

Enter & View Report
Back on Track
IAPT Service



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Details of Visit

Service	Back on Track- Hammersmith & Fulham IAPT Service
Service Address	194 Hammersmith Rd, Hammersmith, London, W6 7DJ
Service Provider Name	West London NHS Trust
Service Manager	Natalie Vrahimides (Joint Clinical Lead)
Date of Visit	19 th May 2021
Status of Visit	Announced
Enter & View Representatives	Daniela Sahaj, Mari Tiitinen, Zainab Babar
Healthwatch Staff Contact	Mari Tiitinen
Healthwatch Contact Details	141-143 King Street, Hammersmith, W6 9JG Telephone: 0203 886 0386 Email: info@healthwatchhf.co.uk

Purpose of Visit

The Health and Social Care Act 2012 allows Healthwatch Hammersmith and Fulham (HW H&F) to Enter & View any publicly funded health and social care services within the Hammersmith and Fulham borough. A Healthwatch Enter & View visit is not an inspection, but it allows HW H&F Authorised Representatives to observe the facilities at the service site as well as gain an insight into the provider's delivery of service by speaking to staff members and service users about their experiences. It enables local people to voice their views about the services they use which, in turn, helps to further improve them.

After an Enter & View visit, the HW H&F team produce a report on the observations and feedback provided. All Enter & View reports, including this one, outline areas of good practice and provide key recommendations for how the provider can improve their service.

Authorised Representatives taking part in Enter & View visits are fully trained and background checked.

Any safeguarding concerns that may arise during the visit are reported in accordance with the Healthwatch Hammersmith & Fulham's Safeguarding Policy. If at any time an Authorised Representative observes a potential safeguarding concern, they will inform the lead Authorised Representative who will then end the visit. If any member of staff in the observed organisation wishes to raise a safeguarding issue, they will be directed to the Care Quality Commission (CQC) and Hammersmith & Fulham Council's Safeguarding Team.

Background

Back on Track (BoT) - The Hammersmith & Fulham Improving Access to Psychological Therapies (IAPT) service offers support for common mental health problems such as depression, anxiety and panic attacks. The service is for anyone over the age of 18

who is registered with a GP within Hammersmith & Fulham. Patients can seek referral from their GP and may also self-refer into the service.

IAPT offers a range of psychological therapies over the phone and face to face, including Cognitive Behavioural Therapy (CBT) and talking therapies to help change negative thoughts and feelings and overcome any difficulties or distress.

The BoT service informed us that they have some bilingual therapists in the team (Portuguese, Farsi) and recruitment of staff who speak the languages required by the local community is a focal area. We were also informed that the service is able to provide interpreters for all patients who require them.

For more information on Back on Track please visit their website:

https://www.westlondon.nhs.uk/our-services/adult/iapt/IAPTHammersmith_Fulham-back-track-iapt

Our decision to visit the IAPT service was influenced by the following factors:

- Routine and general comments of residents and service users
- National and local research indicating the impact of the COVID-19 pandemic on residents mental health and wellbeing
- Healthwatch Hammersmith & Fulham priority to review mental health service provision within the borough

Methodology

In response to the COVID-19 pandemic, the Enter & View visit on this occasion consisted of online surveys that were created using Google Forms and included both quantitative and qualitative questions. In addition, one staff member visited the premises in person to conduct a tour of the facilities.

Our visit was announced and relied on the Joint Clinical Lead's help in distributing the online surveys to the management team, staff members, and service users.

We asked:

- Service users about their experiences of the service and access to the service during the COVID-19 pandemic
- Staff members about training, wellbeing support, and work arrangements during the pandemic
- Management about staff rapport, training and wellbeing support available, and the complaints and safeguarding processes in place

HW H&F also used digital channels to welcome participation from H&F residents who had used this service during the COVID-19 pandemic.

In addition to the online surveys, we offered the option to carry out virtual face-to-face interviews online, and staff members and service users were informed of this option on the survey distribution email. However, we received no requests for an online interview.

To support with observations of the BoT service, the Joint Clinical Lead provided us with details of the facilities, accessibility, signage, and health and safety measures via email. This was then later confirmed during our in-person visit.

Limitations

HW H&F acknowledges that the online survey feedback collection method excluded those service users who do not have digital access. Our observations of the facilities and the services provided were also limited due to only one person conducting the in-person visit.

Completed Surveys

2 Management Team Members

12 Staff Members

6 Service Users

Acknowledgements

Healthwatch Hammersmith and Fulham would like to thank the Joint Clinical Lead , Natalie Vrahimides and a senior CBT therapist , Katie Fowler for accommodating our in- person tour of the BoT site and distributing our online surveys to BoT staff members and service users. We would like to thank these staff members and service users who took part in our surveys.

We are also grateful to our volunteer authorised representatives and staff for conducting the visit.

Important Information for Management

We asked the Joint Clinical Lead of BoT to provide transparent feedback on the findings and recommendations that are detailed in this report.

Copies of this report have been circulated to the Local Authority, Care Quality Commission, West London NHS Trust, NW London Clinical Commissioning Group and Healthwatch England, and has been posted on the Healthwatch Hammersmith & Fulham [website](#).

Disclaimer

This report is not representative of all BoT service users and staff. It only represents the views of the patients and staff members who responded to the online surveys.

Observations

Facilities

At the BoT site, there is a patient waiting area, a large admin office, a meeting room/group space, which can be divided into two clinic rooms as needed, and nine other clinic rooms.

There are two small supervision rooms and a small room for digital work/admin only.

There are three main staff offices, a garden office and a 'pod' where the senior team are able to sit.

There are three toilets: Two are on the ground floor and one is on the first floor. One of the ground floor toilets has disabled access and a shower.

There is a staff room.

There are no lifts in the building with access to the first and second floor accessible by a main staircase (second floor only accessed by staff).

There is a 'yard' for staff to take lunch and park their bicycles.

Accessibility

There is ramp access to the front of the building and a lowered intercom system suitable for wheelchair users.

There are three clinic rooms on the ground floor that can comfortably accommodate a wheelchair and/or multiple people.

There are posters welcoming people into the building and signposting to reception. We were informed that there is a standard clinical questionnaire available to service users in braille. All clients are asked to complete this questionnaire at the start of every appointment and the questionnaire includes a measure of anxiety, depression, phobias, and general functioning.

Signage

In the patient waiting area there are posters related to the West London NHS Trust who is responsible for this service, including who the Trust executive/board directors are. There are also notices regarding safeguarding, crisis service access and complaints procedures, alongside instructions on how service users can provide feedback for the IAPT service, with an additional anonymous feedback box in the waiting area.

There are notices regarding BoT service provisions, including groups and workshops and further ways to provide feedback to the service. There is a 'You Said, We Did' board, which is particularly productive as it can boost staff and patients' morale and emphasises the fact that their feedback is being heard and utilised to better the service. There are also leaflets available, advertising local and partner organisations and a noticeboard in the main building with all staff members' photos and designations.

Health and Safety

The Joint Clinical Lead informed and showed HW H&F authorised representatives that BoT is compliant with local fire safety policies with emergency lighting, signage, and extinguishers clearly visible at the reception. The patient waiting area has also received a perinatal risk assessment for patients attending appointments with children; all loose cabling is fixed with cable ties and leaflet stands are fixed to the walls.

Regarding COVID-19 protection, hand gel is available for staff and service users to use prior to entering the waiting area and there is a sign outside the building informing individuals of when not to enter the building and when to self-isolate (e.g., if a patient or staff member has a high temperature).

We were informed that temperature checks are conducted on all individuals entering the building and that there are signs reminding all who enter the building to wear a mask for the entirety of their visit and this is implemented on all floors and in all areas/rooms within the building.

We were also informed that all staff entering the building will have received a training session and read the service's policy on Covid safety, the use of PPE and the one-way system operating in the building. In addition, all service users will have been sent a leaflet about this prior to attending an appointment.

Staff Surveys

Good practice:

- It is clear that BoT have supported staff with adapting to their changing roles during the Covid-19 pandemic by holding frequent meetings, organising online wellbeing activities, and making laptops accessible to staff

- 9 out of 11 staff members (82%) who responded to the questionnaire agreed to feeling supported by management
- 67% (n.8) mentioned participating in weekly meetings, with 25% (n.3) mentioning that they participated in monthly meetings
- 75% (n.9) of staff agreed that they received the sufficient training to support them in adapting to their role
- 50% (n.6) of staff agreed that they are *Comfortable* meeting the new demands of their role, with 33% (n.4) of staff indicating that they feel *Very comfortable* meeting new demands on their role

Positive staff experiences/attitudes:

- The majority of staff felt that changes to working arrangements as a result of the Covid-19 pandemic have had a positive effect on work life balance
- Many mentioned an increase in free time as a result of spending less time commuting
- Over 83% (n.10) of staff had a positive experience working for BoT - 50% (n.6) of staff members agreed that they feel *Satisfied* working for BoT, with 33% (n.4) of staff indicating that they feel *Very satisfied*

Challenges for staff and mental health service providers:

- 17% (n.2) of staff felt uncomfortable in meeting the new demands on them in their roles
- 17% (n.2) of staff feel *Unsatisfied* working for BoT
- As a result of COVID-19, some staff felt there has been an increase in workload
- Some staff mentioned missing out on the social aspect of work
- A few staff members mentioned experiencing difficulties in dealing with the emotions of service users and their own personal challenges, simultaneously

The service from the perspective of staff:

- There has been a switch from face-to-face therapy to remote therapy during the Covid-19 pandemic
- However, some service users are still accessing face-to-face therapy

- Remote therapy in some ways has benefited service users due to less time spent on commuting and has allowed more choices for service users
- The staff collect feedback from service users through sending questionnaires and forms to collect their feedback as well as conducting feedback interviews

Improvements from the perspective of staff:

- More staff needed to help balance workload
- More evening appointment availability required for service users
- Improvement in technology is required
- More funding required
- One staff member mentioned that specialised mood, anxiety, trauma, or personality disorder teams in secondary care would be beneficial for the service and its users
- One staff member mentioned clinic rooms can be improved by making them visually appealing for service users as a more therapeutic space.
- One staff member mentioned that it would be beneficial to gain access to a work phone rather than using personal phones

Management Surveys

Good practice:

- Meeting the needs of service users with language barriers
- Monthly team meetings
- Fortnightly senior team meetings
- Attending wellbeing events
- Regular group based tasks which help in problem solving challenges to service and shape service provisions and a space where staff feedback is collated and utilised
- Consult staff on major service developments and changes

Positive staff development:

- Weekly wellbeing activities
- ‘Reflective Practice’ every week
- Line Management meetings every 2 weeks and supervision meetings weekly
- Staff have access to counselling and occupational health services
- Working from home has been supported by senior management to those staff who particularly enjoy it and find it beneficial to their health

Raising concerns and feedback processes:

- Verbal feedback encouraged from service users by staff at the end of every session.
- Patients are encouraged to complete ‘Patient Experience’ questionnaires.
- Patients are able to submit concerns/complaints in writing which are addressed within 3 working days.
- If complaints/concerns are not resolved within and by the clinic, patients are redirected to PALS and the West London NHS Trust complaints department, where a formal investigation is launched on behalf of the patient.

Improvements and impact of COVID-19 on service:

- Adapting remote working when there are identifiable risks with risk management procedures being updated.
- Greater understanding toward the benefits of remote working (staff sickness has decreased).
- Feedback from patients has been positive toward the ‘remote sessions’ - patients fed back that it is easier and more convenient and suits their busy lifestyles.
- Lower cancellation rates.
- Less emphasis on printing/more eco-friendly to operate digitally.
- Some patients were unfairly disadvantaged when the facility was closed, however, now BoT has adopted a hybrid model whereby patients who need it are seen face-to-face.

Service User Surveys

Service overview:

- 67% (n.4) of the service users who answered the survey felt the courses and/or therapies recommended to them did not meet their needs or expectations
- All service users who participated in the survey felt the staff had treated them with dignity and respect and the majority said that the service was a safe space to express feelings and be heard

Comments on the service:

“It was OK, but I just really think I would have been better off if they had been able to facilitate rapid access to psychotherapies from the point of referral. It should have been pretty clear that I have complex needs and have had psychotherapy before and know if that’s what I need.”

“I felt like I needed a higher level of intervention from the start, particularly psychotherapy, but it seemed like my best chance of accessing it was through counselling. It did help somewhat, it certainly didn’t hurt, and I have now been referred on to psychotherapy so in a way it worked.”

Impact of COVID-19:

- The level of support during the pandemic was rated *Average* or *Slightly above average* by the majority of the respondents. Half of the respondents rated the level of information that they received on COVID-19 related changes to services as *Average*
- The majority of the respondents said they had not been signposted to alternative methods of communication if they had been unable to access digital services such as Zoom, Microsoft Teams or the Telephone
- Half of the respondents felt it was *Neither difficult nor easy* to navigate the online resources, such as sessions via zoom/teams and a third felt it was *Easy* or *Very Easy*

Accessibility needs

- 4 service users answered the question regarding being given the opportunity to communicate with the service and receive information in their language and 2 of them said they had been given this opportunity
- 2 service users said that no adjustments had been made to cater for their access needs, such as physical or learning needs. For the remaining 4 respondents, this question was not relevant

Referrals

- Half of the service users who answered the survey said it was either *Easy* or *Very Easy* to be referred to the service

Conclusion

Our findings conclude that overall, the clinical environment at the Back on Track IAPT service is safe and the staff members treat the service users with respect and dignity.

Staff members feel that the management team have been supportive during the pandemic by making laptops accessible for remote working and organising online wellbeing activities and regular meetings. They also feel that the remote working has improved their work-life balance by giving them more time to spend on leisure activities, without the commute to and from work.

The staff team also feel that they have received the sufficient training to help them adapt to their changing roles.

Service users felt the courses and therapies recommended to them did not meet their needs or expectations with some service users commenting on how they could have benefitted from a quicker access to psychotherapy.

Some patients reported a lack of signposting to alternative methods of communication if they had been unable to access digital services, such as Zoom.

All service users felt the staff members treated them with respect and dignity

Recommendations

Recommendation Area 1. The service has adapted well to COVID-19 and new ways of working, which have benefitted both staff and some service users - there has been a notable decrease in staff sickness, improved staff morale through online wellbeing activities, reduced appointment cancellations from service users and positive feedback from service users regarding the ease and convenience of remote sessions.

- *1. a. Ensure that the adapted ways of working that have been brought about by the pandemic are used as an opportunity to learn. Review the changes that have been made, reinforcing the areas of service delivery that demonstrate good practice as well as driving further improvements in those areas that still need development.*

Service Provider's Response:

- Team exercises were completed in the June and July 2021 whole team meeting reflecting on the changes that were made and what was working well. Time was also spent considering what was working less effectively and how this could be improved. Plans have since been developed based on the priorities of the team.
- *1. b. Circulate this Enter & View report to other West London NHS Trust services as an example of good practice by a service in supporting its staff members during the COVID-19 pandemic.*

Service Provider's Response:

- *The final report will be circulated to Head of IAPT services for distribution.*

Recommendation Area 2. Staff highlighted a number of suggested improvements (pg. 11) including access to to a work mobile phone, more evening appointment availability for patients and improving the visual appeal of clinic rooms.

- **2. a.** *All suggestions to be reviewed for viability and feedback to be provided to the staff team on what actions are being taken forward and when.*

Service Provider's Response:

- *The staff team have been updated that work mobiles are unfortunately not possible. We are currently waiting on IT solution to make calls through laptops. Staff are also able to come into the office if use of a personal mobile is problematic. All staff are required to work one evening shift per week (5-8pm). There was an overall reduction in the demand for evening appointments since remote working as clients have been able to access digital interventions with more flexibility during their working day. The evening clinic availability remains for those who cannot access daytime appointments or use remote technology. The clinic room soft furnishings and chairs have unfortunately been removed as part of infection control procedures for COVID-19. Some redecoration works are planned for one clinic room that has undergone significant damage from a leak.*

Recommendation Area 3. In total, 4 out of the 6 service users identified that the course(s) they were provided with did not meet their needs or expectations. People highlighted a need for higher levels of intervention from the outset.

- **3. a.** *A wider review of service user feedback should take place in order to identify the breadth and depth of this issue.*
- **3. b.** *An audit or review of cases that went on to receive a higher level of intervention should take place in order to identify whether the triage/referral process is working adequately in the first instance.*

Service Provider's Response:

- *Our service user leads and clinical leads have monthly oversight of all SU feedback from individual, groups and courses and themes are followed up and addressed following our local clinical governance policies and procedures. The IAPT model is one that following assessment offers the least intrusive and most effective intervention first, with the option of 'stepping up' to more intensive therapies should this not be sufficient. As a service, our 'step up' rate in line with national averages suggesting that the triage process and stepping up process is working well. The local resource for psychoanalytic psychotherapy is limited and this is currently being reviewed by West London NHS Trust. The Trust are aware that there are gaps in provision for H&F patients and the hope is that the introduction of community teams offering integrating mental, physical and social care will support improve access to the right therapies at the right time.*

Recommendation Area 4. Some patients said they had not been signposted to alternative methods of communication when they had been unable to access digital services

- **4. a.** *BoT should review its signposting and communication processes to enable equity in access for services users who are digitally excluded*

Service Provider's Response:

- *All patients are able to access face to face appointments, telephone appointments or video appointments and the team will be reminded to offer these options routinely. I wonder whether this comment refers to the restriction of face to face appointments in March -July 2020 when only video or telephone appointments were available*

Appendices

Staff Survey

Healthwatch Hammersmith & Fulham are the local champion for residents of Hammersmith & Fulham. We are conducting a survey with service users, staff and management of the Back on Track/ IAPT service.

What is the purpose of this survey?

The purpose of the survey is to gain an understanding of your experience as a member of staff of the Back on Track/IAPT service, especially during Covid-19.

The feedback provided will be analysed and a report produced highlighting the key themes and trends and outlining recommendations for improvement to the difficulties faced by the staff working in mental health facilities in Hammersmith & Fulham.

Please complete this survey if you are a member of staff.

You can contact Healthwatch Hammersmith & Fulham via email on info@healthwatchhf.co.uk if you have any questions regarding this survey. Alternatively, should you wish to have a live discussion, or have more to say, please call the Projects Officer Daniela Sahaj on 07961910977 or email daniela@healthwatchhf.co.uk to arrange. Your responses will be kept confidential and will not be attributed towards you.

We thank you for your help and cooperation.

Consent

1. I agree to participate in this survey. I understand the purpose and nature of this survey and I am participating voluntarily. I understand that I can withdraw from participating at any time, without any penalty or consequences. *

Tick all that apply.

I agree

The following questions are in relation to the duration of employment and how you feel working for this service.

2. How long have you been working for this service?

Mark only one oval.

- < 6 months
- 6 to 12 months
- 1 to 3 years
- 4 to 6 years
- 7 years or more

3. How do you feel working for this service?

Mark only one oval.

- Very
- Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

The following questions are in relation to work structure/arrangements during the

COVID-19 Pandemic.

4. Have you had to change the way you work since the start of the COVID-19 pandemic?

Mark only one oval.

- Yes
 No

5. How comfortable are you in meeting these new demands on your role?

Mark only one oval.

- Very comfortable
 Comfortable
 Neutral
 Uncomfortable Very
 uncomfortable

The following questions are in relation to Training and Development.

6. Do you feel that you are getting the necessary training to enable you to deliver your new role?

Mark only one oval.

- Yes
 No

7. How has the organisation supported you to adapt in your changing role?

8. How often do you participate in regular staff meetings

Mark only one oval.

- Daily
- Weekly
- Monthl
- Occasio
- Yearly
- Never

9. What do you feel can be done to help you further in your role?

The following questions are in relation to Staff support and Well-being.

10. How has your organisation supported your mental health/well-being?

11. How has the change in service delivery impacted your work/life balance?

12. Do you feel supported by management?

Mark only one oval.

Yes

No

13. As a service do you have any involvement with the family/friends/relatives of your service users?

Mark only one oval.

Yes

No

14. What do you think have been the biggest challenges to you as a member of staff?

The following questions are in relation to the service during the COVID-19 Pandemic.

15. How have you decided to change the delivery of service and what impact has this had on service users?

16. How do you engage with service users to give feedback on your service?

17. What do you think has been the biggest challenges to the service during the pandemic?

The following questions are in relation to Improvements to the service.

18. What improvements / changes would you recommend to improve the delivery of the service?

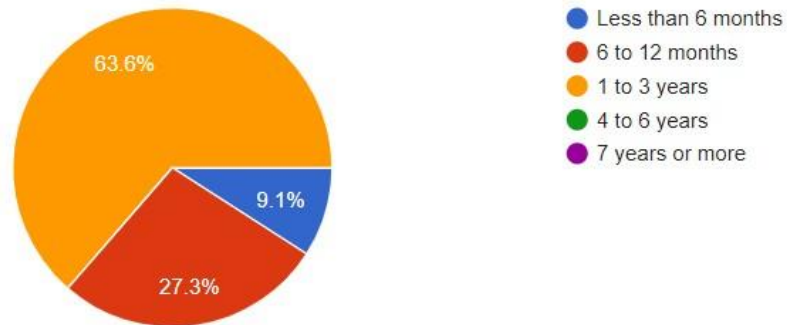
19. Do you have any additional comments?

Thank you for completing this survey, your feedback is highly appreciated. You can contact Healthwatch Hammersmith & Fulham on 0203 886 0386 if you have any questions regarding this survey. Your responses will be kept confidential and will not be attributed towards you.

Staff Survey Data

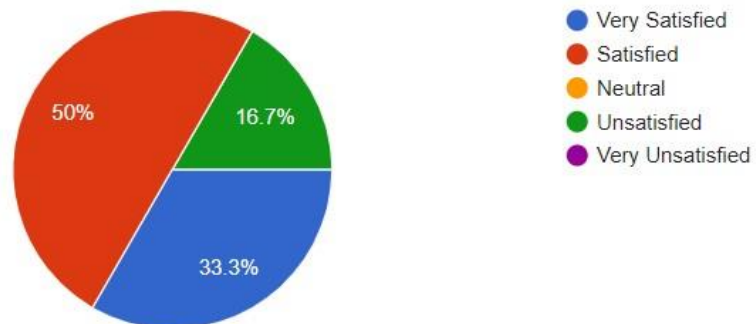
How long have you been working for this service?

11 responses



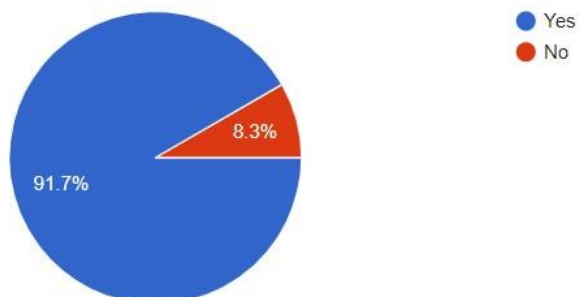
How do you feel working for this service?

12 responses



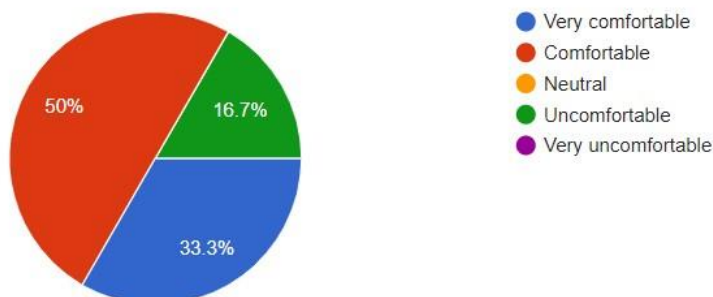
Have you had to change the way you work since the start of the COVID-19 pandemic?

12 responses



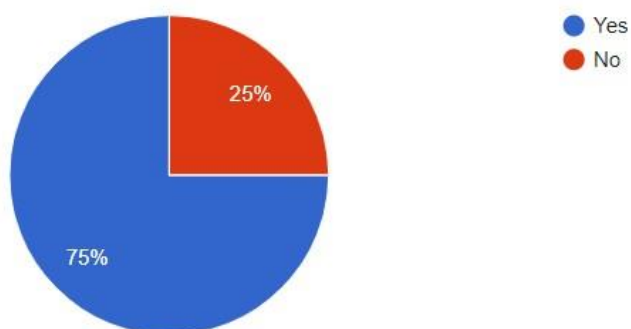
How comfortable are you in meeting these new demands on your role?

12 responses



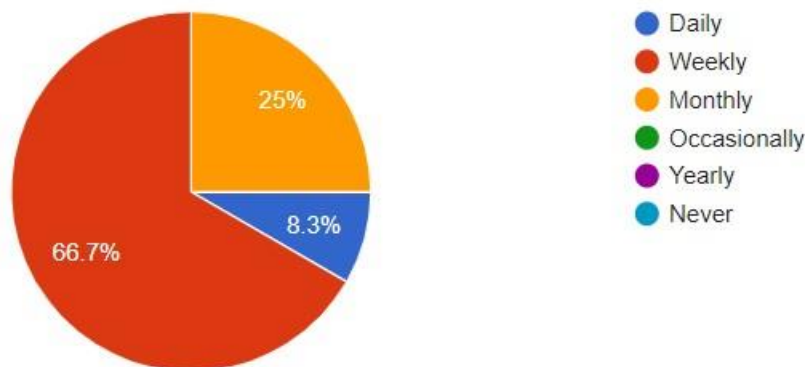
Do you feel that you are getting the necessary training to enable you to deliver your new role?

12 responses



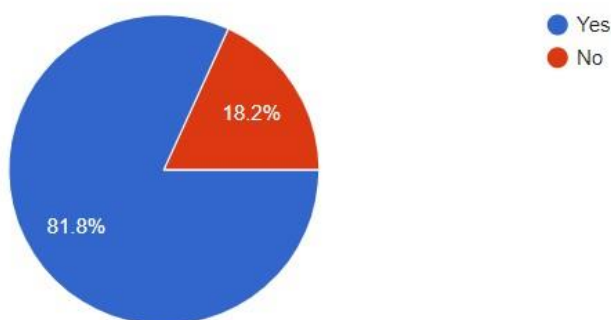
How often do you participate in regular staff meetings?

12 responses



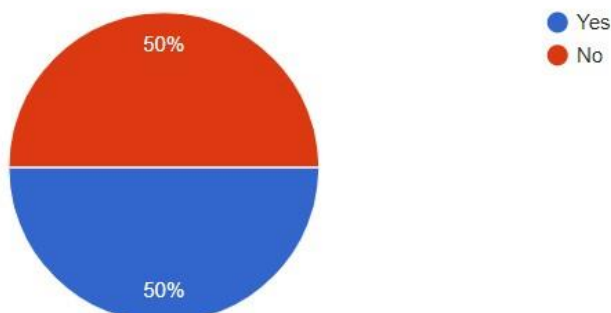
Do you feel supported by management?

11 responses



4. As a service do you have any involvement with the family/friends/relatives of your service users?

12 responses



Management Survey

Healthwatch Hammersmith & Fulham are the local champion for local people of Hammersmith & Fulham and is conducting a survey with service users, staff and management of your Back on track/IAPT service

What is the purpose of this survey?

The purpose of the survey is to gain an understanding of the management of your service, especially during Covid-19. We thank you for your help and cooperation.

The feedback provided will be analysed and a report produced highlighting the key themes and trends and outlining recommendations for improvement to the difficulties faced by the management of mental health facilities in Hammersmith & Fulham.

Please complete this survey if you are a Manager.

You can contact Healthwatch Hammersmith & Fulham via email on info@healthwatchhf.co.uk if you have any questions regarding this survey. Alternatively, should you wish to have a live discussion, or have more to say, please call the Projects Officer Daniela Sahaj on 07961910977 or email daniela@healthwatchhf.co.uk to arrange. Your responses will be kept confidential and will not be attributed towards you.

We thank you for your help and cooperation.

Consent

1. I agree to participate in this survey. I understand the purpose and nature of this survey and I am participating voluntarily. I understand that I can withdraw from participating at any time, without any penalty or consequences. *

Tick all that apply.

I agree

The following questions are in relation to the Staff Level/Suitability and Demographics.

Can you give us an overview of your service and staff structure? Please include number of staff, full time and part time, or contract staff

2. What is the demographic breakdown of staff?

3. Do you have a diverse staff team?

Mark only one oval.

Yes

No

4. Do you feel your staff cohort reflect your service users and meets their needs?

Mark only one oval.

Yes

No

The following questions are in relation to Communication: Interpretation and Additional services.

5. How do you meet the needs of service user who do not speak English as their first language or are hard of hearing? Do you have any staff members within your team who:

Mark only one oval per row.

	Yes	No
a) Speak different languages	<input type="radio"/>	<input type="radio"/>
b) Support service users with translation whom English is not their first language (where appropriate)	<input type="radio"/>	<input type="radio"/>
c) Caption needs/sign language	<input type="radio"/>	<input type="radio"/>

The following questions are in relation to Staff Rapport/Recognition.

6. As management how would you rate the relationship/rapport with your staff?

Mark only one oval.

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

7. What steps have you taken to establish a good relationship with your staff?

-
8. Are there any social gatherings or staff recognition programmes in place?

The following questions are in relation to Staff Training, Development and Well- being.

9. Are staff aware on how to make a Safeguarding alert?

Mark only one oval.

Yes

No

10. Is Safeguarding information available to staff?

Mark only one oval.

Yes

No

11. How often are Safeguarding concerns raised?

Mark only one oval.

Always Often

Occasionally

Rarely

Never

12. Given the pressures on staff during this period, what support have they received to maintain their physical, mental health and well-being?

The following questions are in relation to Complaints Management and Feedback.

13. What is your complaints procedure?

14. How are service users encouraged to provide feedback about the service?

15. Are family/friends encouraged to provide feedback of the services?

Mark only one oval.

Yes

No

16. If Yes, how are views are collected, how is the feedback circulated to family/service?

The following questions are in relation to Management during the Pandemic.

17. What lessons or improvements have been identified since and after the pandemic and lock down measures?

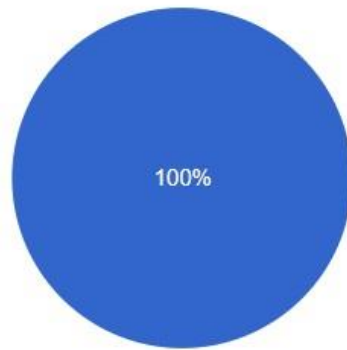
18. Do you have any other comments you would like to share with us?

Thank you for completing this survey, your feedback is highly appreciated. You can contact Healthwatch Hammersmith & Fulham on 0203 886 0386 if you have any questions regarding this survey. Your responses will be kept confidential and will not be attributed towards you

Managements Survey Data

Do you have a diverse staff team?

2 responses



● Yes
● No

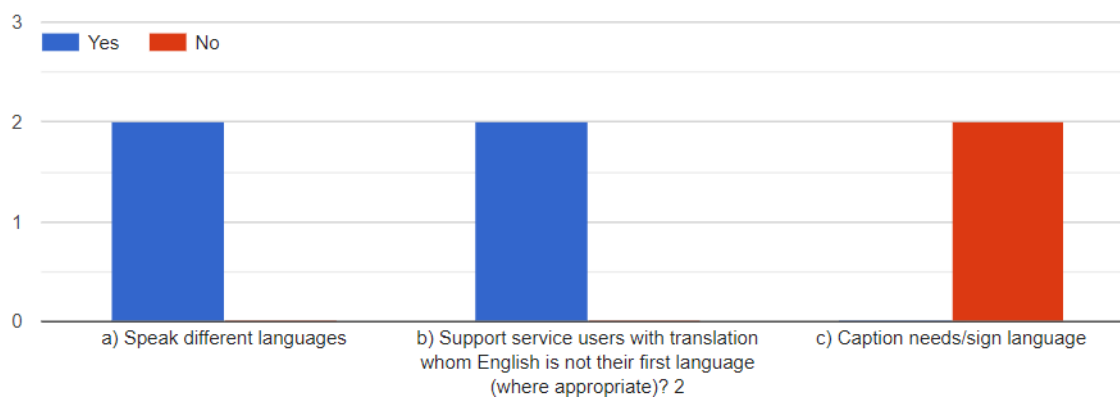
Do you feel your staff cohort reflect your service users and meets their needs?

2 responses



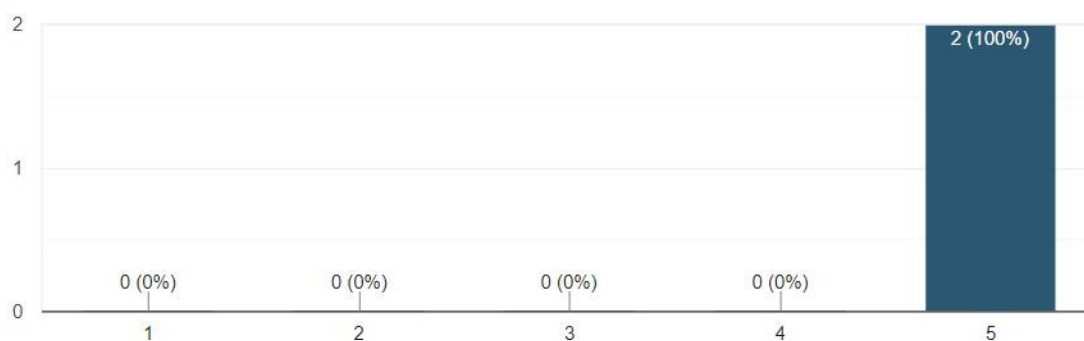
● Yes
● No

How do you meet the needs of service user who do not speak English as their first language or are hard of hearing? Do you have any staff members within your team who:



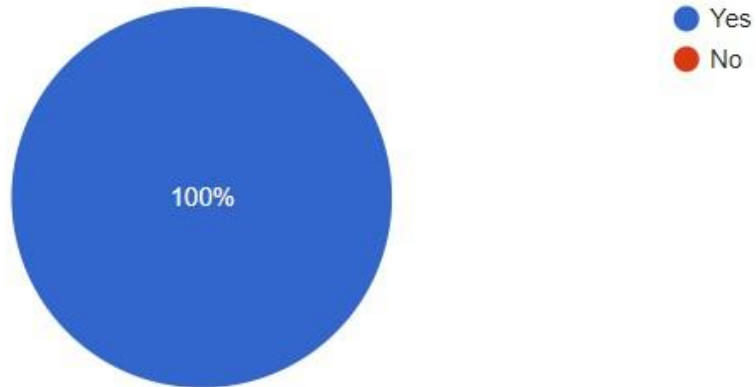
As management how would you rate the relationship/rapport with your staff?

2 responses



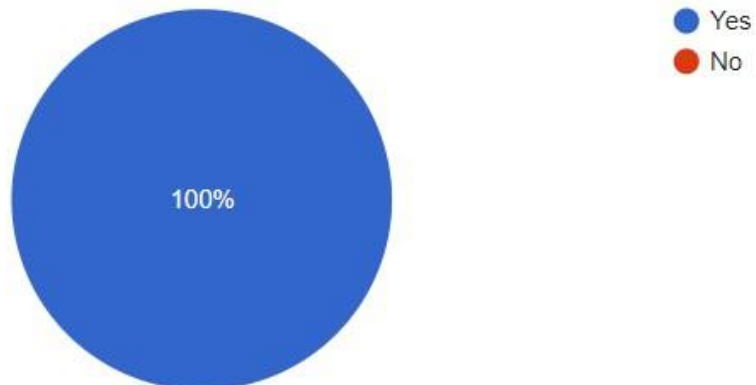
Are staff aware on how to make a Safeguarding alert?

2 responses



Is Safeguarding information available to staff?

2 responses



How often are Safeguarding concerns raised?

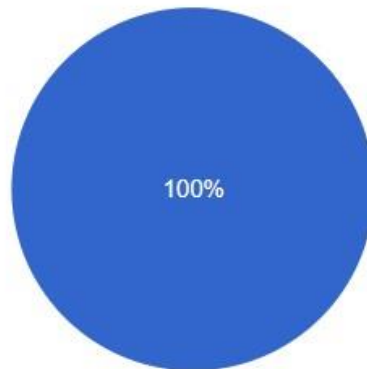
2 responses



- Always
- Often
- Occasionally
- Rarely
- Never

Are family/friends encouraged to provide feedback of the services?

2 responses



- Yes
- No

Service User Survey

Healthwatch Hammersmith & Fulham are the local champion for local people of Hammersmith & Fulham. We are conducting a survey with service users, staff and the Management of the IAPT/Back on Track service.

What is the purpose of this survey?

The purpose of the survey is to gain an understanding of your experience as a service user of IAPT/Back on Track, especially during Covid-19.

The feedback provided will be analysed and a report produced highlighting the key themes and trends and outlining recommendations for improvement to the difficulties faced by the service users, staff and management of mental health facilities in Hammersmith & Fulham.

You can contact Healthwatch Hammersmith & Fulham via email on info@healthwatchhf.co.uk if you have any questions regarding this survey. Alternatively, should you wish to have a live discussion, or have more to say, please call the Projects Officer Daniela Sahaj on 07961910977 or email daniela@healthwatchhf.co.uk to arrange. Your responses will be kept confidential and will not be attributed towards you.

We thank you for your help and cooperation.

Consent

1. I agree to participate in this survey. I understand the purpose and nature of this survey and I am participating voluntarily. I understand that I can withdraw from participating at any time, without any penalty or consequences. *

Tick all that apply.

I agree

Questions: The following questions are in relation to the effectiveness and quality of

the Back on Track service.

2. Do you feel that your needs were effectively identified?

Mark only one oval.

Yes

No

3. Did the programme of courses and/or therapies recommend to you meet your needs/expectations?

Mark only one oval.

Yes

No

4. Do you feel the service is a safe space where you can express your feelings, and do you feel that your feelings are listened to?

Mark only one oval.

Yes

No

5. How effectively has the service continued to support you throughout the pandemic?

Mark only one oval.

1 2 3 4 5

Poorly Very Well

The following questions are in relation to communication and additional needs.

6. Have you been given the opportunity to communicate with the service and receive information from them, in your community language?

7. Have any adjustments been made to cater for your access needs by the service? I.e. physical access needs, learning needs etc?

The following questions are in relation to Information and Advice.

8. How well have you been kept informed by the service about any changes as a result of Covid-19?

Mark only one oval.

1 2 3 4 5

Poorly Informed Highly Informed

9. Have you been signposted to alternative methods of communication if you have been unable to access digital services (zoom, teams, phone etc.)

Mark only one oval.

- Yes
- No

The following questions are in relation to Access to Services.

10. How easy/difficult was it to get referred to the service?

Mark only one oval.

- Very Difficult
- Difficult
- Neither Difficult nor Easy
- Easy
- Very Easy

11. How easy/difficult did you find it to navigate the online resources?
(sessions via zoom/teams, internet access etc)

Mark only one oval.

- Very Difficult
- Difficult
- Neither Difficult nor Easy
- Easy
- Very Easy

The following questions are in relation to Staff rapport.

12. Did you feel the staff treated you with dignity and respect?

Mark only one oval.

Yes

No

13. Do you have any other comments about the staff you would like to share with us?

The following question is in relation to ways in which this service can be improved.

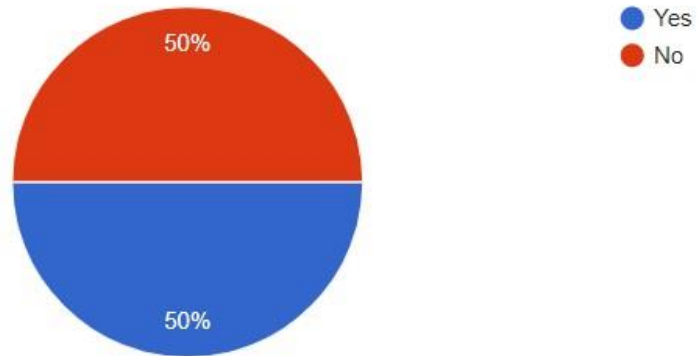
14. Are there any other comments you would like to make about the service or the care you have received during recent months?

Thank you for completing this survey, your feedback is highly appreciated. You can contact Healthwatch Hammersmith & Fulham on 0203 886 0386 if you have any questions regarding this survey. Your responses will be kept confidential and will not be attributed towards you.

Service User Survey Data

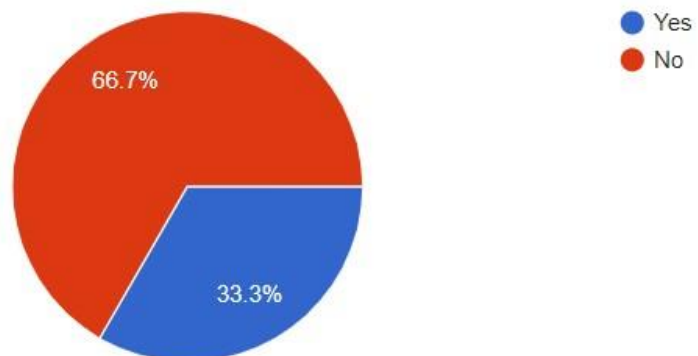
Do you feel that your needs were effectively identified?

6 responses



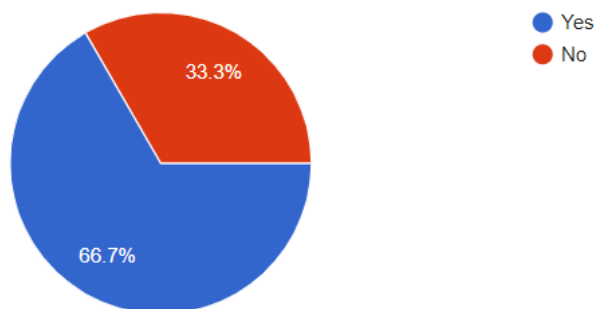
Did the programme of courses and/or therapies recommend to you meet your needs/expectations?

6 responses



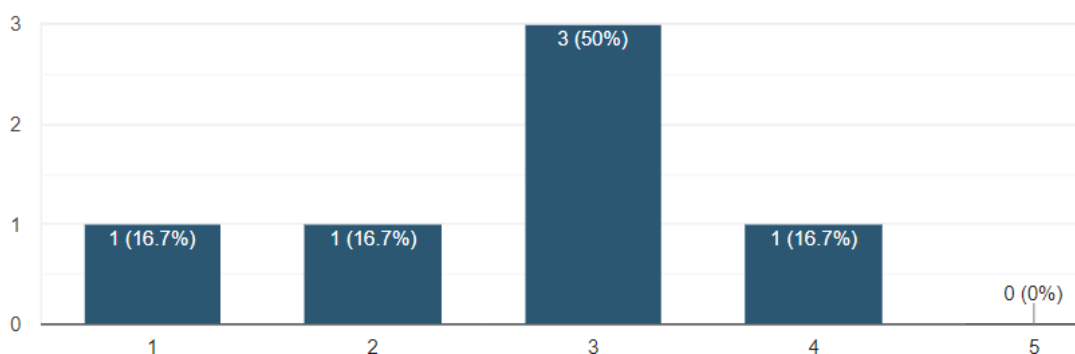
Do you feel the service is a safe space where you can express your feelings and do you feel that your feelings are listened to?

6 responses



How effectively has the service continued to support you throughout the pandemic?

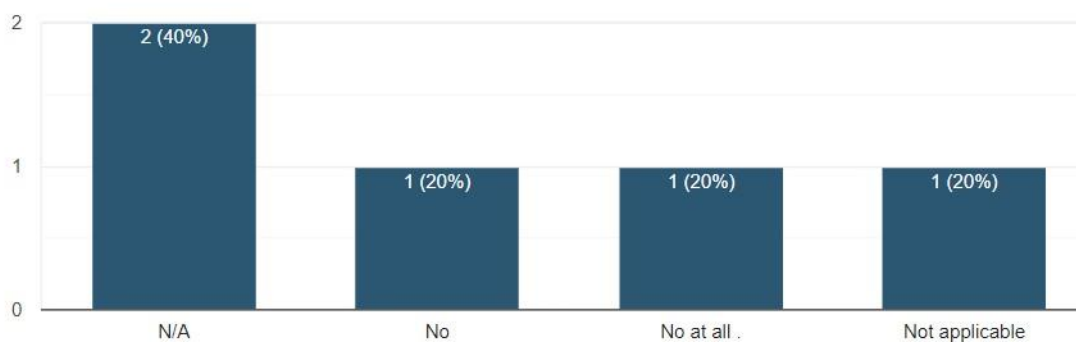
6 responses



Have any adjustments been made to cater for your access needs by the service? I.e. physical access needs, learning needs etc?

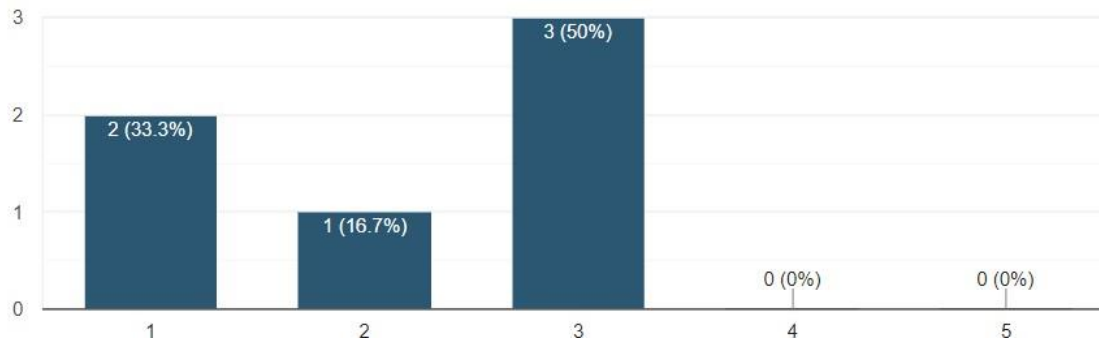


5 responses



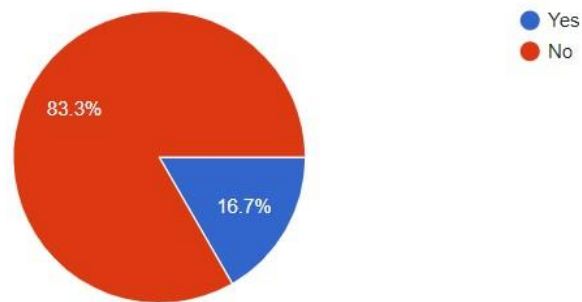
How well have you been kept informed by the service about any changes as a result of Covid-19?

6 responses



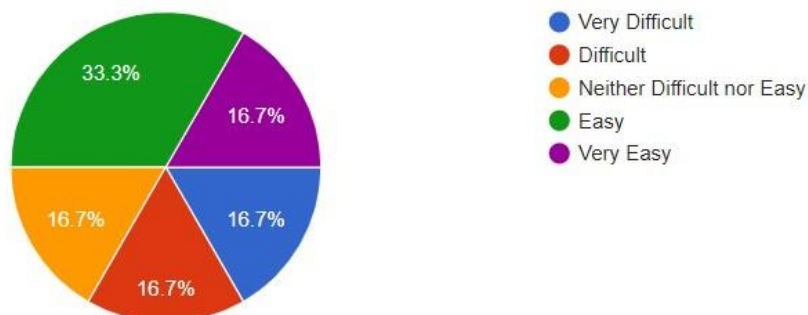
Have you been signposted to alternative methods of communication if you have been unable to access digital services (zoom, teams, phone etc)

6 responses



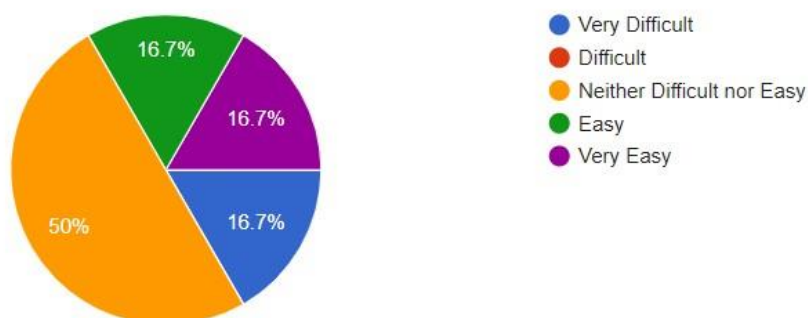
How easy/difficult was it to get referred to the service?

6 responses



How easy/difficult did you find it to navigate the online resources? (sessions via zoom/teams, internet access etc)

6 responses



Did you feel the staff treated you with dignity and respect?

6 responses

