The Tavistock Primary Care Model in Hackney and Camden

The King’s Fund 2017
Primary Care Mental Health
Medically Unexplored Stories

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City and Hackney Primary Care Psychotherapy Consultation Service. Camden Team Around the Practice T.A.P.

* An innovative outreach service provided by the Tavistock and Portman NHS Foundation Trust-started in 2009.

* Supports GPs to manage patients with complex mental health and other needs that result in frequent health service use, pressure on general practice, over investigation and iatrogenic risks.

* Supports people with ‘medically unexplained symptoms’, personality disorders and chronic mental health problems.

* Many have psychiatric co-morbidity and many also have poor physical health/LTC’s.
GPs know patients who do not engage with mental health services, some who are not comfortable with their difficulties being viewed as having any psychological component. Careful listening and clinical experience, how to talk to such patients in a way that they can hear?

Delivering the service in GP surgeries could limit some of these concerns, enabling more integrated provision. Working closely with reception, practice nurses and support staff as well as GPs. Sharing dilemmas and impact.

Working alongside i.e. literally next door as opposed to in a distant clinic & culture.
Based inside Primary Care alongside GPs
Our Dual Focus “offer” - to Patients & Staff

Patients:

* Initial assessment (1-2, incl OM and basic data)
* Followed by ... Up to 16 sessions psychological therapy (Mean 8-9)
* Modalities include Brief dynamic, systemic, mentalisation, DIT, Case Management.
* Group, family and couple
* Other innovations-gardening group, photography, social prescribing,

GP practice/Staff:

* Joint meetings with GP
* Case based discussion
* Training
* Consultancy
What we offer our staff

* Individual supervision – to help clinicians keep their patients engaged
* Weekly in depth supervision of their case material in small groups
* Weekly academic seminar and alternating team business meeting & case discussion seminar. Focus on quality and understanding.
* Opportunities for further professional development
* Requirement for high levels of measurable face to face patient activity, there is also a recognition of the need to attend to the wellbeing of staff and their ongoing development.
The Team – TAP ‘Tavi’ Camden
Community Photography Group
Service User Involvement
PCPCS: Patient satisfaction

PCPCS PEQ Data 2011-2016

% agreement

1 2 3 4 5

PEQ Question

96% 84% 87% 84% 87%
We haven’t stood still...

* Model & approach been built on flexibility, adaptability in the face of changing needs and context: work in A&E, Horticultural groups, Care Planning service.

* 2015: Won the bid - in partnership with MIND in Camden - to run the Camden TAP service (Team around the Practice).
Patient satisfaction

The Tavistock Primary Care service is open to people from all backgrounds, our ethos is more open than some traditional Secondary Care Psychotherapy services whilst accepting risk and multi-morbidity. AKA ‘GP centricity’

Patient comments:
* “First time with counselling it was a positive experience. A lifeline.”
* “I am happy with the service provided. This will help me with my day to day life and hopefully my future. I have learned a lot about myself, my thoughts and how to overcome any problems in future. Great friendly therapist always listening and helpful.”
* “Having never had any psychotherapy before I find the service to be extremely useful. I wouldn't have been able to afford this privately on my income and am extremely grateful for the help/positive impact this has had on my well-being.”
Face-to-face consultations increased by 15% from 2010/11 to 2014/15 and telephone consultations by a massive 63%. Unfortunately this has tended to be work “bolted on” to the normal working day. Over the same period the GP workforce grew by 4.75% but funding for primary care fell from 8.3% to 7.9% as a proportion of the overall NHS budget. Work is more complex as people live longer, survive with more long term conditions, more work has shifted out of hospital without commensurate funding and rising public expectations. Patient satisfaction with general practice remains high but is falling. Surveys show that NHS GPs are more stressed than their counterparts abroad.
Outcome monitoring, Health Economics and propagating the model

* Capita (2011)
* Centre for Mental Health (2014)
* OPM (2016)
Community Project
Horticultural Therapy / Therapeutic Horticulture
‘Gardening the mind’
Partnership with 3rd sector
St Mary’s Secret Garden Hoxton.
Thinking space alongside creative activity
Kentish Town City Farm- L.B. Camden CCG funded.

- Square foot system of gardening can feel more manageable.
- Time to talk and do……..
- Memories of mother and child…..
- Attachment security promoted through proximity and shared learning.
- Back to my roots?
- Making and eating – satisfaction + pleasure.
- Heat and toxicity of trauma moderated.
Horticultural Psychotherapy - Turkish speaking
Monthly GP & practice staff groups.
Demand for GP reflective practice groups.
Feedback consistently positive and ‘hungry’
Recruitment, retention and sustenance need emotional as well as physical resources.
Team as family – issues come up- thinking space important. Admin & clinical!!
GP and staff all have valence & vulnerability for particular types of patient and psychopathology, can he part of helping, also potential risk.
Admin and reception together or apart from GPs?
March 2017 – PCPCPS consultation feedback.

“We, the staff at Pressure Cooker Road Practice, often feel very overwhelmed by our work which involves working with patients with very complex psychological symptoms.

The Group-based Consultation work provided by the Tavistock each month fulfils an unmet need with crucial learning and feedback in an area that we are not adequately trained. It is an opportunity for us to share our experiences with all our colleagues: clinicians, reception, administrative staff. “
Conferences – Dr Alexis Brook memorial lecture.
Hoxton surgery  GP & Cons Psychiatrist
March 2016, Nick Clegg MP:

“Last week I visited a team of clinicians at the Tavistock and Portman Mental Health Trust at St Leonard’s Hospital in Hackney. It does something that makes obvious sense: it places mental health specialists in GP surgeries around the borough.”
What have we struggled with?

* Managing demand – waiting times.
* Patient choice – most MH patients don’t know they can choose.
* Space in Primary Care – the estate is small and in disrepair.
* Expectations of NHS England on local CCGs – IAPT access targets +
* Contract security – staff security and state of mind.
* We need to recognise the important work done by non IAPT services with complex patients and develop a mechanism to process the data and value the contribution beyond traditional IAPT.
* Included a foreword by Dr Geraldine Strathdee, National Clinical Director for Mental Health, NHS England.

* “I hope that this report will inspire family doctors and clinical commissioning groups across the country. By combining local innovation with learning from the experiences of others, the NHS can offer better care despite the tough financial climate. This is a challenge we cannot, and must not, ignore.”
Key References


Parsonage, M., Hard, E. & Rock, B. (2014) Managing patients with complex needs: Evaluation of the City and Hackney Primary Care Psychotherapy Consultation Service. Centre for Mental Health, UK


Thank you.

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