

IPRS Health

Mental Health Services

2022

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If you require any further details or clarification on our wide range of services, please do not hesitate to contact us: client.relations@iprsgroup.com

Introduction

IPRS Health is an award-winning Rehabilitation and Wellbeing organisation specialising in Mental Health and Physiotherapy interventions such as:

- Assessment and Treatment
- Training & Workshops
- Consultancy
- Digital Health Solutions

Our organisation is clinically led, more than 50% of our colleagues are clinical which drives our core ethos of providing “the right service, at the right time, from the right clinician, all at the right cost for the organisation.” IPRS Health deliver Mental Health Services to the Insurance, Local Government, NHS, Aviation, Finance, Utilities, Construction and Manufacturing sectors. Our portfolio demonstrates depth and the diverse scope of our service experience. As well as specialising in high-risk settings, we have national coverage and scale to cater for large and varied patient populations. IPRS deliver mental health services to a wide range of sectors and are recognised to being a leading provider of innovation and clinical excellence.



You can be assured of the quality of the IPRS service based on the previous experience outlined here, as well as the recognition we have been provided for our service delivery, service innovations, accreditation standards and staff wellbeing. In 2020 IPRS received the ‘Advancing Healthcare Award’ for our innovative mental health services. Over the last 27 years we have built the coverage of network and employed clinicians to offer support to our clients. Our Mental Health Service has won prestigious awards for care quality (Advancing Healthcare – 2020; Society of Occupational Medicine – 2020) as well as holding the relevant industry accreditations such as APPTS. APPTS was developed through a partnership between the Royal College of Psychiatrists’ Centre for Quality Improvement and the BPS.



Compliance and Quality Management

As a healthcare provider to the public and private sectors for over 27 years, we have a tried and tested approach to business and clinical governance. Our Quality Management Systems are robust and main risks can be identified as follows:

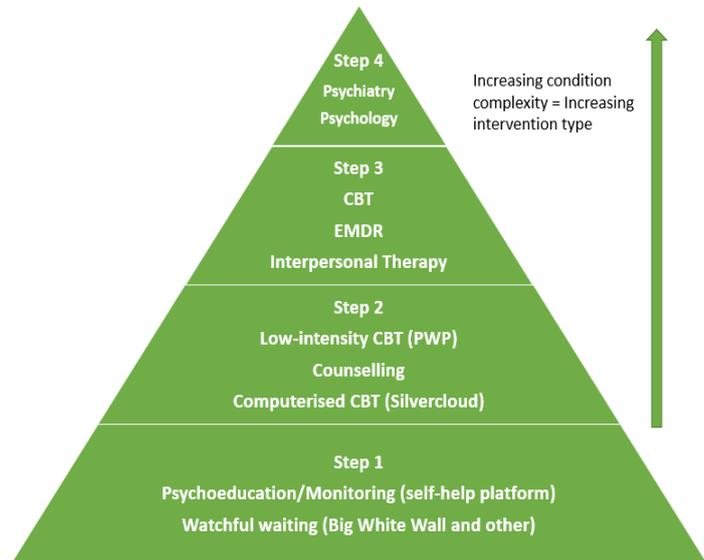
- Management of sensitive data, including consent, storage of medical and personal information
- Quality of training, with our actions having a meaningful positive impact for clients and service users
- Service performance and perception of its value

IPRS Health is built on foundations of excellent clinical governance managed stringently and are ISO 27001, ISO 9001 and Cyber Essentials accredited.

Service Delivery Model

IPRS Health have built a service in line with the Department of Health (DoH) recommended stepped care model, where intervention is matched to specific mental health conditions. The model ensures that the correct intensity and length of intervention is offered to a client according to their unique characteristics and presenting condition. IPRS Health provide the **right intervention, at the right time, at the right cost.**

Studies show that complying with the NICE and DoH approved stepped care model results in **superior user outcome and recovery rates** for the client, however, critically, also **reduces organisational spend** as clients reach recovery quicker through correct pathway placement.



Scope of Services

Delivery Capabilities	IPRS Health
Mental health Digital, Telephone, Video, and face-to-face Assessment	✓
Mental health therapy Telephone, Video, and face-to-face evidence-based treatment pathways	✓
Digital booking system and online diary	✓
UK wide face-to-face treatment network with same performance and governance structures as internal therapists	✓
A clear and robust clinical governance framework matched to NICE recommendations	✓
Service outcomes which exceed national targets	✓
Online text-based mental health therapy	✓
Bank of supportive programmes and videos to support Members with self-serve content, pre and post treatment	✓
Adherence to all presented SLA/KPI's	✓

Clinical Excellence

IPRS Health are focussed **on quality care and patient experience**. We have robust policies and processes pertaining to Clinical Governance, Health and Safety, Risk, Safeguarding, Clinician CPD and Complaints which we would be happy to share on request.

To further evidence our mental health service delivery, IPRS Health mental health services have achieved APPTS (Accreditation Programme for Psychological Therapies Services) by the Royal College of Psychiatry who assess the suitability of services declaring IPRS Health Mental Health Services **‘Safe, Effective, Caring, Responsive and Well-led’**.

The focus placed on **quality patient care** by IPRS Health is directly reflected in our **industry leading** patient outcomes below:

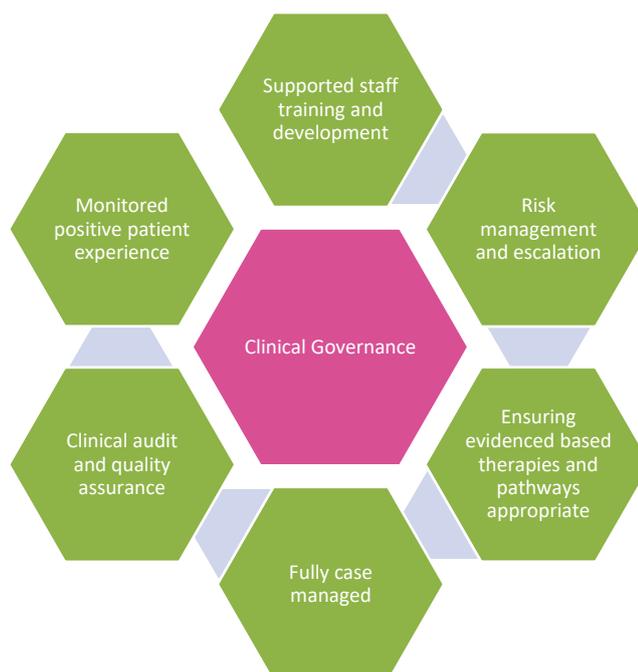
SLA Area	NHS benchmark	IPRS Outcomes
Completion rate	52%	88%
Recovery rate	50%	80%
Discharged to full duties	n/a	94%

All of IPRS Health’s c30 in-house Mental Health clinicians are highly qualified and are a minimum post-graduation level. All Counselling, Psychotherapy, CBT and EMDR therapists have **3 years post qualification experience** and have the relevant accreditation. Our in-house team are highly qualified and have a range of skills and qualifications to match diverse member requirements:

- ✦ Counselling and Psychotherapy (BACP)
- ✦ UK Council for Psychotherapy (UKCP)
- ✦ The British Association & Cognitive Psychotherapists (BABCP)
- ✦ EMDR Association UK
- ✦ IAPT Low Intensity Postgraduate Diploma

IPRS Health manages its own **national network of therapists** (average travel distance of 10 miles) who meet the **same stringent recruitment standards as internal staff**, including recognised qualifications, a minimum level of post-qualification experience and full BABCP/BACP accreditation.

IPRS Health conducts robust due diligence at recruitment and regular audit of continued accreditation. Providers are contractually bound to maintain professional status and professional and public liability protection, which is also regularly monitored.



Clinical supervision and structured support are provided for all clinicians, addressing both clinical and operational effectiveness. Clinical supervision is provided in line with BABCP guidance, including a minimum of three 'live' CTSr audits. These factors ensure IPRS Health clinicians will provide the best care to customers.

As well as this, we have a robust Monthly clinical audit process in place which ensures continuous quality assurance and improvement, with clear feedback loops to the clinical case management process. The process includes evaluation of:

- ✦ Reports and clinical notes for completeness and quality
- ✦ Call recording audit against Cognitive Therapy Scale revised (CTSr)
- ✦ Clinical decisions for appropriate pathway placement
- ✦ Recovery rates
- ✦ Case completion rates

Case Studies

Case Study 1 – Water Utility Company – Physiotherapy & Mental Health

Overview of Client/Contract

This Water Utility has an employee base of over 4500. The mix of job roles includes customer service/call centre staff to frontline water engineers, both are customer facing and water plant based. The service has been delivered for 3 years and was designed to provide **quick, easy and effective** access to Physiotherapy and Mental Health services for employees that were either off work, on restricted duties or full duties. The service also supports the employee's dependencies which is funded by the Health Trust.

IPRS Health work directly with the Occupational Health team and the Health Trust provider which enables effective communication when discussing complex cases. This allows us to have a very robust working relationship and mutual understanding of where the service can have the most impact. In addition, we have developed a **rapid response** onsite service to support critical incidents and deliver training services to further support the organisations wellbeing strategy including **Mental Health Awareness, Building Resilience** and our Covid-19 recovery pathway, **GetActive**.



Volumes and Clinical Outcomes

The mental health service receives on average 35 referrals per month. We monitor the impact we have on return to work to ensure the service is work focussed and enables return to work successfully. **91%** of cases return to work on **full duties** after treatment. Only **3%** remain off work **after treatment** (compared to 21% at referral). As a result, IPRS Health have had a huge impact on the average days of absence since the inception of the service.

March 2018-19: Avg. length of absence **19.2 days** **April-Nov 2020:** Avg. length of absence **10.8 days**

Our psychological screening scores consistently show a high improvement level from point of entry to discharge. These rates compare favourably to NHS benchmarks, see below:

- + **81% recovery rate** against an NHS target of 50%
- + **76% completion rate** against an NHS average of 52%

In terms of physiotherapy, we manage on average **55 referrals per month**, with on average **50.4% of patients being treated through a face-to-face pathway** and **49.6% accessing treatment through our Virtual Physiotherapy**. Our physiotherapy service is return to work focused and over the last 12 months has saved the client an estimated 2644 days which would otherwise have been lost to absence with **estimated savings of £310,000**.

Our clinical outcomes with the client are also favourable, with a **20% increase in employees who were 'fit for work'** at discharge, and **just 1% of staff remaining off work**.

Our pain and functional improvement scores consistently show an improvement in each patient with on average a:

- + **65% decrease in pain scores**
- + **73% improvement in functional scores**

These represent a significant improvement in clinical outcomes to a point of successful self-management with the added value of ensuring that each referral has a relapse prevention plan in place, along with continued support with access to our online well-being portal, myiprshealth.com.

Regular analysis of treatment scores at the triage stage and discharge ensures IPRS Health are obtaining successful results. This evaluation ensures that patients are having positive reactions to treatment. If patients are not achieving improvements their wellness scores, we will assess the reason why and what we can do to positively change this.

Service Deliverables, KPIs and Feedback

The service aims to deliver a Full Clinical CBT or Physiotherapy Assessment telephonically or by video call (remote assessment) within **1 working day** of referral. Reports are delivered to the referrer within **5 working days** of either assessment or follow up/discharge sessions. The aim of this contract is to provide fast access to effective and appropriate physiotherapy and mental health treatment, preventing unnecessary absence and enabling appropriate return to work.

We deliver **remote** and **face-to-face** services, including, physiotherapy, osteopathy and podiatry to CBT, Counselling and psychiatric support. The majority of care is supported with a CBT or Physiotherapy intervention framework. We have also supported our client over the 4 years with the delivery of Mental Health and Wellbeing workshops. As part of our **Discovery** program, these are utilised to support internal teams with business changes and upskill OH team with reassurance over approaches. As well as enhancing their skills to take care of their own mental health whilst supporting the wider employee base daily.



'Less touch points, early intervention with increased satisfaction from our employees. Even though the stigma is breaking around mental health our employees don't always want to have to talk to occupational health / their GP or line manager to access support. The new mental health self-referral allows for timely intervention in a private and confidential manner.'

OH Lead

As the service developed, we worked in collaboration with our client to create a **self-referral pathway** in response to feedback to streamline the process in April 2019. By deploying the self-referral pathway, employees were able to receive an assessment delivered by a CBT Practitioner or Psychological Well-being Practitioner within **1 working day**, compared to 10 days within the previous referral pathway. The delay was a result of the time taken for a Line Manager to refer to OH and for the employee to have received a GP letter supporting the referral to the Mental Health service. The self-referral pathway made the new process much more **accessible** for employees to receive **timely** support.

Pre the introduction of the self-referral service (Aug 2017 to March 2019) less than **60%** of employees were on full duties on entering the service, now this rate is at **72%**. This demonstrates that our self-referral pathway encourages the employee to access the service, having a positive impact on days lost to absence.

'Large decrease in the length of absence (nearly by 100%!). Great account managers who are always approachable and will find a way to get something done. We are very proud to be the first water company to offer this level of service.'

OH Partner Lead

Case Study 2 – Ambulance Service – Mental Health

Overview of Client/Contract

This emergency blue light service is one of the largest within the UK. It has an employee base of circa 4000 employees which contains a role mix of administrative and frontline paramedic staff. We have a partnership with the Occupational Health provider that was engaged by this ambulance service to be able to very quickly implement and deliver a large scale Mental Health assessment and treatment service for its entire workforce.



A key consideration was that the ambulance service had previously experienced a failing Occupational Health program, including Physiotherapy and Mental Health provision. The failure was due to a lack of communication, challenges with appointment availability and limitations to reporting to the Ambulance Trust post assessment and treatment.

IPRS Health were recruited as we have a national reputation for **quick, accurate and robust**

implementation of large scale physical and Mental Health services. Our largest implementation was in 2019, which held a community headcount of over **17,000** members. This was implemented within **8 weeks** of being awarded the contract.

The delivery for the Ambulance service began in January 2020. The award for this solution was middle of December 2019. The implementation was completed in approximately 3 weeks and was for a combined service of Physiotherapy and Mental Health services.

By the first week of January a fully designed and scoped Mental Health service had been launched to the Ambulance Trusts 4000 employees. IPRS Health will review the service at 6 months and in doing so recommend any further operational and delivery improvements.

Volumes and Clinical Outcomes

On average the contract supports circa 20 referrals per month. Cases referred tend to be multifactorial and of greater clinical complexity. The reasons for this have been attributed by the Trust to it going through significant change within its management structure, as well as large scale recruitment of apprentices within the paramedic teams.

As previously mentioned, Clinical Governance is the foundation on which all our clinical services are built on. All services must adhere to our strict governance policy which ensures that all practices are based on strong clinical evidence. We firmly believe that the quality of our care leads to consistent clinical outcomes across our mental health referrals.

Our psychological screening scores consistently show high improvement level from point of entry to discharge. These rates compare favourably to an NHS benchmark, see below:

- + **82% recovery rate** against an NHS target of 50%
- + **89% completion rate** against an NHS average of 52%

Service Deliverables, KPIs and Feedback

The service begins with a referral received by Occupational Health and a **telephonic or video** assessment completed within **3 working days**, along with an initial, update or discharge report

provided to the referrer from point of Initial Assessment or follow up. All SLAs have been achieved over the course of the contract to date.

A full psychological assessment by a BABCP accredited CBT therapist is completed initially to determine the appropriate treatment pathway. This assessment covers: **history, development of presenting problems, establishing triggers and maintaining factors** and **risk**. A clear working diagnosis is established and recommendations are made in collaboration with the patient, based on need and considering clinical presentation, complexity and level of symptoms, previous history and treatment.



'No issues with the service, I couldn't be happier with how the launch and delivery of the service has gone so far'

Head of Occupational Health

Feel free to get in touch with us if you have any questions...

