



Our NHS Talking Therapies services

Non-profit talking therapies and support to reduce waiting lists

NHS
Shared Business Services
FRAMEWORK AGREEMENT SUPPLIER



APPTS
ACCREDITATION PROGRAMME
FOR PSYCHOLOGICAL
THERAPIES SERVICES

ACCREDITED
UNTIL

DECEMBER 2027

everyturn.org



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Our NHS Talking Therapies services

Our non-profit services cover five ICBs across England, supporting over 60,000 people a year.

We provide NHS Talking Therapies in:

-  **Derby & Derbyshire**
-  **Nottingham & Nottinghamshire**
-  **Peterborough & Cambridgeshire**
-  **The Wirral**

We're also proud to have been awarded a place on the NHS Shared Business Services' Mental Health, Learning Disability and Autism: Assessment and Diagnosis, NHS Talking Therapies and Crisis Services framework agreement, for the supply of NHS Talking Therapies.



NHS
Shared Business Services
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Our impact in numbers



148,565

sessions of talking
therapies delivered



43,118

referrals recieved



93%

of people accessing our
talking therapies would
recommend the service to
others

Our waiting list support service at a glance

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.

Service benefits

- Rapidly reduces waiting list pressure.
- 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 guidelines.



759
patients safely
discharged from
Newcastle upon
Tyne's waiting list
in 7 months



How the waiting list support service works



1. Service deliverables & governance

Together, we agree the timeframes for delivery and collaborate on the design of the pathway, to make sure we're meeting your needs. These are adaptable at any time.

We also agree a bespoke crisis escalation pathway with you.



2. Patient consent & onboarding

We contact patients to opt in to the service and create records for them in Everyturn's IT system.

We have an initial call to book the patient's first appointment within 1 week of receiving referral.

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



3. Patient assessment

We review the patient's needs in their first appointment.

All assessments go through our Pathway Alignment Tool (see page 10) to confirm the most effective treatment plan.

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



4. Patient treatment

All our interventions follow NICE guidelines and we use Limbic Care Therapy Assistant alongside interventions.

Our practitioners have regular supervision, senior support, and daily duty support.

We save and store discharge letters in your clinical management system.



5. Performance monitoring & integration

Each month we update your clinical management system with progress on all patients.

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

We schedule monthly performance meetings with you.



6. Managing risk

Our clinical team manages risk and reports any patient safety incidents on your system. We also discuss these at our monthly performance meetings with you.

We liaise with relevant professionals and make onward referrals, where needed, to other support organisations.

Our Pathway Alignment Tool

We developed our digital Pathway Alignment Tool (PAT) to support clinicians in our NHS Talking Therapies services to decide on the most appropriate treatment pathways.

We now offer the PAT as part of our support to other national providers, to reduce their waiting lists.

Patient assessment →

→ Right treatment, right time

→ Pathway Alignment Tool →

How does the PAT work?

Why did we create the PAT?

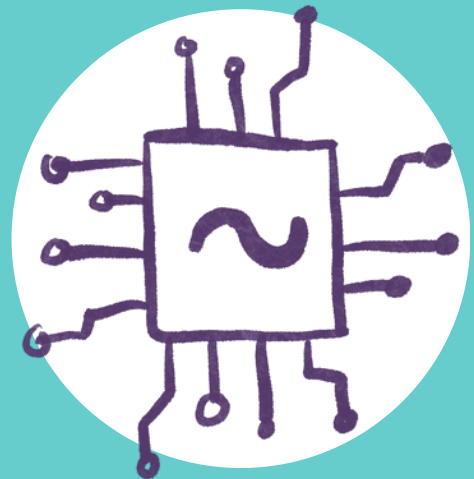
Across our NHS Talking Therapies services, we faced waiting lists because of increased demand on our services. Our team also noticed that some people were later found to be on the wrong intervention pathway, leading us away from the ‘least intrusive intervention first’ principle.

We needed an innovative new approach to support clinical decision-making, which would improve people’s experience and outcomes.

Data-informed decisions

The PAT uses a machine learning algorithm, and our centrally-housed NHS Talking Therapies data to find the least intrusive intervention. This takes into account the person’s presenting problem, outcome scores, and demographic details.

The PAT is a valuable tool which supports effective decision-making in NHS Talking Therapies services.



Benefits of the PAT



Appointment wait list times reduced by 25% for Step 2, 31% for Step 3 CBT, and 44% for Step 3 counselling.



Reduced 'did not attend' (DNA) rates by -9% for Step 2, -19% for Step 3 CBT and -25% for Step 3 counselling.



Increased NHS Talking Therapies model fidelity through organisational cultural change.



Improved reporting to the organisation's senior leadership team about pathway alignment and service performance.



Sam's journey



Sam* had been socialising less because he was feeling lonely, anxious, and depressed. His physical health was poor, he struggled to sleep, and he was feeling unmotivated.

When Sam came to therapy, his goal was to move to a more positive frame of mind, which would help him to socialise again.

With his therapist, Sam was able to explore issues from his early life that affected his relationships and sense of self. As a result, the way Sam sees himself has changed completely, and he's learned to put himself first.

*Name changed for privacy



Feedback from the people we support

“My therapist was empathic, skilled and an excellent guide. He asked relevant questions and we really got down to the core of the problems I was having.

“My therapist offered excellent guidance, he’s very knowledgeable and answered my questions about follow-on therapy. At all times he listened and showed great care.

“I had a very, very positive experience. With my therapist’s help I was able to move from clinical mental health problems to being able to cope. I felt much better.

“I’d recommend this service to anyone struggling with mental health issues, depression or anxiety.”





Feedback from our NHS partners

“We’re incredibly impressed with Everyturn’s expert, clinically-backed approach and delivery of the NHS Wirral Talking Therapies service.

“They’ve ensured excellent outcomes for patients, and their commitment to signposting people to further support services after treatment highlights their dedication to long-term care.

“Everyturn’s responsiveness and ability to deliver high-quality care makes Everyturn an essential partner in improving talking therapy services.”

Transformation and Partnerships Manager (mental health)
Cheshire and Merseyside ICB



Cheshire and Merseyside



Partner with us



Working together

Our goal is for you to get all the benefits of working with a large, experienced NHS and social care-aligned organisation, but with the flexibility and creativeness of a charity.



Scan me!

Get in touch:



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