Psychological Therapies Services in Scotland: Waiting Times

Glossary
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**Median**
This is the time period (number of weeks) that half of the patients seen started treatment within.

**90th Percentile**
This is the time period (number of weeks) that 90% of the patients seen started treatment within.

**Psychological Therapies**
Psychological Therapies refer to a range of interventions, based on psychological concepts and theory, which are designed to help people understand and make changes to their thinking, behaviour and relationships in order to relieve distress and to improve functioning. The standard applies specifically to Psychological Therapies for treatment of a mental illness or disorder.

**Rejected Referrals**
Where the request to a healthcare professional or to an organisation to provide appropriate healthcare to a patient is deemed as not appropriate.

**Start of treatment**
This is when a patient’s treatment starts. Not all people who are referred for Psychological Therapies go on to have treatment. Some people attend an assessment appointment, need no further treatment, and so are removed from the waiting list. Some people are offered treatment, but decide not to go ahead.

**Standard**
A set of standards agreed between the Scottish Government and NHS Scotland relating to Health Improvement, Efficiency, Access or Treatment (HEAT).

**Waiting time**
**Adjusted**
This is how long a person waited after taking into account any periods they were unavailable and any appointments that they missed or rearranged. The adjustments are
described in the data quality section. If a person has no periods of unavailability and attends on the first date that they accept, then no adjustments are made and their adjusted waiting time is the same as their unadjusted waiting time.

**Unadjusted**

The total time from the date the referral was received by the service to the date treatment commenced.