

IAPT is here to help through Covid-19 and beyond

IAPT (Improving Access to Psychological Therapies) is continuing to deliver mental health support to people across Derbyshire during these challenging times, and is well placed to meet people's changing needs. The impact of Covid-19 has created new challenges and pressures for many, including the impact of isolation; health worries; and financial pressures. IAPT includes support with employment related issues which may be of particular help.

IAPT has moved to a remote offer, but there are many examples of how creative, remote delivery has achieved positive outcomes including: ***"I didn't think I would be able to do the therapy as my worry was so strong, but I really needed to feel better. I didn't think it would work over the phone, but not only has it been fine, it worked really well for me. The therapy came at just the right time for me, and has been the best thing since sliced bread!"*** (via Talking Mental Health Derbyshire).

Further examples can be found below. There is also a new IAPT provider on board – Vita Minds. The full list of IAPT providers and how to make a referral is available [here](#).

Some examples of patient feedback about IAPT:

"I wanted to offer some feedback about a practitioner who did my assessment over the phone last week, Jess Buckley from TMHD (Talking Mental Health Derbyshire).

It was a very hard decision for me to seek support and I was and am still anxious about the prospect of therapy. Despite this I wanted to share that I had a very positive experience with Jess over the phone. I wasn't sure how much I would feel able to share but she made me feel safe and contained which enabled me to share more than I imagined, so Jess was able to better assess my needs. Jess was warm, empathetic and engaging. She was reassuring and reaffirming with me.

I know that had I not had an experience like this I would have continued to avoid and not had the strength to engage in therapy. For me that 1st contact with someone is key in feeling able to move forward with therapy. Despite never actually meeting in person I really felt valued over the phone and Jess is clearly a skilled and thoughtful worker.

I just wanted to take the time to share this experience with you and please can you pass this on to Jess' line manager and I am happy for Jess to see it too.

Overall I have found the process very user friendly (I self-referred online). The communication via text and letters has been efficient and timely. I much preferred self-referral than going to a GP I hardly know and having to relay personal information to someone else.

Many thanks for your support as a service and keeping going in these difficult times"

"I was referred to Trent PTS by my GP after suffering from chronic anxiety induced IBS. My anxiety IBS was triggered by a return to driving after a horrific car accident 4 months earlier in which my car was hit by a speeding car, smashing me into the car ahead. I received excellent support from my therapist during my sessions and his level of care and attention to

detail of my situation helped me greatly in overcoming my fears and conquering any stubborn stumbling blocks. My treatment was perfectly paced by Yves and we had several sessions prior to me embarking on essential long road journeys. His therapy sessions, and online support gave me the help I needed to drive on the motorway again without the agonising IBS pain and anxiety. His thoughtfulness in timetabling my further treatment to mornings before dreaded driving trips across the country was invaluable in easing my anxiety. I am very grateful to him that I no longer need my IBS medication to drive, my symptoms have greatly improved and I now have the mental tools I need should I ever suffer any future driving anxiety."

Some further examples from IAPT providers:

"Jane is a 50-year-old female who self-referred to Trent PTS following the recommendation of her GP. She presented with symptoms of anxiety and depression, which had been triggered by a number of life events. She reported that her husband of 30 years had recently left and that she had lost all of her confidence and self-esteem. This had been further exacerbated by the Covid-19 pandemic and additionally being furloughed from work and being on 'lockdown' alone in her home. Jane was delighted to be offered a course of telephone counselling through Trent PTS, which enabled her opportunity to access therapy. She was also offered video counselling sessions but opted for telephone sessions on this occasion.

Throughout the duration of the counselling sessions, Jane reported significant improvements in her self-esteem and well-being. Jane was also directed to different links and psychoeducational resources around further supporting her mental health within the Covid 19 pandemic. She transitioned from feeling 'useless' to starting to do small repair jobs around her home, leaving her home for periods of time to take a walk and telephoning friends she hadn't spoken to for many years. After several sessions of telephone counselling Jane stated that she felt confident enough to consider changing her job and making other changes within her life. Jane's PHQ-9 and GAD-7 scores in relation to her symptoms of both anxiety and depression moved significantly; from the severe range into recovery. Jane reported that having the opportunity to access telephone counselling through Trent PTS enabled her to significantly improve her mental health and self-esteem; and start to reconnect with relationships and the world around her."

"a young person (16 years)...was wanting her dad to join in the work, but as they live separately this wasn't an option. Using Attend Anywhere (video conferencing) we were able to have a family appointment last week which worked really well."

"I am working with an 18 year old via telephone, who was really struggling with suicidal thoughts at the start of the work. He struggled to be honest about his feelings when talking to people face to face, but by opening up in a gradual way by phone, he has now been able to open up to his family, and says he feels supported, and risk has reduced significantly. He seems to have particularly benefitted from the additional information I have sent via email"

Example of Employment Support offered:

"I have recently been working with a client who is based in Matlock, and really struggled to know what their long term goal was. The client said the one criteria that is a 'must' is that they would have to stay within the local area due to not driving at the moment. Before lockdown the client was working part time in a café.

I supported this client by exploring long term job goals with the client, and we discovered that the client would really like to use their degree in Chemistry. The client thought that potentially going into teaching would be something that they would enjoy and an environment they would thrive in.

One of my clients from Matlock had no idea what long term job goal they want to do (currently working part time at a Café in Matlock before Covid-19 lockdown) apart from staying local due to unable to drive at this present moment. We looked at what routes it would take to become a Teacher and the qualifications/training on Get Into Teaching site, which the client had the Degree and also the grades to be accepted into a scholarship programme to complete the one year course while working in the School and being paid.

I then set this client a task to look at School's and area's which are taking on a scholarship for Chemistry Teacher's and he has now found three potential School options within the Derbyshire area.

The client has now successfully completed their UCAS forms and has chosen their three Schools they would like to complete this Teacher Training Course and is now waiting if they will be accepted in anyone of these Schools.

During my time supporting the client we also completed a Better Off Calculation as they were unsure if they were able to claim any benefits. We went step by step through this Better Off Calculation together and completed the form that in fact indicated that they were entitled to claim Universal Credit. The client said they would like to claim this and completed the online application form for this and is now currently waiting on a call from the DWP regarding his claim. “