

Outcome Feedback

City and Hackney Talking Therapies

NHS City & Hackney Talking Therapies (formerly Talk Changes) is a large and dynamic Talking Therapies (TT) service. The service sees over 6000 patients a year and offers a range of evidence-based psychological therapies.

The challenge

City & Hackney was looking to harness innovation to improve quality of care for the diverse local population it serves. With high levels of income inequality, deprivation and other determinants of poor mental health, the need to reduce local health inequalities and variation in outcomes was a key focus and ambition.

The solution

Following a national Outcome Feedback trial, Talk Changes agreed to be an 'early adopter' site to help gather further evidence on how prediction technology can improve the effectiveness of psychological therapies.

The outcome

After an "excellent, engaging and very clear" training session, Talk Changes began using Outcome Feedback technology to "inform clinical supervision and decision making during treatment."

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“Since we started using Outcome Feedback technology we have seen an increase in our Recovery Rates.”

Talk Changes' Clinical Lead, Dr Jon Wheatley recommends using Outcome Feedback in TT treatment...

1 in 3 NHS TT services use the digital health Case Management System, PCMIS to facilitate effective evidence based treatment management and data capture.

Previously there has been insufficient data for data researchers to develop accurate prediction algorithms. PCMIS has captured data from over 5 million patients, including measurements of the intensity of their depression and anxiety symptoms every week during the course of treatment. As one of the world's largest and most complete psychological service data sets, this offered an opportunity to develop comprehensive and accurate data-driven insights and tools to improve the effectiveness of large scale psychological services.

On this basis, the PCMIS developers collaborated with world leading mental health researchers to develop the "Outcome Feedback" technology to support thousands of psychological therapists using the PCMIS system in routine care. This award winning evidence-based technology has been clinically proven to reduce deterioration in patients by 73% and reduce treatment costs, from the world's largest randomised controlled trial of feedback-informed therapy.

PCMIS have recently been awarded:



Mental Health Solution of the Year



Best use of Data in Health Innovation.

Outcome Feedback

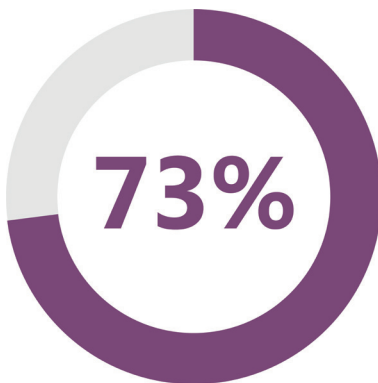
Improve outcome for psychological therapies

Using outcomes and measured development enables the clinician to identify difficulties that may not be immediately evident, prompting early intervention.

How the service works

1. Collection of data - Outcome Feedback tells you how your patient's progress compares to that of (hundreds of) patients with similar characteristics, using depression (PHQ-9) and anxiety (GAD-7) measures
2. Using repeated measurement for monitoring patient progress
3. Adopt treatments if the patient should not be responding to treatment as expected
 - Symptom scores within boundaries are generally 'ON TRACK' (OT)
 - Scores above the upper boundary indicate therapy is 'NOT ON TRACK' (NOT)
 - Scores below the lower boundary suggest remarkable improvement

A cost effective tool proven to improve TT outcomes



A national study of over 2000 TT patients confirmed that complex cases treated using Outcome Feedback technology were 73% less likely to deteriorate during their treatment.*

Helps quickly identify cases not responding to treatment



Therapists using Outcome Feedback in TT treatment are able to clearly and promptly identify cases that may need to be stepped up, in line with Stepped Care guidelines.

Proven to improve the efficiency of TT treatment



TT cases treated for anxiety and/or depression using Outcome Feedback achieved similar levels of symptom improvement, but with significantly less treatment sessions required before moving to recovery.

*With a 48% reduction in deterioration overall.