

Publication Report



Psychological Therapies Waiting Times in NHSScotland

Quarter ending September 2015

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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 July to September 2015, with figures from April to June 2015 for reference.

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 standard 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 standard 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 standard should be delivered for at least 90% of patients.

This standard 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 www.nes.scot.nhs.uk and also those not listed but which clinicians decide are the most appropriate treatment to meet a patient's needs. The standard 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 Standard, Guidance and Scenarios document was updated in March 2014 to reinforce clarity for Boards on the scope of the standard 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/>

This publication also includes information on Psychological Therapy referrals and waiting times for people aged 65 and over.

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 Scottish Government has set a standard 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. The standard should be delivered for at least 90% of patients.
- 13,030 people started treatment for Psychological Therapies in Scotland, an increase of 466 (3.7%) over the previous quarter.
- Five NHS Boards met the standard of treating 90% of patients referred within 18 weeks - these were NHS Greater Glasgow & Clyde, NHS Highland, NHS Lanarkshire, NHS Shetland and NHS Tayside.
- Half of the patients started their treatment within 7 weeks, more than 4 out of 5 (81%) being seen within 18 weeks.
- Improving access to services for older people is a key element of the mental health strategy. Over 700 people aged 65 and over started treatment for Psychological Therapies in this quarter and 9 out of 10 (90%) were seen within 18 weeks.

How long people waited to start their treatment

This section shows waiting times for patients who started their treatment during the period July-September 2015. 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 2015 (see Table 1):

- 13,030 people started their treatment for Psychological Therapies in Scotland.
- Using adjusted waits where available, 81.1% of people seen for Psychological Therapies started their treatment within 18 weeks of being referred. Half started their treatment within 7 weeks.
- Using unadjusted waits, 77.7% of people seen for Psychological Therapies started their treatment within 18 weeks of being referred. Half started their treatment within 9 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 - Sep 2015, NHS Scotland^{1,2,3}

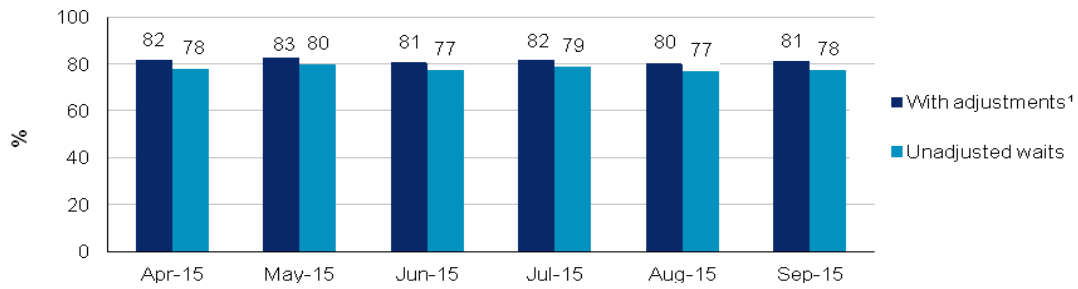
Month	People seen	With adjustments ^{1,2,3}			Unadjusted		
		Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)
Jul-15	4,473	3,652	81.6	7	3,525	78.8	9
Aug-15	4,186	3,366	80.4	8	3,215	76.8	10
Sep-15	4,371	3,548	81.2	7	3,390	77.6	9
Total	13,030	10,566	81.1	7	10,130	77.7	9

Notes

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Orkney data is not available.
3. For details of adjustments see Table 2.

Information on data quality and data completeness at NHS Board level is available on pages 25-33.

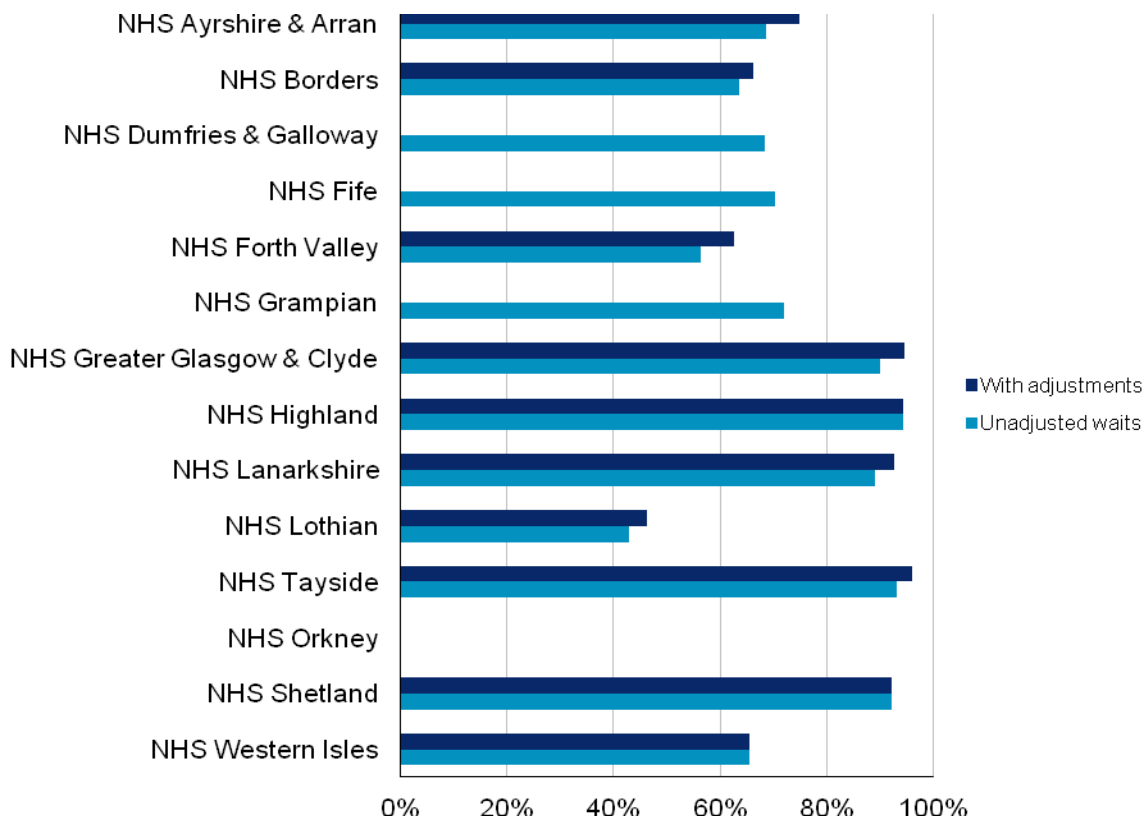
Chart 1. Percentage of people who started their treatment within 18 weeks, NHS Scotland^{1,2,3,4} April to September 2015



Notes

1. Scotland level adjusted data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. Due to migration to a new patient management system NHS Shetland April and May 2015 data is not available.
3. NHS Orkney data is not available from June to September 2015.
4. For details of adjustments see Table 2.

Chart 2. Percentage of people who started their treatment within 18 weeks by NHS Board, July - September 2015^{1,2}



Notes

1. For details of adjustments see Table 2.
2. NHS Orkney data is not available.

Information on data quality and data completeness at NHS Board level is available on pages 25-33.

Table 2. Waiting times (with adjustments) for people who started their treatment in July - September 2015 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
Scotland ^{2,3,4}	13,030	10,566	81.1	7	..
NHS Ayrshire & Arran	1,828	1,371	75.0	9	NA, U
NHS Borders	*	*	66.2	12	NA, U, RO
NHS Dumfries & Galloway	761	520	68.3	9	Unadjusted
NHS Fife	1,257	883	70.2	8	Unadjusted
NHS Forth Valley	703	441	62.7	16	NA, U
NHS Grampian	841	606	72.1	10	Unadjusted
NHS Greater Glasgow & Clyde	3,199	3,030	94.7	4	NA
NHS Highland ³	510	482	94.5	5	NA,U, RO
NHS Lanarkshire	1,723	1,597	92.7	7	NA,U, RO
NHS Lothian	858	396	46.2	21	NA, U, RO
NHS Tayside	1,128	1,083	96.0	9	NA, U, RO
NHS Island Boards ^{4,5}	*	*	80.3	2	NA, U, RO

Notes

.. Data not available

* Data has had disclosure control applied to protect patient confidentiality.

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 25.

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

3. Patients seen data for NHS Highland are estimated to be 30% complete at the moment. This is due to delays in the relevant data being extracted in usable form from the new patient management system.

4. NHS Orkney data is not available.

5. 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 25-33.

Table 3. Unadjusted waiting times for people who started their treatment in July - September 2015 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)
Scotland ^{1,2}	13,030	10,130	77.7	9
NHS Ayrshire & Arran	1,828	1,255	68.7	12
NHS Borders	*	*	63.6	16
NHS Dumfries & Galloway	761	520	68.3	9
NHS Fife	1,257	883	70.2	8
NHS Forth Valley	703	396	56.3	17
NHS Grampian	841	606	72.1	10
NHS Greater Glasgow & Clyde	3,199	2,882	90.1	5
NHS Highland ¹	510	482	94.5	5
NHS Lanarkshire	1,723	1,536	89.1	10
NHS Lothian	858	367	42.8	22
NHS Tayside	1,128	1,050	93.1	11
NHS Island Boards ^{2,3}	*	*	80.3	2

Notes

.. Data not available

* Data has had disclosure control applied to protect patient confidentiality.

1. Patients seen data for NHS Highland are estimated to be 30% complete at the moment. This is due to delays in the relevant data being extracted in usable form from the new patient management system.
2. NHS Orkney data is not available.
3. 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 25-33.

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 standard. 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 2015 (Table 4):

- 16,808 people were waiting to start treatment for Psychological Therapies in Scotland.
- Using adjusted waits where available, 80.1% (13,464) of these had been waiting less than 18 weeks.
- Using unadjusted waits, 77% (13,019) 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^{1,2}.

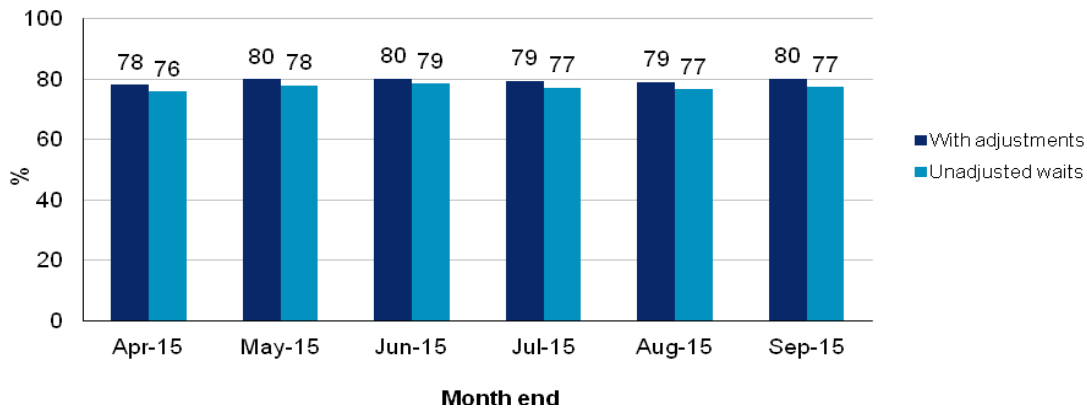
Month End	Total People Waiting	With adjustments ^{1,2}		Unadjusted ²	
		Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)	Waiting less than 18 weeks (Number)	Waiting less than 18 weeks (%)
Jul-15	17,191	13,648	79.4	13,274	77.2
Aug-15	16,837	13,300	79.0	12,909	76.7
Sep-15	16,808	13,464	80.1	13,019	77.5

Notes

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Orkney data is not available.

Information on data quality and data completeness at NHS Board level is available on pages 25-33.

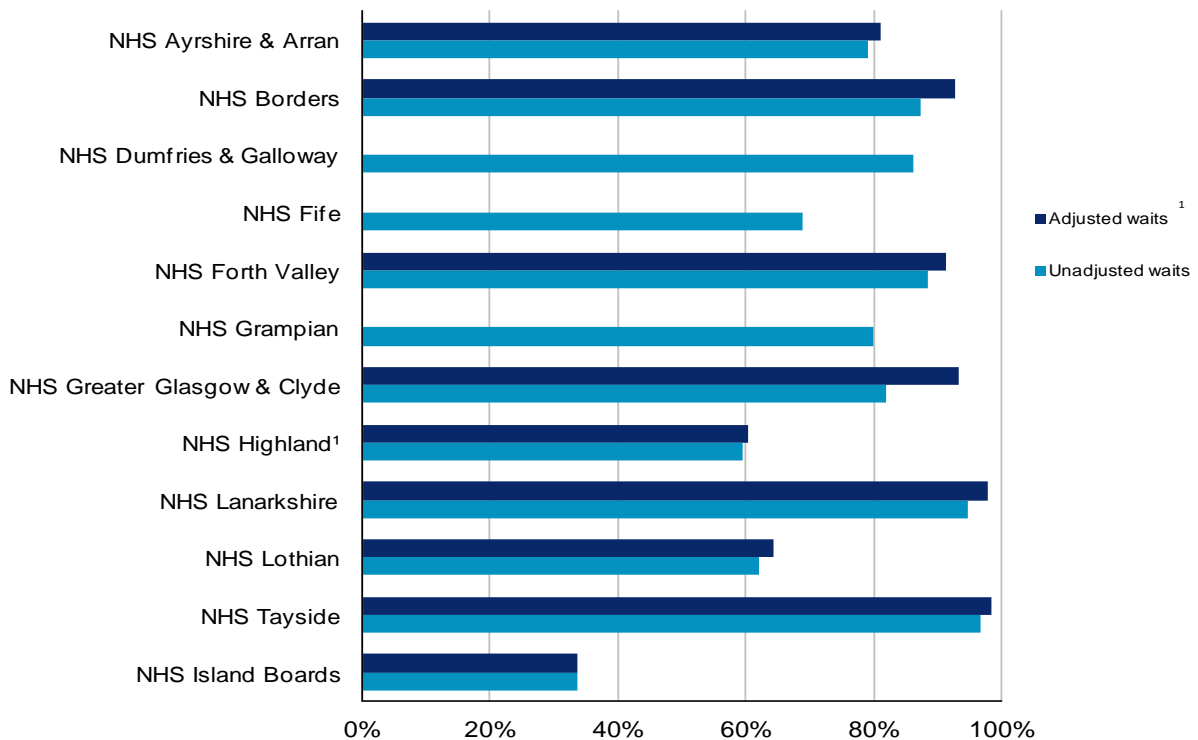
Chart 3. Percentage of people waiting less than 18 weeks, NHS Scotland^{1,2,3}, April - September 2015



Notes

1. Scotland level adjusted information includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Orkney data is not available.
3. For details of adjustments see Table 5.

Chart 4. Percentage of people waiting less than 18 weeks by NHS Board, 30 September 2015



Notes

1. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
2. NHS Orkney data is not available.
3. For details of adjustments see Table 5.

Information on data quality and data completeness at NHS Board level is available on pages 28-33.

Table 5. Waiting times (with adjustments) for people waiting at 30 September 2015 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 ^{2,4}	16,808	13,464	80.1%	..
NHS Ayrshire & Arran	2,267	1,838	81.1%	NA, U
NHS Borders	299	277	92.6%	NA, U, RO
NHS Dumfries & Galloway	729	629	86.3%	Unadjusted
NHS Fife	2,128	1,468	69.0%	Unadjusted
NHS Forth Valley	951	869	91.4%	NA, U
NHS Grampian	1,137	911	80.1%	Unadjusted
NHS Greater Glasgow & Clyde	1,800	1,679	93.3%	NA
NHS Highland	1,251	757	60.5%	NA, U, RO
NHS Lanarkshire	1,816	1,776	97.8%	NA, U, RO
NHS Lothian	3,051	1,966	64.4%	NA, U, RO
NHS Tayside	1,278	1,260	98.6%	NA, U, RO
NHS Island Boards ^{3,4}	101	34	33.7%	..

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 25.

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

3. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.

4. NHS Orkney data is 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 25-33.

Table 6. Unadjusted waiting times for people waiting at 30 September 2015 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	16,808	13,019	77.5%
NHS Ayrshire & Arran	2,267	1,794	79.1%
NHS Borders	299	261	87.3%
NHS Dumfries & Galloway	729	629	86.3%
NHS Fife	2,128	1,468	69.0%
NHS Forth Valley	951	841	88.4%
NHS Grampian	1,137	911	80.1%
NHS Greater Glasgow & Clyde	1,800	1,478	82.1%
NHS Highland	1,251	746	59.6%
NHS Lanarkshire	1,816	1,722	94.8%
NHS Lothian	3,051	1,897	62.2%
NHS Tayside	1,278	1,238	96.9%
NHS Island Boards ^{1,2}	101	34	33.7%

Notes

.. Data not available

1. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
2. NHS Orkney data is 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 25-33.

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.

There are considerable variations in service structures across NHS Boards, and therefore a number of different referral pathways for people seeking to access Psychological Therapies.

In some areas referrals are made directly into discrete Psychological Therapies services, and it is relatively straightforward for Boards to report the numbers of referrals for Psychological Therapies, the date of receipt of referral and the date of commencement of treatment.

In other areas, however, there are no discrete Psychological Therapies services and Psychological Therapy is delivered, by appropriately trained staff, from within more generic Mental Health teams. These teams generally have a single point for receipt of referrals, and a subsequent process for allocation to a psychological therapist. In this case the date of receipt of referral is the date the referral is received by the Mental Health Team. These teams will require a process by which to identify those patients referred on for a Psychological Therapy and to record the commencement of therapy.

While NHS Boards are developing their systems, Board figures may not be directly comparable. Information on what referrals have been reported for each Board is detailed in the data quality section on pages 25-33.

A rejected referral is where the request is deemed as not appropriate.

The numbers of referrals for the quarter July to September 2015 by NHS Board are shown in Table 7.

Table 7. Referrals for Psychological Therapies¹ by NHS Board, July to September 2015

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 ⁴	
	Number of referrals	Referrals per 1,000 people	Number of referrals	Referrals per 1,000 people
NHS Scotland ^{1,2,3,4,5}	32,249	6.4	30,591	6.1
NHS Ayrshire & Arran ²	3,640	9.8	2,632	7.1
NHS Borders	233	2.0	230	2.0
NHS Dumfries & Galloway	1,019	6.8	1,002	6.7
NHS Fife	1,929	5.3	1,799	4.9
NHS Forth Valley	968	3.2	913	3.0
NHS Grampian ⁴	1,298	2.2	1,298	2.2
NHS Greater Glasgow & Clyde ^{3,4}	16,794	14.7	16,794	14.7
NHS Highland
NHS Lanarkshire	3,115	4.8	2,888	4.4
NHS Lothian	1,957	2.3	1,911	2.2
NHS Orkney ⁵
NHS Shetland	65	2.8	63	2.7
NHS Tayside	1,213	2.9	1,043	2.5
NHS Western Isles	18	0.7	18	0.7

Notes

.. Data not available

1. As explained in page 12 some Boards are unable to separate out referrals to Psychological Therapies from all mental health referrals.
2. NHS Ayrshire & Arran currently provide all referrals to MH but are working on separating out referrals to Psychological Therapies.
3. NHS Greater Glasgow & Clyde are unable to separate out referrals to Psychological Therapies only due to the structure of their MH departments. This is explained further in the data quality section on page 28.
4. NHS Grampian and NHS Greater Glasgow & Clyde are currently unable to provide the number of referrals rejected. Therefore this number will be over estimated.
5. NHS Orkney data is not available.

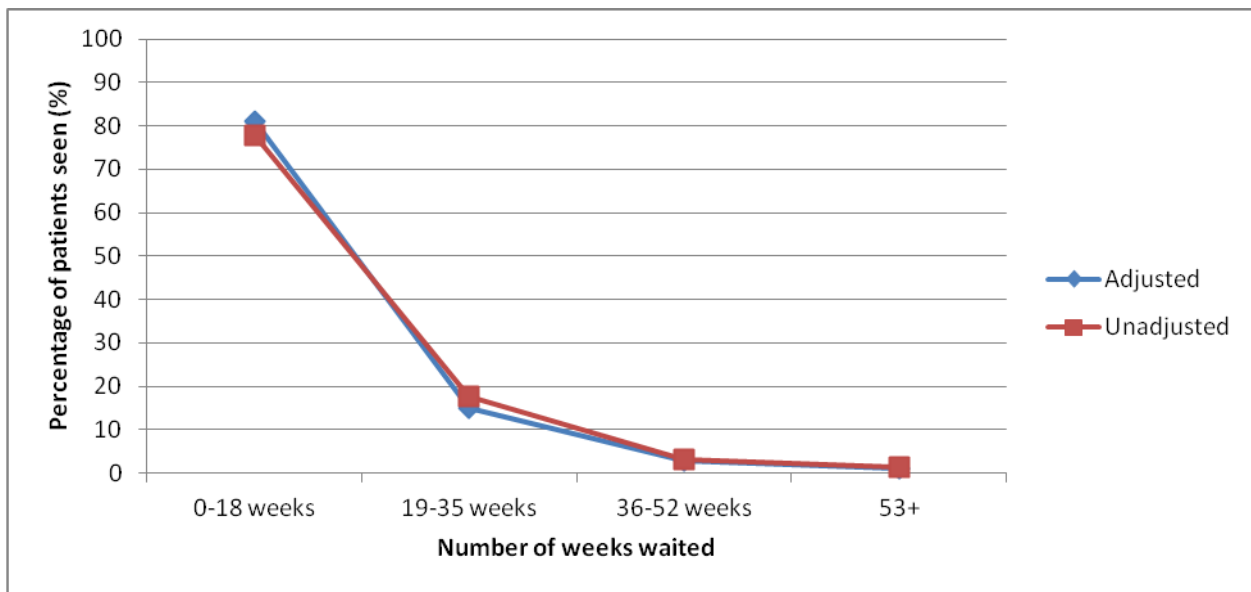
Further information on referrals for the last two quarters can be found [here](#).

Information on data quality and data completeness at NHS Board level is available on pages 25-33.

Distribution of wait

Chart 5 and Table 8 presents distribution information for patients who started their treatment during the quarter July to September 2015. 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 NHS Board.

Chart 5. NHS Scotland ^{1,2}: Distribution of completed waits (adjusted³ and unadjusted) during the quarter July - September 2015.



Notes

1. Scotland level adjusted information includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Orkney data is not available.
3. For details of adjustments see Table 5.

Table 8. Distribution of wait (adjusted¹) for people who started their treatment in July - September 2015, 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	Wait time band (adjusted wait)			
	0-18 weeks (%)	19-35 weeks (%)	36-52 weeks (%)	53+ weeks (%)
NHS Scotland ¹	81.1	15.0	2.8	1.1
NHS Ayrshire & Arran	75.0	21.1	2.4	1.5
NHS Borders	66.2	33.1	0.7	-
NHS Dumfries & Galloway	68.3	30.7	0.9	-
NHS Fife	70.2	18.0	7.0	4.8
NHS Forth Valley	62.7	35.6	1.7	-
NHS Grampian	72.1	25.8	1.7	0.5
NHS Greater Glasgow & Clyde	94.7	5.0	0.1	0.1
NHS Highland	94.5	5.3	0.2	-
NHS Lanarkshire	92.7	7.3	0.1	-
NHS Lothian	46.2	26.5	21.3	6.1
NHS Tayside	96.0	3.5	0.5	-
NHS Island Boards ^{2,3}	80.3	11.3	7.0	1.4

Notes

.. Data not available

'-' denotes zero

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

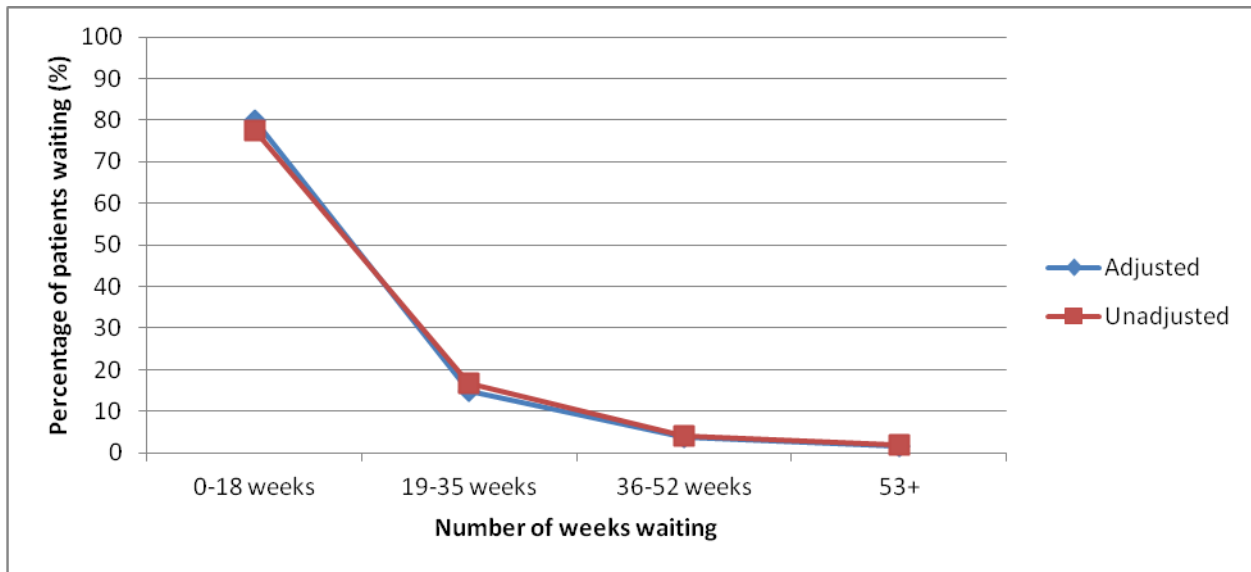
2. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.

3. NHS Orkney data is not available.

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 2015. 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 NHS Board.

Chart 6. NHS Scotland^{1,2} : Distribution of patients waiting for treatment (adjusted³ and unadjusted) as at 30 September 2015.



Notes

1. Scotland level adjusted information includes unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Orkney data is not available.
3. For details of adjustments see Table 5.

Table 9. Distribution of wait (adjusted¹) for people waiting at 30 September 2015, 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	Wait time band (adjusted wait)			
	0-18 weeks (%)	19-35 weeks (%)	36-52 weeks (%)	53+ weeks (%)
NHS Scotland ^{1,3}	80.1	14.7	3.7	1.5
NHS Ayrshire & Arran	81.1	14.1	3.8	1.0
NHS Borders	92.6	7.0	0.3	-
NHS Dumfries & Galloway	86.3	13.3	0.3	0.1
NHS Fife	69.0	21.9	5.5	3.6
NHS Forth Valley	91.4	8.3	0.3	-
NHS Grampian	80.1	19.0	0.7	0.2
NHS Greater Glasgow & Clyde	93.3	6.4	0.2	0.1
NHS Highland	60.5	25.3	10.3	3.9
NHS Lanarkshire	97.8	2.2	-	-
NHS Lothian	64.4	24.6	8.1	2.9
NHS Tayside	98.6	1.4	-	-
NHS Island Boards ^{2,3}	33.7	40.6	15.8	9.9

Notes

- .. Data not available
- '-' denotes zero

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
3. NHS Orkney data is not available.

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

People aged 65 and over

This publication includes information on referrals and waiting times for Psychological Therapies treatment for people aged 65 and over. This information has only been shown at quarter level due to small numbers and the potential for disclosure.

The numbers of referrals for people aged 65 and over for the quarter July to September 2015 by NHS Board are shown in Table 11.

Table 11. Referrals for Psychological Therapies¹ for people aged 65 and over by NHS Board, July to September 2015

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 ⁴	
	Number of referrals	Referrals per 1,000 people	Number of referrals	Referrals per 1,000 people
NHS Scotland ¹	3,372	3.8	3,314	3.7
NHS Ayrshire & Arran ²	73	0.9	52	0.7
NHS Borders	*	0.3	*	0.3
NHS Dumfries & Galloway	98	2.7	97	2.7
NHS Fife	85	1.2	82	1.2
NHS Forth Valley	57	1.1	55	1.0
NHS Grampian ⁴	20	0.2	20	0.2
NHS Greater Glasgow & Clyde ^{3, 4}	2,707	14.5	2,707	14.5
NHS Highland ⁶
NHS Lanarkshire	121	1.1	118	1.0
NHS Lothian	93	0.7	93	0.7
NHS Tayside	106	1.3	78	0.9
NHS Island Boards ^{5,7}	*	0.2	*	0.2

Notes

.. Data not available

* Data has had disclosure control applied to protect patient confidentiality.

- As explained in page 12 some Boards are unable to separate out referrals to Psychological Therapies from all mental health referrals.
- NHS Ayrshire & Arran currently provide all referrals to MH but are working on separating out referrals to Psychological Therapies.
- NHS Greater Glasgow & Clyde are unable to separate out referrals to Psychological Therapies only due to the structure of their MH departments. This is explained further in the data quality section on page 28.
- NHS Grampian and NHS Greater Glasgow & Clyde are currently unable to provide the number of referrals rejected. Therefore this number will be over estimated.
- NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
- NHS Highland data is not available.
- NHS Orkney data is not available.

Table 12 shows waiting times for patients aged 65 and over who started their treatment during the period April-September 2015.

Table 12. Waiting times (with adjustments) for people aged 65 and over that started their treatment during the last two quarters, NHSScotland.

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

Quarter	People seen	Seen within 18 weeks (number)	Seen within 18 weeks (%)	Average (median) wait (weeks)
July – September 2015	729	656	90.0	6
April – June 2015	701	633	90.3	7

Notes

.. Data not available

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. Due to migration to a new patient management system NHS Shetland April and May 2015 data is not available.
3. NHS Orkney data is not available from June to September 2015.
4. For details of adjustments see Table 2.

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

Information on data quality and data completeness at NHS Board level is available on pages 25-33.

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 standard applies specifically to Psychological Therapies for treatment of a mental illness or disorder.
Rejected Referrals	Where the request to a healthcare professional or to an organisation to provide appropriate healthcare to a patient is deemed as not appropriate.
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 25. 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 standards	A set of standards 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	Apr-Sep 2015	Excel [216kb]
2	Unadjusted Completed waits for people seen	Apr-Sep 2015	Excel [302kb]
3	Adjusted Waiting times for people waiting	Apr-Sep 2015	Excel [201kb]
4	Unadjusted waiting times for people waiting	Apr-Sep 2015	Excel [205kb]
5	Adjusted Completed waits patient distribution	Apr-Sep 2015	Excel [372kb]
6	Unadjusted waiting times patient distribution	Apr-Sep 2015	Excel [348kb]
7	Referrals	Apr-Sep 2015	Excel [294kb]
8	Patients aged 65 and over	Apr-Sep 2015	Excel [2,637kb]

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 standard as an opportunity to drive local service redesign informed by evidence.

Mental Health Policy and Standards

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. This target (now a standard) 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 standard 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 standards.

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 standard 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 standard 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 a proxy for treatment. The [Guidance and Scenarios HEAT standard](#) document advises Boards should use the second appointment as a proxy for treatment. Where Boards are still using assessment / first appointment as proxy for treatment 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.

CAMH Services for Psychological Therapies

Referrals for Psychological Therapies from CAMHS services are included as part of this standard as well as being included with the CAMHS standard. Not all Boards are including this information in their Psychological Therapies data yet. Information on this by Board is included in the data quality section.

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

Data remains at an estimated 99% completion. Work continues to incorporate the missing services; addictions, inpatients and forensics into the return. The Board maintains the expectation that the level of Psychological activity within these services is minimal, and understands that patients are being treated within 18 weeks, and so their eventual inclusion is expected to have a negligible effect on the wider waiting times compliance.

NHS Ayrshire & Arran have developed a purpose built database to capture and record all RTT patient contact within Adult Mental Health Services. Data reported incorporates matrix-defined and non-matrix treatment for PCMHTs multidisciplinary staff, Psychological Services staff and OT's working within Adult Mental Health.

The database clearly identifies assessment and first treatment dates. For non psychological treatments - If treatment has commenced at assessment then this is a clinical decision and is recorded as such on the database upon the clinician's instruction.

Only children receiving a Psychological Therapy or waiting to commence a psychological therapy are included and reported on.

The Board are currently reporting all referrals to the Mental Health Service. Work is ongoing to ensure that the Board will be able to extract identified Psychological Therapy activity. Recent capacity constraints due to discontinued QuEST funding (ie loss of dedicated analysts) have resulted in a delay to this work.

NHS Borders

The Board estimate the data to be 100% complete.

The Board have to rely on manual inputting to excel sheets as their IT system is not fit for purpose. With a standalone spreadsheet system for reporting there is increased potential for error, but they now have systems in place to check the quality of data and are confident they are now reporting accurately.

CAMHS data is included for referrals for a Psychological Therapy.

The Board reports figures for referrals to Psychological Therapies only.

The Board records referral to treatment.

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. Therefore CAMHS service activity is not included.

The Board report on referrals to Psychology Services only.

The Board have had a few issues with a new IT system for recording clinicians activity, these have now been resolved and they are confident the data will be more accurate from the July 2015 submission.

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.

The reported data includes Psychology, Occupational Therapy, CAMH Services, Computerised CBT and Day Hospital activity.

The Occupational Therapy Service had been trialling an electronic record system, this has led to missing data in referrals, people waiting and people seen over the past few months. The Board have advised us that this involves small numbers.

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.

From October 2014 CAMHS Psychological Therapy activity is included.

The Board report on referrals for Psychological Therapies only.

NHS Forth Valley

The Board currently report on the three main psychological therapy specialist services - Adult Psychology, Dynamic Psychotherapy and Behavioural Psychotherapy. Work is ongoing to enable the Board to also include data regarding psychological therapies with children and young people.

All 3 specialties reported on measure referral to treatment.

The Board reports figures for referrals to Psychological Therapies only.

The Board have highlighted an issue (due to their data system transfer) with their May and June 2015 'patients waiting' data which they hope to resolve in the near future.

NHS Grampian

The Board supply unadjusted data only. Their current standalone system cannot record adjusted figures and they hope to migrate to TRAK in the next 6 months.

All services are included so they have 100% of areas reporting, whilst there are known data quality issues that they are actively working to resolve these should not affect the submitted data.

The Board include all CAMHS activity as very few of their CAMHS referrals do not result in a Psychological Therapy.

For Adult Services there is no assessment therefore treatment starts at the first appointment, for CAMHS treatment usually starts at the second appointment as there is an assessment, however for both it is the actual date of treatment that is recorded, no proxy is used.

The Board reports figures for referrals to Psychological Therapies however are unable to submit the number of rejected referrals.

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.

A key challenge for the Board is data quality and completeness issues, the volume of users leads to inconsistencies in data recording which they are unable to resolve in the timescales.

From November 2014 CAMHS Psychological Therapy activity is included.

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 Greater Glasgow & Clyde (NHS GG&C) does not have discrete Psychological Therapy departments, but provides Psychological Therapies for the treatment of a mental illness or disorder as part of locality based Primary Care Mental Health teams, Community Mental Health teams and Specialist Mental Health teams. Therapies are delivered by Clinical Psychologists, Nurses, CBT Therapists and Occupational Therapists and Psychotherapists, working within those teams, who are trained and supervised to deliver a range of Psychological Therapies listed in the Matrix.

In NHS GG&C, the waiting time for access to Psychological Therapies, for newly referred patients, is counted from the date that the referral is received by the team (including self referrals to Primary Care Mental Health teams).

The waiting time for clients of non mental health services who have a need for a Psychological Therapy for treatment of a mental disorder identified, begins once the client is referred for therapy to the appropriate clinician within that team or to another team with a Psychological Therapy resource.

The Board have stated that the data is provided with a breakdown of age (65+) for all services except acute.

NHS Highland

Data are not available until October 2014 due to the Board migrating to a new patient management system.

People seen (completed waits) – The Board can not measure completed waits for all services yet due to difficulties in the implementation of the new PMS.

Adjustments and clock resets for the patient being unavailable / not attending are made up 18 weeks (date of breach). At present approximately 79% of patients waiting are adjusted in this way, the remaining 21% have had no adjustments made to their waiting time.

The following services report referral to treatment: CBT Northwest and Lochaber, Guided Self Help, Eating Disorders, PTSD, Personality Disorder Service, Occupational Health. First appointment is used as proxy for treatment in Northern NHS Highland and Argyll & Bute for the majority of patients on the waiting list.

The Board are currently unable to submit figures for referrals but hope to be able to report on this within the next publication.

NHS Lanarkshire

The Board estimate the data to be approximately 97% complete. Currently they do not collate data from Pain Management, and EVA (domestic abuse services). Discussions are ongoing around including this small number of cases within the reported data, and it is anticipated that this will be in place within the next 6 months. They are now able to include referrals to the Community Brain Injury Team (TBI) and Stroke Service data.

From January 2015 the submission is based on data extracted from Trakcare. The Board are reassured that the data reported is accurate.

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

Adjustments, up to 18 weeks, have been in place for Psychological Therapies on TrakCare since May 2014.

From January 2015 all CAMHS activity is included. It is not currently possible to extract only those referrals for psychological therapy. This is being reviewed, towards being able to provide only CAMHS PT waits.

The Board records referral to treatment.

NHS Lothian

Five services are still to be included in the submission and the Board are awaiting the relevant changes in TRAK to allow reporting of Psychological Therapies activity from all relevant services. This work has been completed for 2 services recently and they are

working with the clinical staff to allow recording and reporting of their data for the October submission. They are hopeful that they can have the required work completed with their clinical health psychology services to allow reporting at the end of December 2015.

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 is liable to change.

Guided self help delivered by 3rd sector organisations governed by Service Level Agreements have not been included to date. They have included limited data from the 2 services providing GSH in this way.

NHS Lothian referral data for Psychological Therapies includes all referrals triaged from a mental health locality single referral point to services that deliver Psychological Therapies and referrals to services that deliver Psychological Therapies which accept direct referrals. The numbers of rejected referrals reported are from all these services which deliver Psychological Therapies.

The Board does not include CAMHS Psychological Therapies in the return, they hope to be able to include this for the next publication.

The Board records referral to treatment.

The Board have advised us that issues relating to capacity and data errors may have a slight impact on their data; however they are working to improve the detection and correction of such errors and overall data quality.

NHS Orkney

The Board estimate the (submitted) data is 100% complete.

From January 2015 the Board has submitted both adjusted and unadjusted data.

The Board does not include CAMHS Psychological Therapies in the return.

The Board records referral to treatment.

The Board includes all referrals waiting for a Psychological Therapy.

The Board have advised us that, due to a new system implementation and staff shortages they have been unable to submit data from June 2015.

NHS Shetland

The Board estimate the data to be nearly 100% complete (with the exception of very small CAMHS numbers).

Data from March to May 2015 are unavailable due to moving to a new patient management system, the Board do not believe they will be able to submit this data in the future.

The Board records referral to treatment.

The Board includes referrals waiting for a Psychological Therapy however some “unmet need referrals” are not being captured by their systems. Work is in hand to correct this issue.

The Board have advised us that the provision of psychological therapies has been under review since June 2015 and the service is currently being restructured. During this period the service focused on assessments and validation of the waiting list. These changes also coincided with extended periods of staff absence.

The Board are aware of a data quality issue for their Adult PT data this quarter (July-September 2015) and are to resubmit their August 2015 data.

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 have stated that the data includes referrals to the Multi-disciplinary Adult Psychotherapy Service which is separate and distinct from the Psychological Therapies Service.

CAMHS Psychological Therapy activity is included.

The Board include all referrals to Psychological Therapies from the Psychological Therapies Services and the Multi-disciplinary Adult Psychotherapy Service which is a separate and distinct service.

NHS Western Isles

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

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

CAMHS Psychological Therapy activity is included.

The Board include only referrals to Psychological Therapies.

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.

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 2015, with figures from April to June 2015 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	<p>NHS Grampian resubmitted data for June 2015, their unadjusted data is used in the adjusted figures, revisions are based on the adjusted data:</p> <p>Patients seen – NHS Grampian have increased their total number of patients seen by 31 patients, this has increased the NHS Grampian percentage of people seen within 18 weeks for April to June by 0.7%. This has had no impact on the percentage of people seen within 18 weeks for the Scotland total and no impact on the average (median) wait for NHS Grampian or NHS Scotland.</p> <p>Patients Waiting – NHS Grampian have decreased their total number of patients waiting by 87 patients, this has decreased the NHS Grampian percentage of people waiting</p>

	<p>within 18 weeks for June by 0.3%. This has had no impact on the percentage of people waiting within 18 weeks for the Scotland total.</p> <p>Referrals - NHS Grampian have increased their total number of referrals by 27 patients, this has increased the referrals per 1,000 people for NHS Grampian by 0.1% but has had no impact on the NHS Scotland figure. The total number of referrals aged 65 and over has increased by 7 this has increased the referrals per 1,000 people for NHS Grampian and NHS Scotland by 0.1%.</p>
<p>Concepts and definitions</p>	<p>Definitions not contained in this report are available here.</p>
<p>Relevance and key uses of the statistics</p>	<p>Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of standards 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 standards.</p>
<p>Accuracy</p>	<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>
<p>Completeness</p>	<p>100% of submitted data are used for analysis and publication.</p>
<p>Comparability</p>	<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:</p> <p>They do have a Ministerial Target of 13 weeks for patients waiting. This information is not published and they do not</p>

	<p>have any referral to treatment data for Psychological Therapies.</p> <p>Wales</p> <p>They do not have a waiting times target for Psychological Therapies currently.</p>
Accessibility	It is the policy of ISD Scotland to make its web sites and products accessible according to published guidelines .
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> <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	25 August 2015
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Date of first publication	27 August 2013
Help email	NSS.isdPsychtherapies@nhs.net
Date form completed	13 November 2015

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.

Standard Pre-Release Access:

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

A5 – ISD and Official Statistics

About ISD

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

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

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

Mission: Better Information, Better Decisions, Better Health

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

Official Statistics

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

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

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

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

The United Kingdom Statistics Authority has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the Code of Practice for Official Statistics. Designation can be broadly interpreted to mean that the statistics:

- meet identified user needs;
- are well explained and readily accessible;
- are produced according to sound methods, and
- are managed impartially and objectively in the public interest.

Once statistics have been designated as National Statistics it is a statutory requirement that the Code of Practice shall continue to be observed.