



Waiting list support service

Working together to increase
NHS Community Treatment
Team capacity



everyturn.org

We work with NHS Community Treatment Teams (CTTs) to give 3-6 months of non-clinical, emotional, and practical support to people on their waiting lists.

We help to manage increased demand on CTTs by reducing their waiting lists, and ultimately improving mental health and wellbeing outcomes for patients.

Using the power of lived experience in our workforce, and providing non-clinical specialist mental health support, we free up clinical time for CTTs to support people with complex mental health needs.

Service benefits



- Indicative saving to CTTs of £2,979 per episode of care (see overleaf for detail).
- Diverse team with varied skills to support holistic recovery.
- Connects people with community resources to support their ongoing recovery.
- We work with existing waiting list management processes to identify the right people to support.

We're proud that this service
was shortlisted for an
HSJ Partnership Award and
an NHS Confederation
Innovate Award

Scan for more
information



Community treatment team referral

People on the CTT waiting list for clinical intervention.

People identified for support following initial CTT assessment.

First contact

(2 working days from referral)

Community Mental Health Support Workers – intervention and support to manage difficulties relating to mental health.

Initial contact by telephone to introduce the service, gain consent, and agree first appointment.

Agree first appointment and outline what to expect.

Initial appointment

(5 working days from first contact)

Person-centred, collaborative agreement of goals.

Intervention plan agreed with individual.

Completion of initial Patient Reported Outcome Measures (PROMs).

Self-management / safety plan co-created, with advice for who to contact in a crisis.

Emotional and practical interventions

(lasting 3-6 months)

Delivered in person or via video call or phone.

Evidence-based interventions: emotional regulation, anxiety management, graded exposure, behavioural activation, bereavement support.

Interventions intended to develop self-management of mental health difficulties, resilience and coping skills.

Support and signposting to resolve practical issues impacting on mental health.

Person is introduced to other local community services for additional support and social connections.

Recovery journey

Person is stepped down once interventions are complete and initial goals are met.

Ongoing wellbeing journey is facilitated through signposting and referral into community partner.

Final Wellness Recovery Action Plan (WRAP) and/or Safety Plan co-produced with the person.

Final PROMs taken to measure intervention effectiveness.



Service model enablers

Service delivered in partnership and regular communication with CTT, to ensure that the person's needs are effectively met.

Clinical Referral Team (CRT) can be accessed for assessment and management of complex cases if risks increase.

Service design is aligned to the NHS England national 4-week waiting list targets and national guidance on the use of PROMs in mental health services.



Our economic impact

Indicative costs and savings per care episode, using our services in Cumbria, Northumberland, Tyne and Wear NHS Trust as the reference.

	Annual service delivery cost	People referred (2022/23)	Episodes of care delivered (2022/23)	Everyturn care episode cost	CTT care episode cost*	Saving per episode
Gateshead	£54,626	115	91	£600.29	£3,698.24	-£3,097.95
South Tyneside	£81,939	146	110	£744.90	£3,698.24	-£2,953.34
Sunderland	£166,630	323	221	£753.98	£3,698.24	-£2,944.26
Total	£303,195	584	422	£718.47	£3,698.24	-£2,979.77

*Note: CTT reference cost calculated using the National Cost Collection for the NHS data. The £3,698.24 figure accounts for the average cost per day to deliver care to patients in Clusters 1-4 (£22.01/day).

<https://www.england.nhs.uk/costing-in-the-nhs/national-cost-collection/>

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Everyturn Mental Health is the trading name of Everyturn (charity number 519332) and Everyturn Services Ltd (company registered in England & Wales, number 4391008).