

Our Ref: ID 1915

NHS Wirral Clinical Commissioning Group  
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## **Re: Freedom of Information Request - Usage of Online Cognitive Behavioural Therapy (CBT) platforms**

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on 3<sup>rd</sup> June 2021.

### **You Asked for:**

I would like to get more detailed information on your usage of online Cognitive Behavioural Therapy (CBT) platforms and thus request the following information at NHS Clinical Commissioning Group (CCG) level:

1. Do you have a provider of internet-enabled CBT (iCBT)? If not, are you planning to choose one in the future and when do you plan to tender for the service?
2. Which digital system do you use to deliver iCBT also known as Computerised CBT, Online CBT? (e.g., IESO, Silvercloud, Kooth)
3. How is the iCBT solution usually procured (e.g. tender, spot purchase, etc.)?
4. How is iCBT provided in your region (e.g., procured by CCG and then available to individual GP practices, procured by individual GP practices, procured by NHS mental health trusts, etc.)?
5. Who is in charge of making the procurement decisions for iCBT software? (e.g., commissioners, clinical lead, NHS partners)
6. When did the on-going contract for the used iCBT software start?
7. When will the on-going contract for the used iCBT software end?
8. How frequent are contracts for iCBT software renewed?
9. How are you paying for the usage of the iCBT software (e.g. on-off payment, recurring annual payments, payment by volumes delivered, etc.)?
10. In case there was an on-off payment - How much did you pay for the iCBT software?
11. In case there are recurring payments - How much do you pay per year for the iCBT software?

### **Our Response:**

1. Yes, we work with both statutory and third sector organisations to offer varying types of online therapies including internet-enabled Cognitive Behavioural Therapy (iCBT) or Digital CBT.
2. We work with a number of partners who utilise different systems. Our Improving Access to Psychological Therapies (IAPT) Talking Together Wirral service provided by Insight

Healthcare utilise the Silvercloud system, whilst also providing online therapies. A local third sector organisations called Open Door Charity provide their own bespoke version of digital CBT via their Bazaar programme; this also includes 'Electric Islands' for younger individuals. We also commission Kooth to provide online therapy and support in Wirral.

3. A combination of tendering for contracted activity and our third sector organisations such as Open Door also provide independent support separately.
4. This is procured on a Clinical Commissioning Group (CCG) basis. With the Integrated Care System (ICS) changes coming into place from April 2022, this may provoke a review into changes in commissioning of these services on a wider footprint.
5. A combination of commissioners, clinical practitioners, local authority colleagues, public health colleagues and third sector partners collaborate jointly on any new service provision.
6. Our contract with Insight Healthcare for the Talking Together Wirral service and the associated online support commenced from the 2018/2019 financial year and our Open Door sub-contract commenced from the 2019/2020 financial year.
7. Our Insight Contract has been extended until the end of the 2021/2022 financial year with the option to extend further.
8. These are reviewed on a monthly, quarterly and annual basis as part of the contract meetings, assurance and reviews of performance.
9. Payment is made via contracted annual cost.
10. Not applicable.
11. This is included in the total annual cost of the contract for services, encompassing the entirety of the offer available to individuals, including face to face therapeutic treatment, groups and other support.

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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