

# Open Letter on the Failings of NHS Talking Therapies

## South East London ICB Area

We are members of the Mental Health Action group, a collaboration of Keep Our NHS Public and the Socialist Health Association members campaigning to improve NHS mental health services. Our group comprises current and retired NHS psychotherapists and psychiatrists, social workers, mental health service users and carers.

We are concerned that NHS Talking Therapies is a failing service, shielded behind a propaganda campaign of innovation, effectiveness and success. In fact, it is inefficient, ineffective and has consistently failed to meet the three main targets required of it by government.

There is a growing crisis of mental ill-health in the UK, with ever-more people suffering common mental health distress. At the same time, the NHS Long Term Plan includes promises to reorganise community mental health services.<sup>1</sup> For both reasons, we argue it is now time for a critical review of the primary care psychological therapies currently being provided by the NHS in England.

We are therefore writing to ICBs in England including heads of Talking Therapy services, as well as healthcare scrutiny committees, campaigners and local press, pointing to the failures of the service and consequent injury to people suffering mental health distress within their catchment areas.

*We would like to hear back from you in response to the concerns and questions we outline below.*

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## 1. NHS Talking Therapies (NHSTT) has an exceptionally high drop-out rate

According to NHSTT annual performance data,<sup>2</sup> across England as a whole only a third of all referrals completed a course of therapy in 2023-4.

Despite regular reports and academic papers on the dramatic failure of the service to meet the needs of its referrals, most recently the Nuffield Trust's report *Does the NHS talking therapies service have an attrition problem*<sup>3</sup>, there has been no improvement year in year out.<sup>4</sup>

In 2023-24 in South East London ICB's NHSTT services, a little more than one third of the total number of 63,830 referrals and little more than one half of the 44,055 who started therapy actually **finished** a course of treatment. Close to two-thirds of the people who applied for primary care talking therapies in South East London dropped out.

*Question 1: Why is the drop out rate so high?*

*Question 2: What happens to the 39,160 people in South East London who are looking for help but drop out of the service?*

## 2. Talking Therapies meets none of its NHS targets

The NHS Long Term Plan<sup>5</sup> (currently under revision) gives Talking Therapies (TT) three targets on *access, waiting times and recovery*.

- Give access to 25% of the 'adult community prevalence' of common mental health disorders (CMD) by 2023-24, a total of 1.9m people nationally.
- 75% of people asking for therapy should have their first treatment session within six weeks.
- 50% of referrals should recover.

The service meets none of these targets:

- The adult community prevalence of Common Mental Health Disorders in the South East London ICB area was around 320,000 in 2021. NHSTT gave access to 44,055 adults in 2023-24, i.e. 14% of the prevalence – well below the 25% target. Only 3.4% of the projected incidence of CMHD in the ICB adult population finished a course of therapy and recovered. (<https://rb.gy/qy2dlv>)
- In the South East London area, Talking Therapies apparently met the 75% waiting time target in 2023-24. However, the average wait between the first and second session was 51 days, by which time half its referrals had dropped out. 12,450 people waited between 6 and 18 weeks for a second session.
- The reliable recovery rate for South East London ICB in 2023-24 was 43.5% of people who completed a course of treatment. However, the more meaningful statistic is for the recovery rate of people who entered treatment - around 24%.

*Question 3: Why does NHS TT claim to meet its required targets when the claim is untrue?*

*Question 4: Why does it measure recovery in relation to completed treatment rather than treatment entry?*

### 3. NHS Talking Therapies is not cost-effective

Evidence of the cost of NHS TT sessions is not in the public domain as far as we are able to find. It is difficult then to assess the efficiency of the service in comparison to any alternatives. There is no independent audit of the service, no accountability to CQC scrutiny for example.

In 2023-24, the annual TT funding for South East London was £34.8 million (<https://www.england.nhs.uk/publication/nhs-mental-health-dashboard/>). The average duration of a session that year was 49 minutes, and for a finished course of treatment 356 minutes or 7.3 sessions. If we divide the spend by the number of people who finished a course of treatment (24,670), the cost per session was around £193.

If we use this admittedly crude measure, NHS TT's claim to cost efficiency doesn't hold water. There are over 170 qualified practitioners based in South East London who are currently offering counselling and psychotherapy for under £50 per session. By this comparison £193 could buy each patient four times the number of sessions. (See <https://www.counselling-directory.org.uk/>)

*Question 5: Why is there no independent audit of the TT service?*

*Question 6: What is the average cost of a completed course of treatment?*

### 4. One size doesn't fit all – the denial of care

NHS TT provides variations of a single psychological theory and practice – cognitive behavioural therapy (CBT). Its therapies are short-term and offer technique rather than a relationship; a didactic rather than a therapeutic process. NHS CBT has been adapted to the requirements of measuring costs and targets, standardisation of practice and data collection, efficient through-put and the prioritisation of utilitarian values.

Online therapy along with mental health apps is increasingly replacing face-to-face contact, embedding the more utilitarian and non-relational qualities of CBT-based talking therapies.

Clients are “directed” how to think, and for many the approach will either not make a connection, or will fail to travel deeply enough to carry meaning - hence the drop-out rates.

In terms of range of therapy, South East London TT delivered nearly 20,000 courses of low intensity therapy and 12,000 high intensity.

Its drop-out rates are average for England as a whole at two thirds of all referrals, but a third of people who managed to finish a course of therapy experienced no change or deteriorated.

*Question 7: Why are only behavioural therapies offered by NHS TT?*

*Question 8: Why is there no longer term therapy available for people who need it?*

## 5. NHS Talking Therapies fail to address inequalities of mental health care

The current service is an obstacle to responding more effectively to common mental ill-health in our diverse communities. The limitations of the service's standardised approach are demonstrated, for example, in its limited engagement with mental health inequalities around social deprivation, race and gender.

While 53% of the least socially deprived referrals who finished a course of treatment also recovered, only 38% of the most socially deprived completed a course of treatment and recovered.

Far more women than men access the service. In 2023-24, two thirds of all referrals in South East London ICB were women. What does this imply for mental health services for men?

Inequalities of access by ethnicity are striking. For example, while 53% of white clients who finished therapy achieved recovery, only 42% of Pakistani clients were recorded as recovered.

*Question 9: What is South East London ICB doing about mental health inequalities in its area of responsibility?*

*Question 10: What plans does the ICB have to attune its TT services to the needs of its different communities and constituencies?*

<sup>1</sup> <https://assets.publishing.service.gov.uk/media/6866387fe6557c544c74db7a/fit-for-the-future-10-year-health-plan-for-england.pdf>

<sup>2</sup> Unless otherwise noted, all statistics in this Open Letter have been compiled from the annual report on NHS Talking Therapies for 2023-24 available in the public domain from NHS Digital - <https://digital.nhs.uk/data-and-information/publications/statistical/nhs-talking-therapies-for-anxiety-and-depression-annual-reports/2023-24>

<sup>3</sup> <https://www.nuffieldtrust.org.uk/news-item/does-the-nhs-talking-therapies-service-have-an-attrition-problem#:~:text=Referrals>

<sup>4</sup> <https://digital.nhs.uk/data-and-information/publications/statistical/psychological-therapies-annual-reports-on-the-use-of-iapt-services>