

# Focus on IAPT Services

An overview on the feedback we've heard about IAPT services.



**The Mental Health Action Groups (MHAGs) from across Kent raised with Healthwatch Kent their concerns about IAPT services.**

IAPT stands for Improving Access to Psychological Therapies and is a programme of treatment for people with anxiety and depression. The service is widely available throughout Kent but the Mental Health Actions Groups had been hearing concerns from people and carers.

We considered the feedback and agreed to gather the experiences of people to help build an evidence base.

In total we have heard from 12 people about their recent experience of IAPT services.

## What did we hear?

**Everyone felt counselling made a positive difference to them but half felt there weren't enough sessions to resolve their issues.**

- ▶ 7 people felt that the number of IAPT sessions were 'capped' before they started.

**"I feel like I have been dropped now that the 6 sessions are over."**

- ▶ Following the initial set of sessions, 8 people were referred back into the IAPT service but saw different counsellors.

**"I had 6 sessions which wasn't enough. My GP has referred me again but now I am with a new counsellor and having to start all over again."**

- ▶ 3 people had an ongoing review of their needs and the number of sessions was extended.

**"I had 6 sessions and then I was reviewed and received another 4 which really helped. I really benefited from this service."**

- ▶ 2 people raised concerns about cancellation of sessions.

**"I've had sessions cancelled due to counsellors being on holiday, being sick and training. But as a patient I couldn't attend two sessions because I was ill and then I had a fall. This meant the service was stopped and I had to wait 12 weeks to be referred again."**

- ▶ 2 people spoke about leaving the service without further support being identified.

**"She was extremely anxious when the sessions ended but she was just told that was it, and not offered any other support."**

- ▶ The clinical assessment process was unclear to some with people commenting 'they never mentioned clinical assessment'

# We want to hear more.

## Have you used IAPT services recently?

Tell us your experience...

.....

.....

.....

.....

.....

.....

.....

.....

.....

Send us your story by posting to us for FREE

**FREEPOST RTLG-UBZB-JUZA**

Healthwatch Kent,  
Seabrooke House,  
Church Rd, Ashford  
Kent, TN23 1RD

Or email us at:

[info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

Or complete our online feedback form at:

[www.healthwatchkent.co.uk](http://www.healthwatchkent.co.uk)

### Gender

Male  Female

Are you, or the person you are sharing on behalf disabled?

Yes  No

### Your Postcode

Would you allow Healthwatch Kent to use the details shared for fact finding, highlighting issues and statistical purposes?

Yes  No

If Yes, this indicates you are in agreement with the updated privacy statement [www.healthwatch.co.uk/privacy](http://www.healthwatch.co.uk/privacy)

### Age groups

17-24  25-34  
 35-49  50-64  
 65 and over

### Your ethnic group

White British/Irish  
 White Other  
 African/Caribbean/Black British  
 Mixed Heritage  
 White European  
 Asian/Asian British  
 Chinese/Other Asian  
 Other

## What next?

We have shared the feedback we've heard with MHAGs, the providers of the IAPT service and the organisation that commissions them.

The Mental Health Action Group will decide what to do next.

In the meantime, we will continue to gather feedback from anyone who has used IAPT services and raise the issues that people tell us.

Tell us your experience...

**By Email**

[Info@healthwatchkent.co.uk](mailto:Info@healthwatchkent.co.uk)

**By Telephone**

Freephone 0808 801 01 02