



NHS Talking Therapies waiting list support service

Non-profit support to reduce waiting lists and increase capacity



everyturn.org

Everyturn Mental Health is a non-profit provider of specialist mental health services and NHS Talking Therapies. Our talking therapies services cover five ICBs and support over 60,000 people a year.

Our non-profit waiting list support service provides fully qualified and supervised practitioners to support large volumes of patients on NHS Talking Therapies waiting lists - at lower cost than agency workers.

Our 'Pathway Alignment Tool' also allows us to analyse waiting lists, making sure people are on the right treatment pathway, which reduces wait times and improves outcomes.

Service benefits

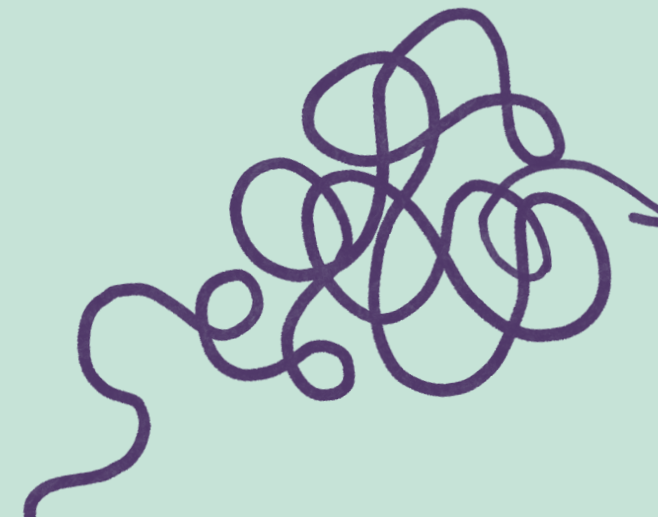


- Rapidly reduces waiting list pressure.
- Is more cost-effective than using agency workers.
- Ensures the least intrusive intervention first.
- A dedicated team of named practitioners and senior management.
- Follows NHS Talking Therapies manual and NICE treatment standards.



759

patients discharged from Newcastle upon Tyne's waiting list in 7 months





How it works



Service deliverables & governance

We'll agree the patients to be supported and the timeframes for delivery.

Agree costs for service and draft contractual documents.

We design the pathways for the service with you, to make sure we're meeting your needs. The pathways can be adapted at any time.

We agree a bespoke crisis escalation pathway with you, to ensure timely referral to local services.

Patient consent & onboarding

Patients are contacted to opt in to the service.

We create relevant patient records in Everyturn's IT system.

We call the patients to book their first appointment (completed within 1 week of receiving the patient data).

Patients have access to 'Living Life to the Full' self-help library from their first call with us.

Patient assessment

The patient's first session is a review of their needs.

We pass all patients' assessments through our Pathway Alignment Tool to confirm the most effective treatment.

We confirm the treatment plan with the patient, give them a start date, and log the details in your clinical management system.

Patient treatment

The interventions we offer follow recommended NICE guidelines.

Limbic Care Therapy Assistant is used during interventions.

Practitioners receive regular supervision and have senior support in managing their caseload, along with daily duty support for ad hoc queries.

Our clinical risk and referral team manage any risk.

We discharge patients and file the discharge letters in your clinical management system.

Performance monitoring & integration

We update your clinical management system monthly, with progress on all patients.

We provide detailed monthly activity reports to you and/or your commissioner.

We schedule monthly performance meetings with you.

We report patient safety incidents on your system and discuss them at our monthly performance meetings.



Other key information

How is this different to the national NHS Talking Therapies bank?

We work with a high volume of patients in a short space of time, while the national bank fills individual gaps.

Our service also includes supervision, case management, patient coordination, and risk management.

Does the service meet national NHS Talking Therapies requirements?

Absolutely. Our dedicated team of practitioners are qualified, accredited, and supervised in line with national guidance, and we offer the full range of approved interventions.

How are clinical records shared?

We'll share outcome data in a format that meets your needs. This usually includes data uploads onto your clinical recording systems each month.

How are outcomes monitored and reported?

We'll share monthly performance reports with you (and your commissioners, if needed), giving a detailed summary of all activity. We also offer monthly reviews and clinician-to-clinician meetings to review any complexities or risk.

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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).