

## NAPT Service User Reference Groups - July 2013

### Answers to frequently asked questions

#### What is the National Audit of Psychological Therapies (NAPT)?

The English and Welsh Governments expect the NHS to offer service users a high standard of care. To see whether or not this is happening we run 'audits' (evaluations). NAPT is an audit that helps to support psychological therapy services to compare the way they deliver psychological therapies against national 'good practice' standards and recommendations.

The audit addresses the following questions.

- **Access** – who is offered therapy and how easy is it for people to take up therapy?
- **Appropriateness** – what kind of therapy is provided and is this consistent with best practice guidelines?
- **Acceptability** – is the therapy offered acceptable to the service user? How did they feel about their therapist?
- **Outcomes** – do people feel better and are they better able to cope with their anxiety and depression as a result of therapy?

#### Why are service user views and feedback important in the NAPT?

Service user feedback is important because it allows psychological therapy services to see where they are doing well and how to improve. Ultimately, it can make a big difference to how services deliver therapies in the future.

#### What are the NAPT Service User Reference Groups and why are they taking place?

We received over 15,000 service user questionnaires from people who had received therapy for depression and/or anxiety across England and Wales. Analysis of this data will help us to understand what service users found helpful and what needs to be improved.

We are holding three service user reference groups. The purpose of these are to ensure that service user's opinions and suggestions help to inform the recommendations we make to improve the services they receive.

We will be sharing our preliminary findings and asking for:

- feedback on whether these fit with service users' lived experience of therapy and
- suggestions for how services can improve.

In other words, you can share your views in a completely confidential environment and help to make positive changes to the future of psychological therapies.

### **Where and when are the NAPT Service User Reference Groups taking place?**

We are hosting three Service User Reference Groups in July 2013.

- Saturday 6<sup>th</sup> July 2013 in London
- Saturday 13<sup>th</sup> July 2013 in Manchester
- Saturday 27<sup>th</sup> July 2013 in Cardiff, Wales.

### **How do I know if I am eligible to be part of the NAPT Service User Reference Groups?**

We are looking for people that have had experience of the type of therapy NAPT is focusing on and live in the areas close to the groups. So we are looking for people who are:

- 18 years old or older (there is no upper age limit and we are particularly interested to hear from people over 65 years of age)
- Currently having or have had psychological therapy/talking treatment for depression and/or anxiety within the past year (this includes therapy for obsessive compulsive disorder (OCD), post traumatic stress disorder (PTSD), phobias or panic attacks)
- Live in or near London, Cardiff or Manchester.

### **What will I be asked to do at a NAPT Service User Reference Group?**

On the day itself, we would like you to share your comments and thoughts on how to interpret the audit findings in relation to our audit standards. Including:

- Service users report being provided with information and choice about their treatment
- Service users report a high level of satisfaction with the treatment that they receive.

We will facilitate small group activities to generate discussion and ask you to feedback within the larger group. We will ask you to consider any ideas you may have for how services can improve in the future.

Please note: if you do not feel comfortable sharing your opinions on the day you can write these down and hand them to one of the facilitators at the end of the day. We understand that not everyone is comfortable speaking in front of people so we will make sure that you do not have to do this if you do not want to.

### **How will my views feed into the audit?**

Your feedback and suggestions will help us to establish national recommendations which will help services to see where they can improve. These will be published in the national report later in 2013.

### **Will anyone know what I have personally said?**

No. We will ensure to incorporate your thoughts and suggestions for improvement into the recommendations in the NAPT national report but these will remain completely anonymous and confidential.

### **I have special requirements (dietary, mobility, hearing etc), how will these be supported if I attend a NAPT Service User Reference Group?**

When you complete the online registration form you will be given the opportunity to inform us of any special requirements you may have and we will do our best to meet your needs on the day. Please ensure to state clearly whether you have any dietary requirements for the day – for example, if you require a vegetarian lunch we can organise this with sufficient notice.

All three venues are readily accessible including disabled access and lift access. Venues also have adequate natural lighting and air conditioning.

### **Will I be reimbursed for my time if I take part?**

Yes. We value you taking the time to come along and share your views with us and will reimburse every service user with £50 for their time. We will also reimburse you for any reasonable travel expenses incurred for the half day, for example parking fees or train tickets.

Please bring along with your receipts for travel on the day so we can reimburse you appropriately.

### **Will there be food and refreshments provided?**

Yes. We will be providing tea/coffee refreshments in the morning on arrival and a buffet style lunch for everyone who attends. Water refreshments will also be readily available throughout the day.

### **How do I register for the NAPT Service User Reference Groups?**

You can register your attendance by completing our online form (see link) OR by emailing us on [napt@cru.rcpsych.ac.uk](mailto:napt@cru.rcpsych.ac.uk).

### **When do I need to have registered by?**

You will need to register your attendance by **Friday 21<sup>st</sup> June**. This will give us time to contact you to discuss the event, send you an information pack containing detailed information about what to expect on the day and travel information and expense forms.

### **If I register, am I guaranteed a place on one of the NAPT Service User Reference Groups?**

No. Unfortunately, we are unable to guarantee you a place on one of NAPT's Service User Reference Groups. We understand that for many a large group may feel overwhelming and we want to ensure that all service users feel able to share their views in a comfortable environment. As a result we cannot absolutely guarantee you a place. We would encourage you to go ahead and register your interest and we will be in touch by telephone to discuss the event in more detail with you.

### **Once I have submitted my details, what happens next? When will I know if I am going to be part of one of the NAPT Service User Reference Groups?**

Once you have completed our online form or emailed us expressing your interest will make contact with you by telephone within two weeks to discuss the event in more detail.

Everyone we speak to will be placed on a shortlist for one of the three events. We will consider the representativeness of service users for each

event and make further telephone contact with you to confirm your place after the 21<sup>st</sup> June 2013.

We will then send you a confirmation letter of attendance and information pack in advance of the event.

We will also text or email with a reminder close to the date of the Group.

### **Who will have access to my contact details?**

We will keep a record of your contact details electronically. These details will be accessible by the NAPT team only, to ensure that we know who is attending and so that we are able to make contact with you before the groups commence. Your details will be disposed of in a confidential and safe manner after the groups have taken place.

### **How can I find out the results of NAPT?**

We plan to produce reports which explain the findings of the audit. These reports will help us to understand how the England and Wales psychological therapy system is working, and where improvements are most needed.

A national report will be published and made readily available on the NAPT website ([www.rcpsych.ac.uk/napt](http://www.rcpsych.ac.uk/napt)). The report from the baseline audit is already available on the website if you would like to see the results from last year's audit.

In addition, we will publish quarterly newsletters on the same website informing you of the progress of the audit and the findings and recommendations when the audit is complete.