

Local Enhanced Service for the Provision of Primary Care
Counselling Services in Dacorum 2008/09

Surgery Agreement

1. Introduction

This document sets out the service specification relating to the provision of Primary Care counselling services within Dacorum.

The purpose of the direct access to in-house counselling services is to provide good quality, cost effective services to residents of Dacorum that will enable them to address and resolve specific problems, manage crisis and develop personal insight and knowledge. It will also help the reduction in referrals and in-patient admissions to secondary care

2. Scope of the Service

To provide a short term intervention service for patients aged 16 and upwards. The patients would be presenting with mild to moderate mental health problems such as:

- Depression
- Stress and trauma
- Pathological bereavement
- Coping with illness or injury
- General anxieties
- Life crises
- Family and relationship issues

3. Source of Referrals

The referral pathway is via the GP who has made a diagnosis using a combination of evidence based diagnostic tools such as HAD as well as specialist clinical judgement.

Referral to a counsellor will be made on a standardised referral form using the document in Appendix A. GP's should ensure the signposting to other community services has been considered before completing the referral form.

The counsellor will provide discharge information to the GP by completing the Report form in Appendix B once their final session with the patient has taken place.

This form should also be used to advise the GP if a patient has been referred to another counsellor within the Dacorum counselling team.

The cross referring of patients may take place at the monthly counsellors' meeting. A GP must advise the new counsellor within one week of receiving the advice form if he/she does not wish the cross referral to go ahead.

4. Service outline

It is proposed that GP surgeries will continue to use existing counsellors for the provision of their counselling services enabling short-term interventions for patients with mild to moderate mental health problems.

GP surgeries signing up to this Counselling Local Enhanced Service (LES) will procure and take responsibility for managing their allocation of the counselling budget. Their nominated counsellor(s) will be required to sign the agreement within this LES thereby ensuring that the required regularised structure is achieved.

This will, in effect, provide a single Counselling team consisting of service providers with a range of skills and qualifications based in practices.

The team will therefore comprise of a range of counsellors providing a tiered approach:

- Level 1 Counsellors – with BACP accreditation providing a professional counselling service
- Level 2 Counsellors – Psychotherapists/Counsellor Specialists with BABCP or UKCP accreditation providing Level 1 plus cognitive behavioural therapy
- Level 3 Counsellors – Clinical/Counselling Psychologists with BPS accreditation providing Level 2 plus psychology

If a counsellor feels they are of insufficient level/experience to provide the service to a particular patient they are able to 'cross refer' to another counselling member of the team via the monthly team meeting. They will advise the GP Surgery of this by completing the appropriate section on the feedback form. GP Surgeries will have one week to refuse the onward referral if necessary e.g. for budget restraint reasons etc.

GP Surgeries will assess the appropriate level of the counsellor taking into consideration their experience and accreditation and using the guidance in Appendix 2 of this document.

The counsellors' Agreed levels and rate of pay will form part of the agreement to be signed between the GP Surgery and their counsellor(s). Each Level will have a pay band. GP Surgeries will therefore agree the rate of pay within these bands depending on the Level of their counsellor using the following guidance:

- if existing rate of pay per patient session falls within their new pay band then their existing rate will continue to be paid
- if existing rate of pay per patient session is below their new pay band then the minimum for the new band will be paid
- if existing rate of pay per patient session is above their new pay band then the maximum for the new band will be paid

The pay bands are as follows:

Level 1 - £20 - £40

Level 2 - £30 - £50

Level 3 - £40 - £60

GP Surgeries do have discretion to vary the rate of pay providing it remains within the appropriate pay band. However such decision must be taken bearing in mind the potential impact on the number of counselling sessions which could be provided within individual counselling budgets. The rate of pay will be reviewed annually although an increase is not guaranteed.

The counsellor will provide a counselling service for patients consisting of an initial assessment and up to a maximum 5 further interviews of 50 minutes duration at the discretion of the counsellor.

The counsellor will ensure application of Clinical Outcomes in Routine Evaluation (CORE)

The first assessment session may result in the patient being referred to the GP for onward referrals to further mental health service where appropriate. The third session will consist of a patient reassessment

Patient Non Attendance

Where patients do not attend or have given less than 2 working days notice of cancellation, a nominal "DNA payment" of £5.00 will be made to the counsellor and not the patient session rate. This payment is to help compensate for the time they will have spent in preparing for the session etc. **and may be claimed providing no other patient is able to fill the appointment at short notice.** Where cancellation notice of 2 working days or more has been given the "DNA payment" does not apply i.e. another patient will need to be found otherwise no payment is payable.

Use of Room within the Surgery

Where the counsellor makes use of a room within the surgery for the purpose of providing the patient counselling sessions, a nominal payment of £4 per hour (or part thereof) or £10 per 3 hour period, should be made to the surgery to contribute to the overheads of the room and the provision of support e.g. the receptionist function etc.

This payment may either be paid separately by the Counsellor or may be deducted from the counsellor's monthly reimbursement claim. A form has been produced which may aid this process but its use is not compulsory.

5. Professional Qualification and Supervision

- Counsellors will have been trained to the Counselling Diploma standard on British Association for Counselling and Psychotherapy (BACP) accredited courses. They will have at appraisal at least 450 hours training and revalidation and have such continuing clinical experience, training and competence as is necessary to enable them to contract for the service commissioned.
- It is expected that counsellors are members of the British Association for Counselling and Psychotherapy (BACP), United Kingdom Council for Psychotherapy (UKCP) or British Psychological Society (BPS) and will meet the requirements for the annual renewal of accreditation.
- Counsellors will arrange their own individual supervision
- Counsellors should attend the monthly Clinical Governance meeting
- Counsellors will arrange their own Professional Liability Insurance

6. Activity

Activity data will be provided by the counsellor on a monthly basis to support their invoice (Appendix C).

This data to be supplied to the PCT by the GP Surgery as part of the process for reimbursement of the counsellor's invoice

7. Clinical Governance

The counsellors will be expected wherever possible to meet at least once a calendar month as part of their service level agreement to address the following areas:

- On-going professional training
- Significant Event Reviews
- Allocation of patients – review of potential cross-referrals
- Mentoring and training of graduate Mental Health worker, if required.
- Review and feedback to the DacCom lead on a regular basis.
- GP update training

8. Policies Protocols and Strategies

This service follows the policies and protocols of West Herts PCT. The supervision guidelines follow best practice of the relevant professional associations.

The counsellors will adhere to local service guidelines and provide a service that is in line with the NICE guidelines for the treatment of depression, anxiety, post traumatic stress disorder (PTSD) self harm and eating disorders

All counsellors will follow the code of ethics and professional practice of the professional body with which they are registered

All counsellors will complete an annual Continuing Professional Development Programme (CPD) of 30 hours in line with the requirements for professional registration. It is expected that counsellors will adhere to the West Herts PCT complaints policy

9. Termination of Agreement between Surgery and Counsellor

The Agreement may be terminated by either party subject to one party giving the other party a minimum of three months written notice.

10. Action required by GP Surgery

To obtain the surgery's per capita proportion of the Dacorum counselling budget, the following action is required:

1. Establish/agree with your counsellor(s) the appropriate Level they will work within (Appendix 2 is provided to assist with this)
2. Agree the amount to be paid per patient session to your counsellor(s) and advise them
3. Obtain your counsellor's signature to the Agreement to provide counselling services in Appendix 1
4. Implement the new forms in Appendices A – C (Appendix D may be used but is not compulsory)
5. Sign and return one copy of this 5 page document as detailed below together with a copy of page 9 of Appendix 1 once it has been signed:

Name of Surgery: _____

Name of Person signing: _____

Capacity: _____

I confirm we wish to enter into the Local Enhanced Service for Counselling as set out in this document and which will be implemented in accordance with these Guidelines for the period 1st April 2008/09

I will not proceed without obtaining my counsellor's signature to Appendix 1

Signed: _____ Date: _____

This form, once signed, should be returned to:

ENTER DETAILS WHEN CONFIRMED

On Behalf of DacCom PbC Ltd

Signed: _____ Date: _____

DacCom PbC Ltd

Local Enhanced Service for the Provision of Primary Care Counselling Services in Dacorum 2008/09

Agreement between Surgery and Counsellor

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3. Source of Referrals

The referral pathway is via the GP who has made a diagnosis using a combination of evidence based diagnostic tools such as HAD as well as specialist clinical judgement.

Referral to a counsellor will be made on a standardised referral form using the document in Appendix A. GP's should ensure the signposting to other community services has been considered before completing the referral form.

The counsellor will provide discharge information to the GP by completing the Report form in Appendix B once their final session with the patient has taken place.

This form should also be used to advise the GP if a patient has been referred to another counsellor within the Dacorum counselling team.

The cross referring of patients may take place at the monthly counsellors' meeting. A GP must advise the new counsellor within one week of receiving the advice form if he/she does not wish the cross referral to go ahead.

4. Service outline

The provision of counselling services is to enable short-term interventions for patients with mild to moderate mental health problems.

A GP surgery's nominated counsellor(s) will be required to sign the agreement within this document thereby ensuring that the new regularised structure is achieved.

This new structure will, in effect, provide a single Counselling team consisting of service providers with a range of skills and qualifications based in practices.

The team will therefore comprise of a range of counsellors providing a tiered approach:

- Level 1 Counsellors – with BACP accreditation providing a professional counselling service
- Level 2 Counsellors – Psychotherapists/Counsellor Specialists with BABCP or UKCP accreditation providing Level 1 plus cognitive behavioural therapy
- Level 3 Counsellors – Clinical/Counselling Psychologists with BPS accreditation providing Level 2 plus psychology

Counsellors will be assessed by surgeries using guidance provided as part of this Local Enhanced Service for their appropriate level within this new structure. The rate of pay per patient session will be determined by the agreed level.

The rate of pay will be reviewed annually although an increase is not guaranteed.

If a counsellor feels they are of insufficient level/experience to provide the service to a particular patient they are able to 'cross refer' to another counselling member of the team via the monthly team meeting. They will advise the GP Surgery of this by completing the appropriate section on the feedback form. GP Surgeries will have one week to refuse the onward referral if necessary e.g. for budget restraint reasons etc.

The 'new' counsellor will send their invoice to the patient's surgery for payment.

The counsellor will provide a counselling service for patients consisting of an initial assessment and up to a maximum 5 further interviews of 50 minutes duration at the discretion of the counsellor.

The counsellor will ensure application of Clinical Outcomes in Routine Evaluation (CORE)

The first assessment session may result in the patient being referred to the GP for onward referrals to further mental health service where appropriate. The third session will consist of a patient reassessment.

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This payment may either be paid separately by the Counsellor or may be deducted from the counsellor’s monthly reimbursement claim. A form has been produced which may aid this process (Appendix D) but its use is not compulsory.

5. Professional Qualification and Supervision

- Counsellors will have been trained to the Counselling Diploma standard on British Association for Counselling and Psychotherapy (BACP) accredited courses. They will have at appraisal at least 450 hours training and revalidation and have such continuing clinical experience, training and competence as is necessary to enable them to contract for the service commissioned.
- It is expected that counsellors are members of the British Association for Counselling and Psychotherapy (BACP), United Kingdom Council for Psychotherapy (UKCP) or British Psychological Society (BPS) and will meet the requirements for the annual renewal of accreditation.
- Counsellors will arrange their own individual supervision
- Counsellors should attend the monthly Clinical Governance meeting
- Counsellors will arrange their own Professional Liability Insurance

6. Activity

Activity data will be provided by the counsellor on a monthly basis to support their invoice (Appendix C). This data is to be supplied to the PCT by the GP Surgery as part of the process for reimbursement of the counsellor’s invoice

7. Clinical Governance

The counsellors will be expected where possible to meet at least once a calendar month as part of their service level agreement to address the following areas:

- On-going professional training
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- Review and feedback to the DacCom lead on a regular basis
- GP update training

8. Policies Protocols and Strategies

This service follows the policies and protocols of West Herts PCT. The supervision guidelines follow best practice of the relevant professional associations.

The counsellors will adhere to local service guidelines and provide a service that is in line with the NICE guidelines for the treatment of depression, anxiety, post traumatic stress disorder (PTSD) self harm and eating disorders

All counsellors will follow the code of ethics and professional practice of the professional body with which they are registered

All counsellors will complete an annual Continuing Professional Development Programme (CPD) of 30 hours in line with the requirements for professional registration It is expected that counsellors will adhere to the West Herts PCT complaints policy

9. Termination of this Agreement

This Agreement may be terminated by either party subject to one party giving the other party a minimum of three months written notice.

10. Agreement by counsellor to provide counselling services

Name of Surgery: _____

Name of Counsellor: _____

Agreed Level: _____ Agreed Rate of Pay: £ _____ per patient session

I confirm I wish to enter into the Local Enhanced Service for Counselling as set out in this document and which will be implemented in accordance with these Guidelines for the period 1st April 2008/09

Signed: _____
COUNSELLOR

Date: _____

Signed: _____
SURGERY

Date: _____

This form should be copied and a copy retained by the surgery and the counsellor. A further copy should be sent to the PCT by the surgery with their completed LES Application

Local Enhanced Service for Counselling

Guidance for Surgeries in agreeing the Level of their Counsellor

Nominated counsellors will fall into one of 3 categories and the following guidance will help you to determine which level, and therefore pay band, is appropriate for your nominated counsellor:

Level 1 – Counsellor

- ⇒ Will provide a professional counselling service to your patients
- ⇒ Will have knowledge across a range of counselling procedures underpinned by theory.
- ⇒ Will be able to apply counselling procedures and techniques that have been acquired through a professional diploma

Evidence required to confirm Level 1:

- ⇒ Has BACP accreditation
- ⇒ Annual accreditation is required to maintain the BACP status and will therefore need to provide evidence to this effect each year

Level 2 – Psychotherapist/Counsellor Specialist

- ⇒ As per Level 1 Counsellor services but will also be able to provide cognitive behavioural therapy

Evidence required to confirm Level 2:

- ⇒ Has UKCP or BABCP accreditation
- ⇒ Will need to provide evidence of research undertaken to gain “Specialist” status
- ⇒ Will need to provide evidence of a Masters or Diploma to confirm has had specialist knowledge/training
- ⇒ Annual accreditation required to maintain UKCP or BABCP status and will therefore need to provide evidence to this effect each year

Level 3 – Clinical/Counselling Psychologist

- ⇒ As per Level 2 Psychotherapist Counsellor Specialist services but will also be able to provide psychology

Evidence required to confirm Level 3:

- ⇒ Has BPS accreditation
- ⇒ Will need to provide evidence of a postgraduate doctoral qualification
- ⇒ Annual accreditation required to maintain BPS status and will therefore need to provide evidence to this effect each year

COUNSELLING REFERRAL

Counselling availability is limited. Please consider the following before completing this form

- Could the patient be seen by other specialist agencies i.e. Relate, Druglink, Urban Access, Macmillan Nurses etc?
- Could the patient be helped by a Support Group i.e. Cruise, Mencap, Victim Support?
- Could the patient be seen by the Citizens Advice Bureau, i.e. benefit entitlements, financial problems, employment issues etc.? (In-house – referral form required, limited appointments/visit CAB)
- Could the patient be seen via their employment? (many employers offer this through their Occupational Health Scheme)
- Could the patient be seen privately (self funding) or be seen via their private medical insurance?

Type of counselling required e.g. CBT / Phobias / Bereavement etc.

Details: _____

Classification of problem:

1. Psychological adjustment to physical illness - is the patient on psychotropic drugs?
2. Interpersonal difficulties
3. Habit disorders
4. Anxiety/Stress - has the patient been under the care of a psychiatrist before?
5. Depression - has the patient been under the care of a psychiatrist before?
6. Occupational/Educational problems
7. Other behavioural problem (please specify): _____

Tick

If in-house counselling is appropriate, patient will be contacted with an appointment.

Referring GP: Dr _____ **Surgery:** _____

Patient details:

Surname: Address:

Forename:

Date of birth:

ID no e.g. Emis no:.....

Referral no (if any): Post code:

Referral date:

Daytime contact phone/mobile no:

Time available: (delete as appropriate) **All day/ a.m. only/ p.m. only/ Ring after**

Counsellor's report following a period of counselling

Patient details:

Date of Birth: _____ Surgery ID number for Patient: _____

Date of Referral: _____ Reason: _____

Dates of Sessions held with Patient:

Session 1: _____ (Date or DNA) Session 2: _____ (Date or DNA)

Session 3: _____ (Date or DNA) Session 4: _____ (Date or DNA)

Session 5: _____ (Date or DNA) Session 6: _____ (Date or DNA)

Counsellor Surname: _____

Level: _____

Counsellor's Report:

Use Continuation Sheet if necessary

Following the above counselling sessions with this patient and my report above, I would advise that:

- Final Counselling session has taken place and no further action is required at this present time
- Counselling is appropriate but patient cross referred to a Level 2/3 counsellor as detailed in comments above
- Counselling service considered inappropriate, refer back to GP for alternative action

Signed: _____ Date: _____

Counsellor's report following a period of counselling

Continuation Sheet

Patient details:

Date of Birth: _____ Surgery ID number for Patient: _____

Signed: _____ Date: _____

Counselling Activity Report

(To be submitted with monthly invoice)

Counsellor's Name: _____

Practice Name: _____

Month/Year: _____ / _____

Patient ID Number	No of contacts this month	No of DNA's	Total contacts to date	Sessions complete (Y/N)	If Yes, date end Report sent

Send completed Form to GP Surgery on whose behalf counselling services have been provided

Record of Room usage

(To be submitted with monthly invoice if GP Surgery room is used)

Counsellor's Name: _____

Practice Name: _____

Month/Year: _____ / _____

1. Complete date, room used (if appropriate) and number of hours column
2. Complete the remaining columns to indicate which charge to be applied

Date	Room Used (complete unless a specific room always used)	No of hours (rounded to nearest whole hour)	No of 3 hour sessions @ £10 per 3 hours	No of individual hours @ £4 per hour
Total			_____ @ £10	_____ @ £4
Charges			£ _____ (a)	£ _____ (b)
Total Room Charge for month			£ _____ (a + b)	