Psychological Therapies Waiting Times in NHS Scotland – Report Publication

Quarter Ending 30 June 2020

Publication date: 01 September 2020
This is an Official Statistics publication

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Find out more about official statistics at:
## Contents

Introduction ...................................................................................................................................3

Main Points ...................................................................................................................................5
  - How long people waited to start their treatment (Patients Seen) ............................................6
  - People waiting for treatment at the end of the quarter ..........................................................10
  - Number of people referred for Psychological Therapies .......................................................15
  - Distribution of Waiting Times ..................................................................................................18
  - People aged 65 and over .......................................................................................................22

Contact........................................................................................................................................25

Further Information .....................................................................................................................25

Open data ...................................................................................................................................25

Rate this publication ...................................................................................................................26

Appendices .................................................................................................................................27
  - Appendix 1 – Publication Metadata ................................................................................27
  - Appendix 3 – Early access details .........................................................................................29
  - Appendix 4 – PHS and Official Statistics ...........................................................................30
Introduction

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.

The systems for collecting data locally are still being developed, and as a result, some people who had treatment for Psychological Therapies are not included in this publication. However, the information in this publication does give a good indication of waiting times in most areas of Scotland. The volume of information we have been able to collect from NHS Boards has increased each quarter and we expect this to continue to increase in coming months. The Psychological Therapies LDP, Guidance and Scenarios document was updated in May 2019 to reinforce clarity for Boards on the scope of the standard and how to interpret a wide range of scenarios. The revised guidance was issued to Boards and made available on the PHS website at Standard Definitions.

Further information on Psychological Therapies can be found in the background information.

This Publication

On the 1 April 2020 Scotland’s new public health body, Public Health Scotland (PHS) was launched. It brings the functions of Health Protection Scotland and Information Services Division (formally within NHS National Services Scotland) together with NHS Health Scotland.

This publication contains information about how long people waited to start treatment for Psychological Therapies provided by the NHS in Scotland. This information has been published quarterly since August 2013. The information in this publication covers the period April to June 2020.

The Scottish Government requires the NHS in Scotland to measure the time people wait for treatment and this includes people waiting for Psychological Therapies. The Scottish Government has set a standard for the NHS in Scotland to deliver a maximum wait of 18 weeks from a patient’s referral to treatment for Psychological Therapies from December 2014. Following the conclusion of previously planned work on a tolerance level for Psychological Therapies waiting times and engagement with NHS Boards and other stakeholders, the Scottish Government has determined that the Psychological Therapies standard should be delivered for at least 90% of patients.

This standard includes Psychological Therapies as defined above. These include Psychological Therapies listed in ‘The Matrix: A guide to delivering evidence based
Psychological Therapies in Scotland’ at [www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk) and also those not listed but which clinicians decide are the most appropriate treatment to meet a patient's needs. The standard applies: where the therapy is delivered to individuals or groups on a face-to-face basis, by staff trained to recognised standards, operating under appropriate supervision, in dedicated/ focused sessions; where the therapy is delivered through family, health and/or care staff who are being trained or supported to deliver a particular intervention to a named patient/client; to all ages (including CAMH services); in inpatient as well as community settings; in physical health settings where there is associated mental illness such as depression or anxiety, for example chronic pain and cancer; for substance misuse where there is associated mental illness; and for learning disabilities where there is associated mental illness.

This publication also includes information on Psychological Therapy referrals and waiting times for people aged 65 and over.

NHS 24 data from the Living Life Service is included in the publication; more information on this service can be found [here](http://www.nes.scot.nhs.uk). This data is only available at NHSScotland level.

There will be differences in the measures used and collection methods of Psychological Therapies waiting times statistics, as well as differences in service structures between the administrations. The different datasets will not be strictly comparable. However, PHS (formerly ISD) working with colleagues in Boards reviewed the definitions and recording guidance. Clarification was issued in April 2019 and all Boards are expected to ensure they are following this guidance when recording the data.

More information on standard definitions and guidance can be found [here](http://www.nes.scot.nhs.uk).

Users need to carefully read the publications when making comparisons.

More information on the data quality can be found in the [Data Quality document](http://www.nes.scot.nhs.uk).

All revisions are highlighted in [Appendix 1](http://www.nes.scot.nhs.uk).

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**NHS Boards, in response to the COVID-19 pandemic made changes to their service delivery in March 2020. All NHS Boards have advised that the measures put in place have had an impact on their figures for this quarter. More information can be found in the Data Quality document.**
Main Points
For the quarter ending June 2020:

- 11,042 people started psychological therapies treatment in NHS Boards and NHS 24. This is a 39.6% decrease from 18,268 for the previous quarter and a 37.6% decrease from 17,695 for the quarter ending June 2019. Half of the people started their treatment within 3 weeks.

- Nearly three quarters (74.3%) of people started their treatment within 18 weeks, compared to 77.6% for the previous quarter, and 78.7% for the quarter ending June 2019. The Scottish Government standard states that 90% of people should start their treatment within 18 weeks of referral to psychological therapies.

- 537 people aged 65+ years started treatment with psychological therapies in this quarter. 84.4% started their treatment within 18 weeks, a decrease from 87.2% in the previous quarter and a decrease from 87.3% for the quarter ending June 2019.

- Changes in working practices, including staff being re-deployed and the provision of online appointments (which not all patients wished to take up) during the pandemic have led to fewer people starting treatment during this time.

- As expected, there has been a drop in referrals during this quarter, with 21,827 people being referred for psychological therapies in Scotland. This is a 44.1% decrease from the 39,034 people referred in the previous quarter, and a 43.0% decrease from the same quarter ending June 2019 (38,314 referrals).

- The reduction in referrals during this quarter is reflective of decreases in referrals and access to other healthcare services, for example people not wanting to place additional pressure on the NHS, worried about contracting COVID-19 if they attended, changes to working practices, including the services that Psychological Therapies could deliver during this time.
Whilst NHS Boards are developing their systems to improve the completeness and consistency of these data, NHS Board figures may not be directly comparable.

How long people waited to start their treatment (Patients Seen)

This section shows waiting times for patients who started their treatment during the period April to June 2020. This information is still developmental. NHS Boards are working with PHS and the Scottish Government to improve the consistency and completeness of the information. The National Standard is that 90% of people should start treatment within 18 weeks of referral.

During the period April to June 2020 (see Table 1a in the background tables):

- Using adjusted waits where available, 74.3% of people seen for Psychological Therapies started their treatment within 18 weeks of being referred; this is a decrease compared to 77.6% for the previous quarter and also a decrease compared to 78.7% for the same quarter ending June 2019.
- For quarter ending June 2020, half of all people seen started their treatment within three weeks, which is a decrease compared to the previous quarter (five weeks), and also a decrease compared to the same quarter ending June 2019 (five weeks).
- 11,042 people started treatment for Psychological Therapies in Scotland which is a 39.6% decrease compared to the previous quarter (18,268), and also a 37.6% decrease when compared to the same quarter ending June 2019 (17,695).
- The decrease in the number of patients waiting is largely due to the reduction of referrals and is in direct correlation to the pandemic; the number of patients waiting longer have increased in this period.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total People seen</th>
<th>% seen within 18 weeks</th>
<th>Average (median) wait in weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr to Jun 2019&lt;sup&gt;3-9&lt;/sup&gt;</td>
<td>17,695</td>
<td>78.7</td>
<td>5</td>
</tr>
<tr>
<td>July to Sep 2019&lt;sup&gt;3-9&lt;/sup&gt;</td>
<td>17,711</td>
<td>79.4</td>
<td>5</td>
</tr>
<tr>
<td>Oct to Dec 2019&lt;sup&gt;3-9&lt;/sup&gt;</td>
<td>17,160</td>
<td>79.0</td>
<td>5</td>
</tr>
<tr>
<td>Jan to Mar 2020&lt;sup&gt;3-11&lt;/sup&gt;</td>
<td>18,268</td>
<td>77.6</td>
<td>5</td>
</tr>
<tr>
<td>Apr to Jun 2020&lt;sup&gt;3-12&lt;/sup&gt;</td>
<td>11,042</td>
<td>74.3</td>
<td>3</td>
</tr>
</tbody>
</table>

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
5. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
6. NHS Highland does not report on therapies delivered in community settings by Community Mental Health Nurses and therapies delivered by AHPs.
7. NHS Forth Valley data quality and completeness has been low from March 2019 to January 2020. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
8. NHS Orkney estimate less than 50% completeness; Community Mental Health Team data is not captured.
9. NHS Western Isles cCBT data is included from May 2019.
10. NHS Grampian started submitting adjusted data from February 2020.
11. NHS Lanarkshire includes CamGlen activity from January 2020.
12. NHS Tayside are unable to submit CAMHS activity from April 2020.

Figure 1: Percentage of patients who started treatment for Psychological Therapies within 18 weeks by quarter, NHSScotland

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
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7. NHS Forth Valley data quality and completeness has been low from March 2019 to January 2020. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
8. NHS Greater Glasgow and Clyde were unable to submit all data between March 2016 and September 2017.
9. NHS Orkney estimate less than 50% completeness; CMHT data is not captured.
10. NHS Western Isles cCBT data is included from May 2019.
11. NHS Grampian started submitting adjusted data from February 2020.
12. NHS Lanarkshire includes CamGlen activity from January 2020.
13. NHS Tayside are unable to submit CAMHS activity from April 2020.

Figure 1 above reflects the percentage of patients seen for Psychological Therapy treatment within 18 weeks by quarter over the last year. The percentage of people seen has decreased to 74.3% compared with 77.6% from the previous quarter and 78.7% from the same quarter ending June 2019.
Table 2: Waiting times (with adjustments) for people who started their treatment from April to June 2020, by NHS Board of Treatment.

<table>
<thead>
<tr>
<th>NHS Board of Treatment</th>
<th>Total number of people seen</th>
<th>People seen within 18 weeks (%)</th>
<th>Average (median) wait (weeks)</th>
<th>Waiting time adjustments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NHS Scotland</strong></td>
<td>11,042</td>
<td>74.3</td>
<td>3</td>
<td>..</td>
</tr>
<tr>
<td>NHS Ayrshire &amp; Arran</td>
<td>646</td>
<td>72.9</td>
<td>7</td>
<td>NA, U</td>
</tr>
<tr>
<td>NHS Borders</td>
<td>140</td>
<td>62.1</td>
<td>1</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Dumfries &amp; Galloway</td>
<td>187</td>
<td>67.9</td>
<td>12</td>
<td>Unadjusted</td>
</tr>
<tr>
<td>NHS Fife</td>
<td>868</td>
<td>69.7</td>
<td>10</td>
<td>Unadjusted</td>
</tr>
<tr>
<td>NHS Forth Valley</td>
<td>341</td>
<td>93.3</td>
<td>1</td>
<td>NA, U</td>
</tr>
<tr>
<td>NHS Grampian</td>
<td>898</td>
<td>79.8</td>
<td>5</td>
<td>NA</td>
</tr>
<tr>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>1,883</td>
<td>85.7</td>
<td>1</td>
<td>NA, U</td>
</tr>
<tr>
<td>NHS Highland</td>
<td>505</td>
<td>71.1</td>
<td>10</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Lanarkshire</td>
<td>931</td>
<td>76.0</td>
<td>3</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Lothian</td>
<td>2,868</td>
<td>74.1</td>
<td>2</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Tayside</td>
<td>1,626</td>
<td>59.3</td>
<td>10</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Island Boards</td>
<td>60</td>
<td>36.7</td>
<td>23</td>
<td>..</td>
</tr>
<tr>
<td>NHS 24</td>
<td>89</td>
<td>97.8</td>
<td>9</td>
<td>Unadjusted</td>
</tr>
</tbody>
</table>

.. Data not available.
1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. Waiting time adjustments:
   NA: Non Attendance. Waiting time may be reset if a person misses or rearranges an appointment.
   U: Unavailability. Time a person is unavailable may be subtracted from the waiting time.
   RO: Refuses Reasonable Offer. Waiting time may be reset if a person declines 2 or more dates.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
5. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
6. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
7. NHS Grampian started submitting adjusted data from February 2020.
8. NHS Highland does not report on therapies delivered in community settings by CMHNs and therapies delivered by AHPs.
9. NHS Lanarkshire includes CamGlen activity from January 2020.
10. NHS Tayside are unable to submit CAMHS activity from April 2020.
11. NHS Orkney estimate less than 50% completeness; CMHT data is not captured.
12. NHS Western Isles cCBT data is included from May 2019.
13. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosure.
Figure 2: Percentage of people (with adjustments) who started their treatment within 18 weeks, April to June 2020, by NHS Board of Treatment 1-13

Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.

1. For details of adjustments see Table 2.
2. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
3. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
4. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
5. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
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11. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosure.
12. NHS Western Isles cCBT data is included from May 2019.

Information on data quality and data completeness at NHS Board level is available in the data quality document.
People waiting for treatment at the end of the quarter

This section presents a summary of waiting times information for Psychological Therapies for people who are waiting at the end of each quarter.

- This is a useful measure for managers of these services as it can help them take action to ensure that patient waits do not exceed the standard. However this measure does not show how long people actually wait before they received care (see Table 1b in the [background tables](#)).

This information is still developmental. NHS Boards are working with PHS and the Scottish Government to improve the consistency and completeness of the information.

The data submitted by NHS Boards at the end of June 2020 is shown in Table 3

- 24,094 people were waiting to start treatment for Psychological Therapies in Scotland; this compares to 27,595 for quarter end March 2020 and 26,329 for the same quarter the previous year.

**Table 3: Waiting times for people waiting at quarter end in Scotland**

<table>
<thead>
<tr>
<th>Quarter End</th>
<th>Total People Waiting</th>
<th>With adjustments(^1)</th>
<th>Less than 18 weeks (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2019(^3)(^-)(^9)</td>
<td>26,329</td>
<td></td>
<td>62.0</td>
</tr>
<tr>
<td>September 2019(^3)(^-)(^9)</td>
<td>27,244</td>
<td></td>
<td>58.8</td>
</tr>
<tr>
<td>December 2019(^3)(^-)(^9)</td>
<td>27,326</td>
<td></td>
<td>59.3</td>
</tr>
<tr>
<td>March 2020(^3)(^-)(^1)(^1)</td>
<td>27,595</td>
<td></td>
<td>56.9</td>
</tr>
<tr>
<td>June 2020(^3)(^-)(^1)(^2)</td>
<td>24,094</td>
<td></td>
<td>37.5</td>
</tr>
</tbody>
</table>

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
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7. NHS Forth Valley data quality and completeness has been low from March 2019 to January 2020. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
8. NHS Orkney data is not available.
9. NHS Western Isles cCBT data is included from May 2019.
10. NHS Grampian started submitting adjusted data from February 2020.
11. NHS Lanarkshire includes CamGlen activity from January 2020.
12. NHS Tayside are unable to submit CAMHS activity from April 2020.
Figure 3: Percentage of people (with adjustments\textsuperscript{1,2}) waiting less than 18 weeks at quarter end, NHS Scotland\textsuperscript{3-12}, April 2019 to June 2020.

Information by NHS Board is shown in Table 4 and Figures 4 and 5. Further information by NHS Board and for the last five quarters can be found in Table 1b of the background tables.
### Table 4: Waiting times (with adjustments\(^1,2\)) for people waiting for treatment as at 30 June 2020, by NHS Board of Treatment \(^3\)-\(^{12}\)

<table>
<thead>
<tr>
<th>NHS Board of Treatment</th>
<th>Total number of people waiting</th>
<th>0 - 18 weeks (%)</th>
<th>Waiting time adjustments(^1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS Scotland(^1)-(^{11})</td>
<td>24,094</td>
<td>37.5</td>
<td>--</td>
</tr>
<tr>
<td>NHS Ayrshire &amp; Arran(^3)</td>
<td>830</td>
<td>45.4</td>
<td>NA, U</td>
</tr>
<tr>
<td>NHS Borders(^4)</td>
<td>427</td>
<td>44.0</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Dumfries &amp; Galloway</td>
<td>924</td>
<td>21.5</td>
<td>Unadjusted</td>
</tr>
<tr>
<td>NHS Fife(^5)</td>
<td>2,988</td>
<td>22.3</td>
<td>Unadjusted</td>
</tr>
<tr>
<td>NHS Forth Valley(^6)</td>
<td>2,661</td>
<td>29.0</td>
<td>NA, U</td>
</tr>
<tr>
<td>NHS Grampian(^7)</td>
<td>1,759</td>
<td>41.7</td>
<td>NA</td>
</tr>
<tr>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>2,021</td>
<td>45.4</td>
<td>NA, U</td>
</tr>
<tr>
<td>NHS Highland(^8)</td>
<td>1,308</td>
<td>37.2</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Lanarkshire(^9)</td>
<td>3,201</td>
<td>42.8</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Lothian</td>
<td>5,964</td>
<td>39.8</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Tayside</td>
<td>1,805</td>
<td>48.0</td>
<td>NA, U, RO</td>
</tr>
<tr>
<td>NHS Island Boards(^{10})-(^{11})</td>
<td>183</td>
<td>33.9</td>
<td>--</td>
</tr>
<tr>
<td>NHS 24</td>
<td>23</td>
<td>95.7</td>
<td>Unadjusted</td>
</tr>
</tbody>
</table>

\(\ldots\) Data not available.
\(^1\) Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
\(^2\) For details of adjustments see Table 2.
\(^3\) NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
\(^4\) NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
\(^5\) NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
\(^6\) NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
\(^7\) NHS Grampian started submitting adjusted data from February 2020.
\(^8\) NHS Highland does not report on therapies delivered in community settings by CMHNS and therapies delivered by AHPs.
\(^9\) NHS Lanarkshire includes CamGlen activity from January 2020.
\(^10\) NHS Orkney data is not available; NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
\(^11\) NHS Western Isles cCBT data is included from May 2019.
\(^12\) NHS Tayside are unable to submit CAMHS activity from April 2020.
Figure 4: Percentage of people (with adjustments 1, 2) waiting less than 18 weeks by NHS Board of Treatment 3-12, as at 30 June 2020

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
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11. NHS Tayside are unable to submit CAMHS activity from April 2020.
12. NHS Western Isles cCBT data is included from May 2019.
Figure 5 reflects the number of patients waiting at the end of each quarter since March 2017. It shows that the number of patients waiting at quarter end June 2020 has decreased compared to quarter end March 2020 and to quarter end June 2019.

Figure 5: Number of patients (with adjustments¹,²) waiting for Psychological Therapy treatment quarter ending (March 2017 to June 2020), NHS Scotland³-¹³

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1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
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8. NHS Greater Glasgow and Clyde were unable to submit all data between March 2016 and September 2017.
9. NHS Highland does not report on therapies delivered in community settings by CMHNs and therapies delivered by AHPs.
10. NHS Lanarkshire includes CamGlen activity from January 2020.
11. NHS Orkney data is not available.
12. NHS Tayside are unable to submit CAMHS activity from April 2020NHS Western Isles cCBT data is included from May 2019.
Number of people referred for Psychological Therapies

This section has information on how many people are referred for Psychological Therapies. Waiting lists can build up where demand for services exceeds the capacity of that service, so the number of referrals is a key measure for managing waiting times. This information is still developmental.

There are considerable variations in service structures across NHS Boards, and therefore a number of different referral pathways for people seeking to access Psychological Therapies. In some areas referrals are made directly into discrete Psychological Therapies services, and it is relatively straightforward for Boards to report the numbers of referrals for Psychological Therapies, the date of receipt of referral and the date of commencement of treatment.

In other areas, however, there are no discrete Psychological Therapies services and Psychological Therapy is delivered, by appropriately trained staff, from within more generic Mental Health teams. These teams generally have a single point for receipt of referrals, and a subsequent process for allocation to a psychological therapist. In this case the date of receipt of referral is the date the referral is received by the Mental Health Team. These teams will require a process by which to identify those patients referred on for a Psychological Therapy and to record the commencement of therapy.

While NHS Boards are developing their systems, Board figures may not be directly comparable. Information on what referrals have been reported for each Board is detailed in the data quality document.

A rejected referral is where the request is deemed as not appropriate and the individual may be referred back to their GP or sign-posted to another service. We are aware that the term ‘rejected’ is emotive and distressing. The term ‘redirected’ is the preferred alternative term however there is lack of evidence that referrals are genuinely being ‘redirected’. Until such time that a system is created that minimises inappropriate referrals and ensures that those which do occur are demonstrably redirected, only at this point should a change in language be considered.

During the period April to June 2020:

• 21,827 people were referred to Psychological Therapies in Scotland which is a 44.1% decrease from the 39,034 people referred in the previous quarter, and a 43.0% decrease from the same quarter ending June 2019 (38,314 referrals).

• The reduction in referrals during this quarter is reflective of decreases in referrals and access to other healthcare services, for example people not wanting to place additional pressure on the NHS, worried about contracting COVID-19 if they attended, changes to working practices, including the services that Psychological Therapies could deliver during this time.
Table 5 provides information on referrals for Psychological Therapies by NHS Board of treatment for the quarter April to June 2020, presenting the number and rate per 1,000 people. It can been seen that that NHS Greater Glasgow and Clyde has a higher rate of referral than the Scotland rate which is due to them not being able to separate out Psychological Therapy referrals from all Mental Health referrals.

Table 5: Referrals for Psychological Therapies by NHS Board of Treatment\(^{1-10}\), April to June 2020

<table>
<thead>
<tr>
<th>NHS Board of Treatment</th>
<th>All referrals</th>
<th>Referrals excluding rejected referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of referrals</td>
<td>Referrals per 1,000 people</td>
</tr>
<tr>
<td>NHS Scotland(^{1-10})</td>
<td>21,827</td>
<td>4.0</td>
</tr>
<tr>
<td>NHS Ayrshire &amp; Arran(^2)</td>
<td>572</td>
<td>1.5</td>
</tr>
<tr>
<td>NHS Borders(^3)</td>
<td>140</td>
<td>1.2</td>
</tr>
<tr>
<td>NHS Dumfries &amp; Galloway</td>
<td>122</td>
<td>0.8</td>
</tr>
<tr>
<td>NHS Fife(^4)</td>
<td>658</td>
<td>1.8</td>
</tr>
<tr>
<td>NHS Forth Valley(^5)</td>
<td>801</td>
<td>2.6</td>
</tr>
<tr>
<td>NHS Grampian(^6)</td>
<td>940</td>
<td>1.6</td>
</tr>
<tr>
<td>NHS Greater Glasgow &amp; Clyde(^6,7)</td>
<td>10,641</td>
<td>9.0</td>
</tr>
<tr>
<td>NHS Highland</td>
<td>589</td>
<td>1.8</td>
</tr>
<tr>
<td>NHS Lanarkshire(^8)</td>
<td>1,978</td>
<td>3.0</td>
</tr>
<tr>
<td>NHS Lothian</td>
<td>3,840</td>
<td>4.2</td>
</tr>
<tr>
<td>NHS Orkney</td>
<td>19</td>
<td>0.9</td>
</tr>
<tr>
<td>NHS Shetland</td>
<td>26</td>
<td>1.1</td>
</tr>
<tr>
<td>NHS Tayside</td>
<td>1,171</td>
<td>2.8</td>
</tr>
<tr>
<td>NHS Western Isles(^9)</td>
<td>21</td>
<td>0.8</td>
</tr>
<tr>
<td>NHS 24(^{10})</td>
<td>309</td>
<td>0.1</td>
</tr>
</tbody>
</table>

\(^{1}\) denotes zero
National Records Scotland Mid Year Population estimates for 2019 have been used to calculate referral rates.

1. Some Boards are unable to separate out referrals to Psychological Therapies from all mental health referrals.
2. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019, they now only include Psychological Therapies as defined in the Matrix.
3. NHS Borders were unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
4. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
5. NHS Forth Valley includes data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
6. NHS Grampian and NHS Greater Glasgow & Clyde are currently unable to provide the number of referrals rejected. Therefore, these data will be overestimated.
7. NHS Greater Glasgow & Clyde are unable to separate out referrals for only Psychological Therapies due to the structure of their MH departments. This is explained further in the data quality section.
8. NHS Lanarkshire have been unable to submit CamGlen activity.
9. NHS Western Isles cCBT data is included from May 2019.
10. NHS 24 has advised us that their rejected referrals include inappropriate referrals and data from where they were unable to contact the patient.

**Figure 6**, shows the trend in referrals for Psychological Therapies in NHSScotland. The drop in referrals between March 2016 and September 2017 is due to NHS Greater Glasgow and Clyde unable to submit completed data during this time period.

**Figure 6: Total Referrals by quarter, NHSScotland March 2015 - June 2020**

1. Some Boards are unable to separate out referrals to Psychological Therapies from all mental health referrals.
2. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019, they now only include Psychological Therapies as defined in the Matrix.
3. NHS Borders were unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
4. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
5. NHS Forth Valley data quality and completeness has been low from March 2019 to January 2020. NHS Forth Valley includes data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
6. NHS Greater Glasgow & Clyde are unable to separate out referrals for only Psychological Therapies due to the structure of their MH departments. This is explained further in the data quality section, they were also unable to submit data between March 2016 and September 2017.
7. NHS Lanarkshire have been unable to submit CamGlen activity.
8. NHS Western Isles cCBT data is included from May 2019.
9. NHS 24 has advised us that their rejected referrals include inappropriate referrals and data from where they were unable to contact the patient.
Distribution of Waiting Times

Figure 7 and Table 6 presents distribution information for patients who started their treatment during the quarter April to June 2020. NHS Boards advise that they do endeavour to see all patients within 18 weeks. However sometimes due to certain circumstances out with their control this is not always possible. These include capacity issues and where individual cases may be complex.

Figure 7 comprises adjusted data and shows the percentage of patients in relation to the number of weeks waited for treatment. Table 6 is adjusted waits and shows the percentage of patients in wait time bands by NHS Board.

Figure 7: NHS Scotland 1-13: Distribution of Percentage of completed waits (adjusted) during the quarter April to June 2020.

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
5. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
6. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
7. NHS Grampian started submitting adjusted data from February 2020.
8. NHS Highland does not report on therapies delivered in community settings by CMHNs and therapies delivered by AHPs.
9. NHS Lanarkshire includes CamGlen activity from January 2020.
10. NHS Orkney estimate less than 50% completeness; CMHT data is not captured.
11. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosure.
12. NHS Western Isles cCBT data is included from May 2019.
13. NHS Tayside are unable to submit CAMHS activity from April 2020.
Table 6: Distribution of wait (with adjustments\textsuperscript{1,2}) for people who started their treatment in April to June 2020, by NHS Board of Treatment\textsuperscript{3-13}

<table>
<thead>
<tr>
<th>NHS Board of Treatment\textsuperscript{1-13}</th>
<th>0-18 weeks (%)</th>
<th>19-35 weeks (%)</th>
<th>36-52 weeks (%)</th>
<th>53+ weeks (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NHS Scotland\textsuperscript{1,13}</td>
<td>74.3</td>
<td>14.8</td>
<td>5.2</td>
<td>5.7</td>
</tr>
<tr>
<td>NHS Ayrshire &amp; Arran\textsuperscript{3}</td>
<td>72.9</td>
<td>16.7</td>
<td>7.3</td>
<td>3.1</td>
</tr>
<tr>
<td>NHS Borders\textsuperscript{4}</td>
<td>62.1</td>
<td>17.1</td>
<td>12.9</td>
<td>7.9</td>
</tr>
<tr>
<td>NHS Dumfries &amp; Galloway</td>
<td>67.9</td>
<td>11.2</td>
<td>8.0</td>
<td>12.8</td>
</tr>
<tr>
<td>NHS Fife\textsuperscript{5}</td>
<td>69.7</td>
<td>20.2</td>
<td>4.5</td>
<td>5.6</td>
</tr>
<tr>
<td>NHS Forth Valley\textsuperscript{6}</td>
<td>93.3</td>
<td>3.2</td>
<td>2.1</td>
<td>1.5</td>
</tr>
<tr>
<td>NHS Grampian\textsuperscript{7}</td>
<td>79.8</td>
<td>12.4</td>
<td>5.5</td>
<td>2.3</td>
</tr>
<tr>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>85.7</td>
<td>10.9</td>
<td>2.5</td>
<td>0.9</td>
</tr>
<tr>
<td>NHS Highland\textsuperscript{8}</td>
<td>71.1</td>
<td>14.1</td>
<td>4.0</td>
<td>10.9</td>
</tr>
<tr>
<td>NHS Lanarkshire\textsuperscript{9}</td>
<td>76.0</td>
<td>19.2</td>
<td>4.5</td>
<td>0.2</td>
</tr>
<tr>
<td>NHS Lothian</td>
<td>74.1</td>
<td>11.1</td>
<td>2.6</td>
<td>12.2</td>
</tr>
<tr>
<td>NHS Tayside\textsuperscript{10}</td>
<td>59.3</td>
<td>23.2</td>
<td>13.0</td>
<td>4.5</td>
</tr>
<tr>
<td>NHS Island Boards\textsuperscript{11,12,13}</td>
<td>36.7</td>
<td>51.7</td>
<td>6.7</td>
<td>5.0</td>
</tr>
<tr>
<td>NHS 24</td>
<td>97.8</td>
<td>2.2</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

\textsuperscript{1-3} denotes zero

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
5. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
6. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
7. NHS Grampian started submitting adjusted data from February 2020.
8. NHS Highland does not report on therapies delivered in community settings by CMHNs and therapies delivered by AHPs.
9. NHS Lanarkshire includes CamGlen activity from January 2020.
10. NHS Tayside are unable to submit CAMHS activity from April 2020
11. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosure.
12. NHS Orkney estimate less than 50% completeness; CMHT data is not captured.
13. NHS Western Isles cCBT data is included from May 2019.
Figure 8 and Table 7 presents distribution information for patients who are waiting to start their treatment as at the end of March 2020. Figure 8 incorporates adjusted data and shows the percentage of patients in relation to the number of weeks they have been waiting for treatment.

Figure 8: NHS Scotland\textsuperscript{1-12}: Distribution of patients waiting for treatment (with adjustments) at quarter end June 2020.

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{figure8}
\caption{NHS Scotland\textsuperscript{1-12}: Distribution of patients waiting for treatment (with adjustments) at quarter end June 2020.}
\end{figure}

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
5. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
6. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
7. NHS Grampian started submitting adjusted data from February 2020.
8. NHS Highland does not report on therapies delivered in community settings by CMHNs and therapies delivered by AHPs.
9. NHS Lanarkshire includes CamGlen activity from January 2020.
10. NHS Orkney data is not available; NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
11. NHS Western Isles cCBT data is included from May 2019.
12. NHS Tayside are unable to submit CAMHS activity from April 2020.
Table 7 is adjusted data and shows the percentage of patients in wait time bands by NHS Board.

Table 7: Distribution of wait (adjusted\(^1,2\)) for people waiting at 30 June 2020, by NHS Board\(^3-11\)

<table>
<thead>
<tr>
<th>NHS Board of Treatment</th>
<th>Wait time band (adjusted wait)(^1,2)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0-18 weeks (%)</td>
</tr>
<tr>
<td>NHS Scotland(^1)-(^11)</td>
<td>37.5</td>
</tr>
<tr>
<td>NHS Ayrshire &amp; Arran(^3)</td>
<td>45.4</td>
</tr>
<tr>
<td>NHS Borders(^4)</td>
<td>44.0</td>
</tr>
<tr>
<td>NHS Dumfries &amp; Galloway</td>
<td>21.5</td>
</tr>
<tr>
<td>NHS Fife(^5)</td>
<td>22.3</td>
</tr>
<tr>
<td>NHS Forth Valley(^6)</td>
<td>29.0</td>
</tr>
<tr>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>41.7</td>
</tr>
<tr>
<td>NHS Highland(^7)</td>
<td>45.4</td>
</tr>
<tr>
<td>NHS Lanarkshire(^9)</td>
<td>37.2</td>
</tr>
<tr>
<td>NHS Lothian</td>
<td>42.8</td>
</tr>
<tr>
<td>NHS Tayside(^11)</td>
<td>39.8</td>
</tr>
<tr>
<td>NHS 24</td>
<td>95.7</td>
</tr>
</tbody>
</table>

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders are unable to submit Child and Adolescent Mental Health Services (CAMHS) and Learning Disabilities (LD) data.
5. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
6. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy, Beating the Blues data and CAMHS activity are also included.
7. NHS Grampian started submitting adjusted data from February 2020.
8. NHS Highland does not report on therapies delivered in community settings by CMHNs and therapies delivered by AHPs.
9. NHS Lanarkshire includes CamGlen activity from January 2020.
10. NHS Orkney data is not available; NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
11. NHS Tayside are unable to submit CAMHS activity from April 2020.
People aged 65 and over

This publication includes information on referrals and waiting times for Psychological Therapies treatment for people aged 65 and over. This information has only been shown at quarter level due to small numbers and the potential for disclosure.

During the period April to June 2020:

- A total of 537 people aged 65 and over started treatment for Psychological Therapies in Scotland which is a 52.1% decrease from the previous quarter (1,121) and a 55.3% decrease from the same quarter ending June 2019 (1,201).
- Reduction in referrals during this quarter of patients (aged 65 and over) is reflective of decreases in referrals and access to other healthcare services, for example people not wanting to place additional pressure on the NHS, worried about contracting COVID-19 if they attended, changes to working practices, including the services that Psychological Therapies could deliver during this time.

Using adjusted waits where available, of the 537 people aged 65 and over, seen for Psychological Therapies, 84.4% started their treatment within 18 weeks of being referred; this is a decrease from the previous quarter (Jan to Mar 2020), where 87.2% started treatment within 18 weeks, and also a decrease from 87.3% treated within 18 weeks for the same quarter the previous year.

For quarter ending June 2020, half of all those people seen started their treatment within six weeks, this is the same when compared to previous quarter, and also the same when compared to the same quarter in the previous year.
Table 8: Waiting times (with adjustments\textsuperscript{1,2}) for people aged 65 and over that started their treatment during the last five quarters, NHS Scotland\textsuperscript{3-11}.

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Total People seen</th>
<th>% seen within 18 weeks</th>
<th>Average (median) wait in weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr to Jun 2019\textsuperscript{3-9}</td>
<td>1,201</td>
<td>87.3</td>
<td>6</td>
</tr>
<tr>
<td>Jul to Sep 2019\textsuperscript{3-9}</td>
<td>1,132</td>
<td>90.0</td>
<td>6</td>
</tr>
<tr>
<td>Oct to Dec 2019\textsuperscript{3-9}</td>
<td>1,054</td>
<td>89.9</td>
<td>5</td>
</tr>
<tr>
<td>Jan to Mar 2020\textsuperscript{3-11}</td>
<td>1,121</td>
<td>87.2</td>
<td>6</td>
</tr>
<tr>
<td>Apr to Jun 2020\textsuperscript{3-11}</td>
<td>537</td>
<td>84.4</td>
<td>6</td>
</tr>
</tbody>
</table>

1. Scotland level data include unadjusted waits for NHS Boards where adjusted waits are not available.
2. For details of adjustments see Table 2.
3. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019; they now only include Psychological Therapies as defined in the Matrix.
4. NHS Borders data is based on their Older Adult Service, people aged 70 and over, until May 2020. In June 2020 changed to include people aged 65 and over.
5. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
6. NHS Highland does not report on therapies delivered in community settings by CMHNs and therapies delivered by AHPs.
7. NHS Orkney estimate less than 50% completeness; CMHT data is not captured.
8. NHS Forth Valley data quality and completeness has been low from March 2019 to January 2020. NHS Forth Valley include data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy and Beating the Blues data are also included.
9. NHS Western Isles cCBT data is included from May 2019.
10. NHS Grampian started submitting adjusted data from February 2020.
11. NHS Lanarkshire includes CamGlen activity from January 2020.
Table 9: Referrals for Psychological Therapies for people aged 65 and over by NHS Board, April to June 20201-10

<table>
<thead>
<tr>
<th>NHS Board of Treatment</th>
<th>All referrals</th>
<th></th>
<th>Referrals excluding rejected referrals</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number of referrals</td>
<td>Referrals per 1,000 people</td>
<td>Number of referrals</td>
<td>Referrals per 1,000 people</td>
</tr>
<tr>
<td>NHS Scotland</td>
<td>2,599</td>
<td>2.5</td>
<td>2,578</td>
<td>2.5</td>
</tr>
<tr>
<td>NHS Ayrshire &amp; Arran</td>
<td>24</td>
<td>0.3</td>
<td>17</td>
<td>0.2</td>
</tr>
<tr>
<td>NHS Borders</td>
<td>2</td>
<td>0.1</td>
<td>2</td>
<td>0.1</td>
</tr>
<tr>
<td>NHS Dumfries &amp; Galloway</td>
<td>13</td>
<td>0.3</td>
<td>13</td>
<td>0.3</td>
</tr>
<tr>
<td>NHS Fife</td>
<td>21</td>
<td>0.3</td>
<td>20</td>
<td>0.3</td>
</tr>
<tr>
<td>NHS Forth Valley</td>
<td>28</td>
<td>0.5</td>
<td>27</td>
<td>0.5</td>
</tr>
<tr>
<td>NHS Grampian</td>
<td>18</td>
<td>0.2</td>
<td>18</td>
<td>0.2</td>
</tr>
<tr>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>2,061</td>
<td>10.5</td>
<td>2,061</td>
<td>10.5</td>
</tr>
<tr>
<td>NHS Highland</td>
<td>60</td>
<td>0.8</td>
<td>60</td>
<td>0.8</td>
</tr>
<tr>
<td>NHS Lanarkshire</td>
<td>56</td>
<td>0.5</td>
<td>55</td>
<td>0.5</td>
</tr>
<tr>
<td>NHS Lothian</td>
<td>225</td>
<td>1.5</td>
<td>220</td>
<td>1.5</td>
</tr>
<tr>
<td>NHS Tayside</td>
<td>78</td>
<td>0.9</td>
<td>77</td>
<td>0.9</td>
</tr>
<tr>
<td>NHS Island Boards</td>
<td>3</td>
<td>0.2</td>
<td>3</td>
<td>0.2</td>
</tr>
<tr>
<td>NHS 24</td>
<td>10</td>
<td>-</td>
<td>5</td>
<td>-</td>
</tr>
</tbody>
</table>

- ‘-’ denotes zero

National Records Scotland Mid Year Population estimates for 2019 have been used to calculate referral rates.

1. Some Boards are unable to separate out referrals to Psychological Therapies from all mental health referrals.
2. NHS Ayrshire and Arran included all Adult Mental Health Services activity prior to April 2019, they now only include Psychological Therapies as defined in the Matrix.
3. NHS Borders data is based on their Older Adult Service, people aged 70 and over, until May 2020. In June 2020 changed to include people aged 65 and over.
4. NHS Fife have advised that Occupational Therapy service is migrating to an electronic system, leading to missing data (small numbers).
5. NHS Forth Valley includes data from the main specialties of Psychological Therapy, Psychodynamic Therapy and Behavioural Psychotherapy and Beating the Blues data are also included.
6. NHS Grampian and NHS Greater Glasgow & Clyde are currently unable to provide the number of referrals rejected. Therefore, these data will be overestimated.
7. NHS Greater Glasgow & Clyde are unable to separate out referrals for only Psychological Therapies due to the structure of their MH departments. This is explained further in the data quality section.
8. NHS Lanarkshire have been unable to submit CamGlen activity.
9. NHS Orkney, NHS Shetland and NHS Western Isles are combined to prevent disclosive numbers.
10. NHS 24 has advised us that their rejected referrals include inappropriate referrals and data from where they were unable to contact the patient.
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Further Information
Further information and data for this publication are available from the publication page on our website.
The next release of this publication will be 1 December 2020.
For more information on Psychological Therapies Waiting Times see the Waiting Times section of our website. For related topics, please see the MHAIST pages.

Open data
Data from this publication is available to download from the Open Data platform.
Rate this publication

Please provide feedback on this publication to help us improve our services.
Appendices

Appendix 1 – Publication Metadata

<table>
<thead>
<tr>
<th>Metadata Indicator</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Publication title</td>
<td>Psychological Therapies Waiting Times in Scotland</td>
</tr>
<tr>
<td>Description</td>
<td>Monthly and quarterly summary of waiting times and waiting lists for Psychological Therapies</td>
</tr>
<tr>
<td>Theme</td>
<td>Health and Social Care</td>
</tr>
<tr>
<td>Topic</td>
<td>Access and Waiting Times</td>
</tr>
<tr>
<td>Format</td>
<td>Excel workbooks</td>
</tr>
<tr>
<td>Data source(s)</td>
<td>Aggregate counts accredited and derived from individual NHS Scotland Boards are submitted monthly to PHS (formerly ISD) using a defined Excel template.</td>
</tr>
<tr>
<td>Date that data are acquired</td>
<td>Deadline for data submission is the 24th of each month, though files can be resubmitted up to 3 weeks before publication where the quality assurance process identifies differences with local figures.</td>
</tr>
<tr>
<td>Release date</td>
<td>The first Tuesday of the month for each publication</td>
</tr>
<tr>
<td>Frequency</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Timeframe of data and timeliness</td>
<td>Data from April to June 2020.</td>
</tr>
<tr>
<td>Continuity of data</td>
<td>Information has been collected nationally since April 2011 with a revised dataset introduced in April 2013. From February 2017, NHS 24 Living Life data is included.</td>
</tr>
<tr>
<td>Revisions statement</td>
<td>Previously published waiting times are revised at each publication to reflect the latest available data submitted to PHS by the NHS Boards.</td>
</tr>
<tr>
<td>Revisions relevant to this publication</td>
<td>There are no revisions relevant to this publication.</td>
</tr>
<tr>
<td>Relevance and key uses of the statistics</td>
<td>Waiting times are important to patients and are a measure of how the NHS is responding to demands for services. Measuring and regular reporting of waiting times highlights where there are delays in the system and enables monitoring of the effectiveness of NHS performance throughout the country. The NHS in Scotland has been set a number of standards for maximum waiting times. Other uses of the data include information requests for a variety of customers, e.g. research charities; public companies; Freedom of Information requests; information support to Boards; health intelligence work; parliamentary questions and LDP standards.</td>
</tr>
</tbody>
</table>
### Accuracy
These data are classified as developmental. PHS only receives aggregate data from each NHS Board. Although aggregated data cannot be systematically validated by PHS, reported data are compared to previous figures and to expected trends. Derivation of the figures and data accuracy are matters for individual NHS Boards.

### Completeness
100% of submitted data are used for analysis and publication. For a full breakdown of estimated completeness by NHS Board please see the Data Quality document.

### Comparability
There will be differences in the measures used and collection methods of Psychological Therapies waiting times statistics, as well as differences in service structures between the administrations. Users need to carefully read the publications when making comparisons.

Links to Psychological Therapies waiting time information can be found below:

- **England** - [http://www.hscic.gov.uk/mentalhealth](http://www.hscic.gov.uk/mentalhealth)
- **Northern Ireland** – Whilst they do have a Ministerial Target of 13 weeks for patients waiting, this information is not published and they do not have any referral to treatment data for Psychological Therapies.
- **Wales** - They do not have a waiting times target for Psychological Therapies currently.

### Accessibility
It is the policy of Public Health Scotland to make its web sites and products accessible according to published guidelines.

### Coherence and clarity
Key statistics for the latest quarter are linked to on the main Mental Health webpage [https://beta.isdscotland.org/find-publications-and-data/conditions-and-diseases/mental-health/](https://beta.isdscotland.org/find-publications-and-data/conditions-and-diseases/mental-health/)

Statistics are presented within Excel spreadsheets. NHS Board and national figures are presented. Further features to aid clarity:

1. Tables are printer friendly.
2. Key data presented graphically.

### Value type and unit of measurement
Number and percentage of patients seen, number and percentage of patients waiting, median and 90th percentile waits, number of patients referred, number of patients accepted (number referred minus number rejected) and referral rate per 1,000 population; by NHS Board.

### Disclosure
The PHS protocol on Statistical Disclosure Protocol is followed.

<table>
<thead>
<tr>
<th>Official Statistics designation</th>
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<tbody>
<tr>
<td><strong>Last published</strong></td>
<td>2 June 2020</td>
</tr>
<tr>
<td><strong>Next published</strong></td>
<td>1 December 2020</td>
</tr>
<tr>
<td><strong>Date of first publication</strong></td>
<td>27 August 2013</td>
</tr>
<tr>
<td><strong>Help email</strong></td>
<td><a href="mailto:PHS.isdPsychtherapies@nhs.net">PHS.isdPsychtherapies@nhs.net</a></td>
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**Date form completed**
Appendix 3 – Early access details

Pre-Release Access

Under terms of the "Pre-Release Access to Official Statistics (Scotland) Order 2008", PHS is obliged to publish information on those receiving Pre-Release Access ("Pre-Release Access" refers to statistics in their final form prior to publication). The standard maximum Pre-Release Access is five working days. Shown below are details of those receiving standard Pre-Release Access.

Standard Pre-Release Access:
Scottish Government Health Department
NHS Board Chief Executives
NHS Board Communication leads

Early Access for Management Information
These statistics will also have been made available to those who needed access to ‘management information’, ie as part of the delivery of health and care:

Early Access for Quality Assurance
These statistics will also have been made available to those who needed access to help quality assure the publication:
Appendix 4 – PHS and Official Statistics

About Public Health Scotland (PHS)

PHS is a knowledge-based and intelligence driven organisation with a critical reliance on data and information to enable it to be an independent voice for the public’s health, leading collaboratively and effectively across the Scottish public health system, accountable at local and national levels, and providing leadership and focus for achieving better health and wellbeing outcomes for the population. Our statistics comply with the Code of Practice for Statistics in terms of trustworthiness, high quality and public value. This also means that we keep data secure at all stages, through collection, processing, analysis and output production, and adhere to the ‘five safes’.