

NCAAD Spotlight Audit on Service User Experiences

*What are the experiences and perspectives of adults who are accessing secondary care psychological therapy for anxiety or depression?
A co-produced report of a qualitative analysis*

ANALYSIS OF THE RESPONSES WERE GROUPED INTO 8 THEMES:

RECOMMENDATIONS TO IMPROVE FUTURE SERVICE PROVISION:



Steps should be taken by NHS managers to improve access to psychological therapy services, by:

- reducing waiting times
- offering greater flexibility with appointment times
- making sure the venue is readily accessible.

Psychological therapy services and clinicians should provide better information before, during and after therapy. This should include information about likely waiting times, managing difficulties that might arise during therapy, discharge planning and how to access support in the future.

Clinicians should work collaboratively with service users and support shared decision-making. This should include the type of therapy that service users are offered and the likely number, frequency and times of their appointments.

Psychological therapy services should place a greater emphasis on monitoring the outcomes of therapy, including both positive and negative experiences.