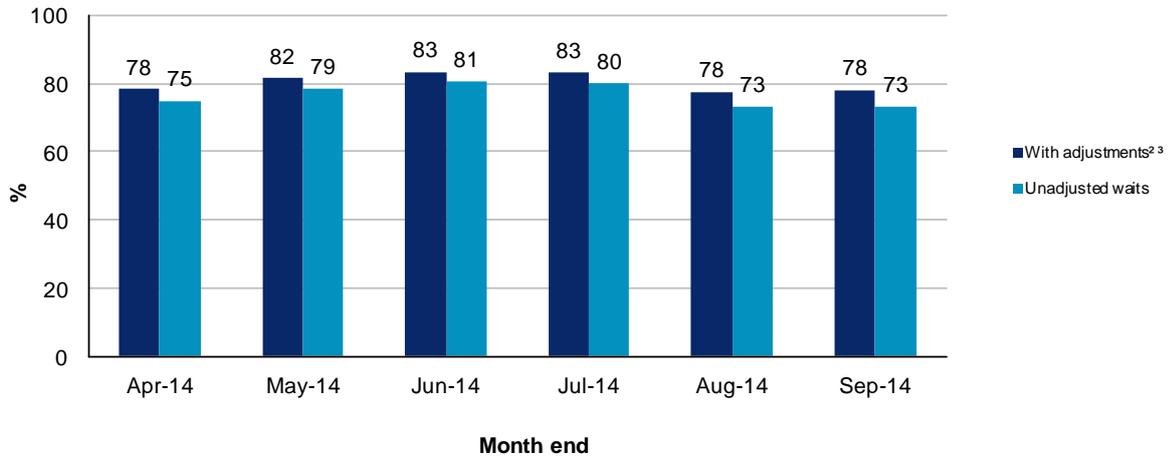
Month End	Total People Waiting	With adjustments ¹		Unadjusted	
		Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)	Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)
Jul 2014 ²	10,421	8,660	83.1	8,334	80.0
Aug 2014 ²	14,354	11,132	77.6	10,535	73.4
Sep 2014 ^{2,3}	14,445	11,284	78.1	10,597	73.4

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 July to September 2014 due to moving to a new patient management system
3. NHS Lothian data are not available for July 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 21-28.

Chart 3. Percentage of people waiting less than 18 weeks, NHS Scotland^{1,2}, April-September 2014



Notes

1. Scotland level adjusted information includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. Due to moving to a new Patient Management System; NHS Highland data are unavailable for July to September 2014 and NHS Lothian data are unavailable for June & July 2014.
3. For details of adjustments see Table 5.

Information on data quality and data completeness at NHS Board level is available on pages 21-28.

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



Notes

1. NHS Highland data are unavailable for September 2014 due to moving to a new patient management system.
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 21-28.

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

While NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

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}	14,445	11,284	78.1	..
NHS Ayrshire & Arran	2,295	1,763	76.8	NA
NHS Borders	397	281	70.8	NA, U, RO
NHS Dumfries & Galloway	755	587	77.7	Unadjusted
NHS Fife	1,832	1,068	58.3	Unadjusted
NHS Forth Valley	1,030	853	82.8	NA, U
NHS Grampian	1,001	742	74.1	Unadjusted
NHS Greater Glasgow & Clyde	1,938	1,784	92.1	NA
NHS Highland ³
NHS Lanarkshire	1,495	1,454	97.3	NA,U, RO
NHS Lothian ³	2,645	1,786	67.5	NA
NHS Tayside	937	871	93.0	NA, U, RO
NHS island boards ⁴	120	95	79.2	..

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 unavailable for September 2014 due to moving to a new patient management system.

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 21-28.

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

While NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

NHS Board of treatment	Total People Waiting	Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)
NHS Scotland	14,445	10,597	73.4
NHS Ayrshire & Arran	2,295	1,706	74.3
NHS Borders	397	255	64.2
NHS Dumfries & Galloway	755	587	77.7
NHS Fife	1,832	1,068	58.3
NHS Forth Valley	1,030	830	80.6
NHS Grampian	1,001	742	74.1
NHS Greater Glasgow & Clyde	1,938	1,583	81.7
NHS Highland ¹	
NHS Lanarkshire	1,495	1,405	94.0
NHS Lothian ¹	2,645	1,478	55.9
NHS Tayside	937	868	92.6
NHS Island boards ²	120	75	62.5

Notes

.. Data not available

1. NHS Highland data are unavailable for September 2014 due to moving to a new patient management system.
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 21-28.

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 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 21-28. 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, July-September 2014

While NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

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	3,680	9.9	3,093	8.3
NHS Borders	219	1.9	217	1.9
NHS Dumfries & Galloway	592	3.9	567	3.8
NHS Fife	1,177	3.2	1,137	3.1
NHS Forth Valley	852	2.8	804	2.7
NHS Grampian ²	1,174	2.0
NHS Greater Glasgow & Clyde ²	16,280	14.3
NHS Highland ³
NHS Lanarkshire	1,928	3.0	1,720	2.6
NHS Lothian ⁴
NHS Orkney	30	1.4	30	1.4
NHS Shetland	54	2.3	54	2.3
NHS Tayside	904	2.2	616	1.5
NHS Western Isles	23	0.8	23	0.8

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 July to September 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](#).

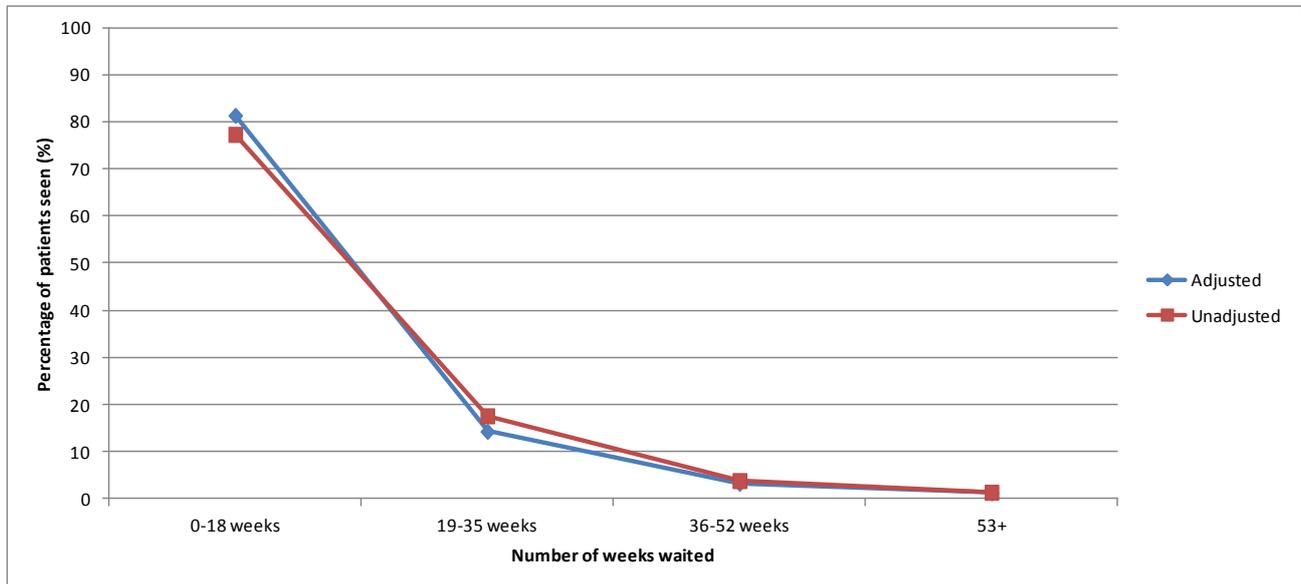
Information on data quality and data completeness at NHS Board level is available on pages 21-28.

Distribution of wait

Further information on the distribution of wait has been included in this publication for the first time.

Chart 5 and Table 8 presents distribution information for patients who started their treatment during the quarter July to September 2014. Chart 5 incorporates both adjusted and unadjusted data and shows the percentage of patients in relation to the number of weeks waited for treatment. Table 8 is adjusted data and shows the percentage of patients in wait time band by Health Board.

Chart 5. NHS Scotland^{1,2} (excluding NHS Highland and NHS Lothian (July only)): Distribution of completed waits (adjusted³ and unadjusted) during the quarter July to September 2014.



Notes

1. Scotland level adjusted information includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. Due to moving to a new Patient Management System; NHS Highland data are unavailable for July to September 2014 and NHS Lothian data are unavailable for July 2014.
3. For details of adjustments see Table 5.

Table 8. Distribution of wait (adjusted) for people who started their treatment in July-September 2014, by NHS Board (excluding NHS Highland and NHS Lothian (July only)).

While NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

NHS Board	Wait time band (adjusted wait)			
	0-18 weeks (%)	19-35 weeks (%)	36-52 weeks (%)	53+ weeks (%)
NHS Scotland ^{1,2,3,4}	81.3	14.3	3.2	1.2
NHS Ayrshire & Arran	80.3	15.0	4.1	0.7
NHS Borders	61.6	36.2	2.3	-
NHS Dumfries & Galloway	71.3	24.7	3.7	0.3
NHS Fife	52.4	21.6	17.2	8.8
NHS Forth Valley	48.9	46.6	4.3	0.2
NHS Grampian	49.6	36.6	7.8	5.9
NHS Greater Glasgow & Clyde	94.3	5.4	0.2	0.1
NHS Highland ²
NHS Lanarkshire	89.0	11.0	-	-
NHS Lothian ³	43.1	32.4	19.1	5.3
NHS Tayside	92.8	5.5	0.7	1.0
NHS Island boards ⁵	88.6	2.3	9.1	-

Notes

.. Data not available

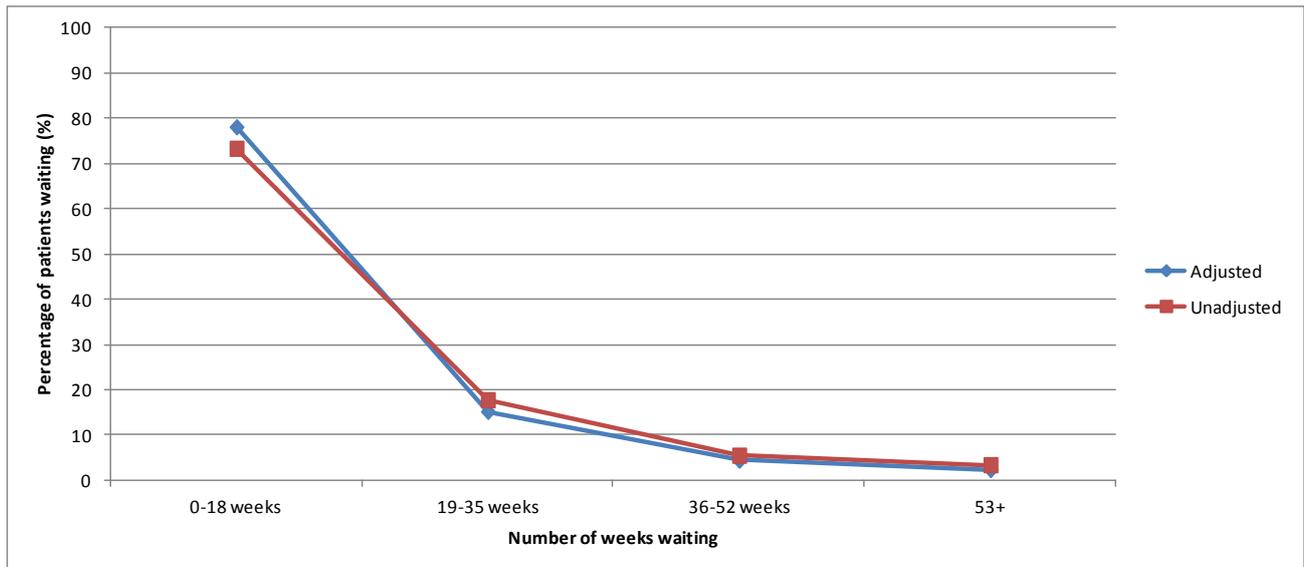
'-' denotes zero

1. NHS Scotland totals do not include NHS Highland for July to September 2014 and NHS Lothian for July 2014.
2. NHS Highland data are not available July to September 2014 due to them moving to a new patient management system.
3. NHS Lothian data are not available for July 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.
5. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.

Further information on the distribution of wait can be found [here](#).

Chart 6 and Table 9 presents distribution information for patients who are waiting to start their treatment as at the end of September 2014. Chart 6 incorporates both adjusted and unadjusted data and shows the percentage of patients in relation to the number of weeks they have been waiting for treatment. Table 9 is adjusted data and shows the percentage of patients in wait time band by Health Board.

Chart 6. NHS Scotland^{1,2} (excluding NHS Highland): Distribution of patients waiting for treatment (adjusted³ and unadjusted) as at end of September 2014.



Notes

1. Scotland level adjusted information includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. Due to moving to a new Patient Management System; NHS Highland data are unavailable September 2014.
3. For details of adjustments see Table 5.

Table 9. Distribution of wait (adjusted) for people waiting at 30 September 2014, by NHS Board (excluding NHS Highland)

While NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

NHS Board	Wait time band (adjusted wait)			
	0-18 weeks (%)	19-35 weeks (%)	36-52 weeks (%)	53+ weeks (%)
NHS Scotland ^{1,2,3}	78.1	15.2	4.4	2.3
NHS Ayrshire & Arran	76.8	13.9	6.2	3.1
NHS Borders	70.8	24.9	4.3	-
NHS Dumfries & Galloway	77.7	18.9	3.3	-
NHS Fife	58.3	24.2	10.6	6.8
NHS Forth Valley	82.8	16.0	1.2	-
NHS Grampian	74.1	21.9	3.3	0.7
NHS Greater Glasgow & Clyde	92.1	7.1	0.7	0.2
NHS Highland ²
NHS Lanarkshire	97.3	2.7	-	-
NHS Lothian	67.5	20.8	7.0	4.7
NHS Tayside	93.0	6.1	0.9	0.1
NHS Island boards ⁴	79.2	16.7	2.5	1.7

Notes

.. Data not available

'-' denotes zero

1. NHS Scotland totals do not include NHS Highland.
2. NHS Highland data are not available July to September 2014 due to them moving to a new patient management system.
3. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
4. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.

Further information on the distribution of wait can be found [here](#).

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	April 2014 - Sep 2014	Excel [367kb]
2	Unadjusted Completed waits for people seen	April 2014 - Sep 2014	Excel [321kb]
3	Adjusted Waiting times for people waiting	April 2014 - Sep 2014	Excel [366kb]
4	Unadjusted waiting times for people waiting	April 2014 - Sep 2014	Excel [321kb]
5	Adjusted Completed waits patient distribution	April 2014 - Sep 2014	Excel [379kb]
6	Unadjusted waiting times patient distribution	April 2014 - Sep 2014	Excel [337kb]
7	Referrals	April 2014 - Sep 2014	Excel [358kb]

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 NHS Scotland 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 98% complete, there are 3 services still to be incorporated into the return; Forensics, Addictions and Inpatients. The Board expect the level of activity to be minimal and patients under the care of these services are seen within 18 weeks.

NHS Ayrshire & Arran have developed a purpose built database for capturing and recording of defined Psychological Therapies both Matrix and non-Matrix. Following a successful pilot, the databases have been rolled out in a phased programme. The final services (as stated above) are being incorporated throughout November and December 2014.

The database clearly identifies Assessment and 1st Treatment. If treatment started at the Assessment, this is a clinical decision and is recorded as such in the database upon the Clinicians instruction.

The Board are currently reporting all referrals to the Mental Health service. They are undertaking further work, to determine breakdown of 'reason for referral'.

NHS Borders

The Board estimate the data to be nearly 100% complete, however the older adult service has been excluded from July to September 2014 data in error. It was not feasible to update this in time for publication but data will be resubmitted for the next publication.

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.

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.

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.

From the August 2014 data the Board are measuring referral to treatment, prior to this they reported to 1st appointment as a proxy for treatment. This change has impacted on the percentage of patients seen within 18 weeks. The percentage has dropped in the latest quarter from 75.1% to 52.4% and the Board have advised that this is due to this change in reporting.

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 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 testing has not yet commenced to see if adjustment will be possible.

The Board report on referrals to the Psychology Service only.

NHS Forth Valley

The Board believe that the majority of psychological therapies provision is within the 3 services they report on. Currently they do not report on interventions delivered by the Dialectical Behaviour Therapy (DBT) service, the Behavioural Family Therapy (BFT) service or Cognitive Behavioural Therapy (CBT) delivered by nursing staff who work outwith the 3 main psychological therapy services. Although psychological interventions delivered to children and young people are counted towards the CAMHS access target, they are not yet reported as part of the psychological therapies target.

They are working to improve their data collection and are piloting a reporting process with the BFT service which, after evaluation, will be rolled out to the DBT service and CBT practitioners. With regards to CAMHS they are working to identify ways to extract this and

report it with the other PTs data to provide a more comprehensive and accurate picture of total activity.

All 3 specialties reported on measure Referral to Treatment.

The Board reports figures for referrals to Psychological Therapies only.

NHS Grampian

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 are unable to submit the number of rejected referrals.

From August 2014, the Board reports figures for referrals to Psychological Therapies, prior to this they reported referrals to all Mental Health Services.

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 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

Adjustments and clock resets for the patient being unavailable / not attending are only made up 18 weeks.

Data are not available from March 2014 onwards, 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 have stated that they will not be able to submit data for the missing months.

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 (this is not including CAMHS data)

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; with one service still to migrate, the adjusted waits figures are a combination of adjusted and unadjusted waits.

The Board include only referrals that are waiting for a Psychological Therapy. Some referrals are made to pain management services, stroke services, traumatic brain injury services, and domestic abuse services that may be for assessment, but which may end up with a psychological therapy being delivered. Currently, we do not yet collate this data. It is estimated that this will involve less than 5% of the total referrals.

NHS Lothian

The Board are currently migrating to a new patient management system and have submitted data for August and September 2014. Five services are still to be included in the submission.

The Board are applying adjustments for up to 12 weeks against each stage of the pathway. So, for those awaiting assessment adjustments are not applied after a 12 week wait and for those on the treatment stage adjustments are not applied after a 12 weeks wait. This is an interim arrangement and will change.

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.

NHS Shetland

The Board estimate the data to be nearly 100% complete (not including CAMHS data), also the older adult service has been excluded from July to September 2014 data in error.

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.

Adjustments are applied to the data up to time of treatment.

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-September 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	Jul-14	Aug-14	Sep-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 July to September 2014, with figures from April to June 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

	<p>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.</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</p>

	<p>to aid clarity:</p> <ol style="list-style-type: none"> 1. Tables are printer friendly. 2. Key data presented graphically.
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	26 August 2014
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Date of first publication	27 August 2013
Help email	NSS.isdPsychtherapies@nhs.net
Date form completed	11 November 2014

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 (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](#).