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# Summer 22 Newsletter

## Welcome

Hello, and welcome to our new quarterly newsletter, sharing some of the changes, improvements and highlights about Insight IAPT service delivery with Talking Together Wirral. Insight IAPT is the lead partner of Talking Together Wirral, working alongside Cheshire and Wirral Partnership NHS Foundation Trust, Age UK, Involve Northwest, Open Door Charity and Cruse Bereavement. Together we deliver Increasing Access to Psychological Therapies (IAPT) NHS evidence-based talking therapies to residents aged 16+, living and registered with a GP in Wirral. If you want more information about any subjects in this newsletter, please [get in touch](#).

## Latest News

**Transformation:** Over the last few months, the service has been working on a transformation plan to improve IAPT delivery in the borough. To support this, we have a new experienced leadership team in place. Sarah Gallagher, our new Service Director, has transferred from Kent and Medway IAPT, whilst Alyson Lazoryk and Victoria Lacey, our Clinical Leads, have previously worked at Talking Together Wirral and Talk Liverpool, respectively. In addition, the service has introduced a Community Development Manager, Sam Lee, to help with developing links in the community and identifying opportunities to work in partnership.

**Recruitment:** To aid with the delivery of therapies and reduce waiting times, we are recruiting new team members, both IAPT-approved [Psychological Wellbeing Practitioners](#) and [High-Intensity Therapists](#).

**Webinar:** Insight IAPT launched a specialised online course of treatment this month to support individuals who need help with mild/moderate depression or anxiety. These sessions are delivered with support over six weeks via the internet.

**Training:** Training is essential to our plan to deliver excellence to all. Over the last quarter, all staff have recently completed their data awareness training. Clinicians across our steps also attended training to improve their skills in working with interpreters. In addition, PWP's have been having refreshers in assessment skills, OCD and Health anxiety.

**Insight IAPT Working Group Focus:** Insight IAPT and Mental Health Concern continue to work with Black and Minority Ethnic (BAME) and other interested colleagues to inform our ways of working, policy development and co-design of staff initiatives on anti-racism and cultural awareness. This group addresses issues affecting the whole organisation.

**Did you  
know**



1 in 4 adults experience mental ill health and many more of us know and care for people who do. [NHS England website 2022](#)

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## Meet the team



**Sam Lee**

### Community Development Manager

Samantha has worked in development and community based roles for 20 years. Starting as a Youth Arts Officer in Ellesmere Port and Neston. As well as Local Authority Samantha has worked for local, regional and national charities of various sizes, raising funds and supporting lung health group development at a national level.

My role at Talking Together Wirral:

- Helps to break down barriers to accessing mental health support
- Supports underrepresented groups to access services
- Supports the service to meet the communities needs
- Enables a holistic approach to health and wellbeing
- Facilitates objectives that deliver IAPT as part of the NHS Long term plan and the Wirral Plan
- Helps to reduce the stigma around mental health

**Sam says “I love working with people, knowing that I can make a difference and exploring how organisations can work together, with our resident’s needs at the heart of decision making.”**

Likes: Spending time with my family

Dislikes: Bullies

## How we have helped

In Autumn 2021, a client contacted Talking Together Wirral who had been a ‘worrier’ most of their life. They felt that life had become too much and was at a breaking point. Their anxiety significantly impacted their work-life, where they felt uneasy, and as a result, their relationship with their partner was adversely affected.

At their initial assessment, their therapist recognised that the client was living with a ‘Generalised Anxiety Disorder’, and the client agreed to Step 3, Cognitive Behavioural Therapy (CBT). The patient had 12 sessions over 12 weeks. During this time, they completed activities suggested by the therapist, such as practising new, more positive thought processes to challenge their current thoughts and behaviours.

Clients are measured at the beginning and end of each session with a therapist to help identify any positive changes to their mental health. During the sessions, the client’s anxiety and low mood levels reduced significantly from severe to mild.

During their treatment, the client learned to successfully manage their work-related anxieties and felt able to manage to move into another job role. Before their therapy, this felt utterly unachievable. The client also reported an improvement in their relationship. To continue supporting this improvement and maintaining their therapeutic progress, the client has access to Silvercloud, a self-help programme.

The client emailed into service post-treatment to say thank you for the support offered and that the therapy they received made a positive difference in their lives.



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## Working with the community

Over the last few months, regular community talks have been introduced for our clinical team to understand more about how IAPT sits within Wirral's mental health support network. In the last few months, we have had visits from [Spare 5](#), [Open Door Charity](#) and [Age UK Wirral](#),

We have also met with various organisations supporting our BAME communities, refugees and asylum seekers. This is to set up some focus groups to understand and overcome barriers to accessing the service. So far we have met with [Wirral Multicultural Organisations](#), [Wirral Change](#) and [Heart for Refugees](#).

We have created a [short animation](#) for our service that we hope will be shown within our GP practices and other establishments that use information screen software. A copy of this can be found on our [Facebook page](#) to support our social media community.

Finally, we have been trialling an initiative with [JourneyMEN](#) to refer men who were on our waiting list, receiving treatment or who had just finished treatment to have access to additional non-clinical therapeutic support for their mental health.

## Talking Treatments: Stepped care model explained by our Clinical Lead Victoria Lacey.

The 'Stepped Care Model' is used by IAPT services to make clinical decisions about an individual's treatment. This model indicates the most appropriate treatment for the person they are assessing. Clinicians will consider what specific type of depression or anxiety-based problem the person is presenting with, the severity of symptoms, the impact on their everyday lives and the level of risk. This information is considered alongside patient preference and what evidence tells us works best. Within IAPT Step 1 is the assessment stage. In 'Step 2' we offer guided self-help based on principles of Cognitive Behavioural Therapy (CBT). In 'Step 3', we offer High-Intensity CBT, Counselling for Depression, Interpersonal Therapy (IPT), Couples Therapy for Depression and Eye Movement Desensitisation Reprocessing (EMDR). In 'Step 4', we offer Psychotherapy which Cognitive Behavioural Therapy can inform, Acceptance and Commitment Therapy, Cognitive Analytic Therapy, EMDR and more. The rise in steps offers more intensive support for individuals who have higher levels of need.

**In the last 3 months**

**No. Appts: 9475**

**No. clients seen within 6 weeks: 79%**

**No. clients seen within 18 weeks: 99.7%**

### Contact Us:

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