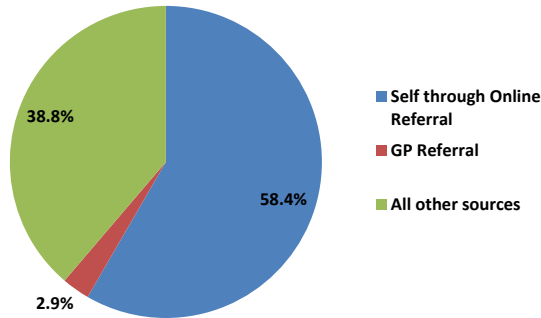


# How are we doing?

All data is provisional data due to a delay in published statistics from NHS England

## Who do we receive referrals from?

Aug-21



## Once we receive the referral...

### Referral Received to First Assessment

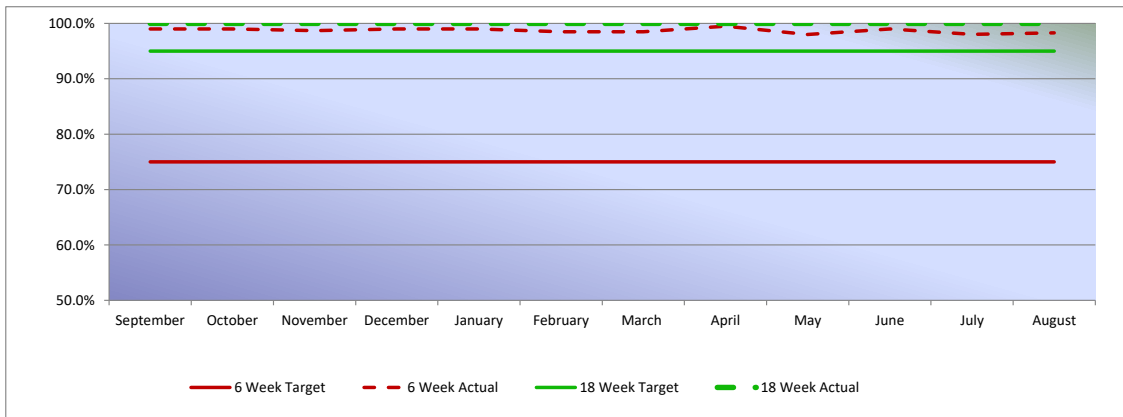
#### National Targets :

75% of patients should receive a first assessment within 6 weeks (42 days) of the referral being received into the Service

95% of patients should receive a first assessment within 18 weeks (126 days) of the referral being received into the Service

#### In Talk Liverpool -

The average wait from Referral to first Assessment is currently 1 day and both 6 week and 18 week targets are consistently met.



## Average Waiting times from first Assessment to starting Treatment

Following Assessment with the Service either by Telephone or face to Face, the service aim to get patients into treatment within 8 weeks of the Assessment taking place.

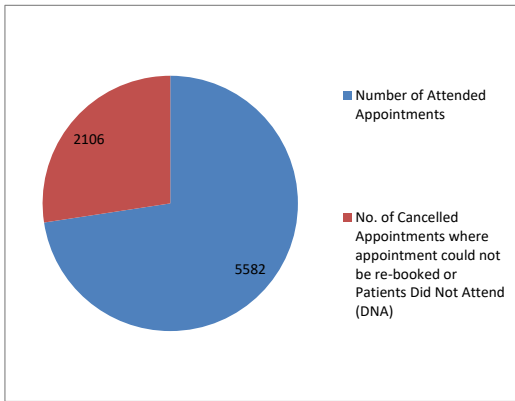
	Average Wait in Weeks
Step 2	7.4
Step 3	8.8
Talk Liverpool	7.8

Notes : Actual waiting times will vary according to a number of factors. Waiting times may vary according to the type of treatment being recommended. Waiting times are likely to be longer than the average where people have particular requests regarding location or time, particularly for evening appointments.

# More people, get better quicker with Talk Liverpool

## Appointments

Aug-21



### What does this mean??

The number of DNA and Cancellations equates to 20.8 full time therapists time being lost across the month \*.

This means on average an extra 239 patients could have started treatment and reduced waiting times.

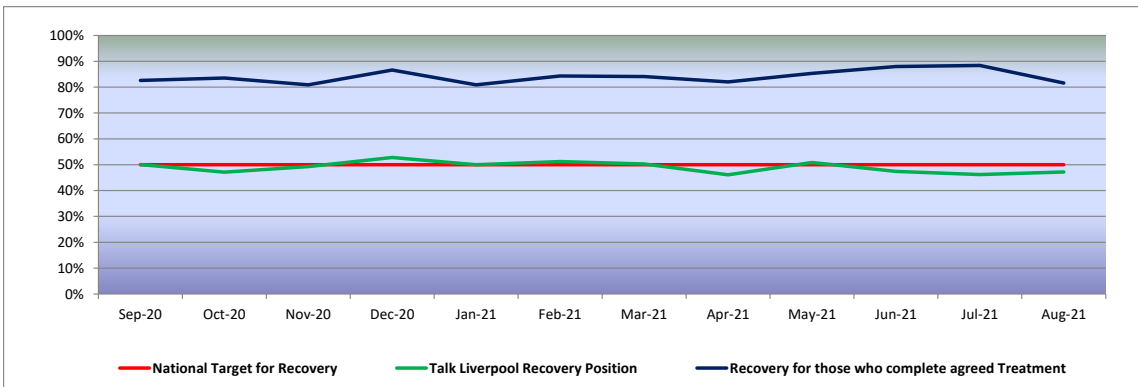
\* This is based on a Therapist delivering 24 contacts per week

## Recovery Rates - What is Recovery?

Recovery is measured using a series of questionnaires that are filled in at each appointment with your therapist. To be deemed 'in Recovery' you must have attended a minimum of two appointments and your scores at the first and last appointment will be counted. Your first scores must be above a certain threshold and the final scores below that. If all of that is met, you will be classed as "In Recovery". You do not need to complete your agreed treatment to be classed as "in Recovery".

People who complete their treatment are on average **82%** going to be in recovery.

Further more detailed definitions of Recovery can be found on NHS Digital and NHS England Websites

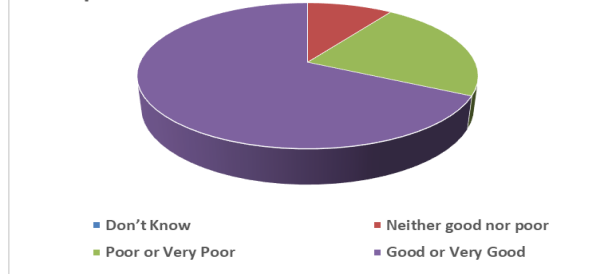


## Friends and Family Results

A link to the questionnaire is sent to all patients via email, patients are asked to rate their experience of the service based on the following criteria -

- Don't Know
- Neither good nor poor
- Poor
- Very Poor
- Good
- Very Good

### How patients rated the Service



All data is provisional data due to a delay in published statistics from NHS England