LEEDS MENTAL WELLBEING SERVICE

REFERRER UPDATE NEWSLETTER

Leeds Mental Wellbeing Service

NHS

Quarter 3 Jan 2026

PRIMARY CARE MENTAL HEALTH UPDATE

PCMH REFERRAL UPDATE

Primary Care Mental Health has continued to receive a high number of referrals over the summer period, & response time to contact or for subsequent interventions for patients have increased.

- Some patients are waiting over 2 weeks before first contact call.
- Wait for subsequent interventions are up to 12 weeks in some cases and PCNs.

We are doing all that we can to get on top of this increase in referrals over the next few months.

Our Management Team

Fiaz Amin – *South Hub Ops Manager*
Tobias Reece – *South Hub Deputy Manager*
Lisa Machall – *South Hub Clinical Ops Manager*

Danni Brett– *East Hub Ops Manager*
Adam Ambrose– *East Hub Deputy Ops Mgr*
Emily Hatley – *East Hub Clinical Ops Manager*

Daryll Cocking – *West Hub Ops Manager*
Charlotte Bateman– *West Hub Deputy Manager*
Ellie Smith- *West Hub Deputy Manager*
Simon Brown – *West Hub Clinical Ops Manager*
Contact: lmws.pcmh@nhs.net

PCMH – REFERRER FEEDBACK FORM

We've launched a short Referrer Feedback Form to help us improve our service. Your feedback on the service, communication, responsiveness, and the referral experience is valuable and will directly support service improvements.
Please take a moment to share your views:

Fill in Form

PCMH Patient Feedback

For the first time I felt someone knew what I've been through and going through, listened to me and offered a genuine real support I need.

I had the most amazing experience I was completely listened to and in only one phone call I finally felt understood.

I was contacted quite quickly and felt that the member of staff really listened to my problems and concerns. I was offered relevant help and communication of next steps was clear. I am very grateful for this swift and helpful support. Thank you.

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PCMH Group Programmes

- NEW HEROES – An 8-week trauma focused group for people with complex or childhood trauma
- **Reset your Relationship with Eating (RRE)** - A 10 week group for people who have mild to moderate difficulties with eating who may not meet criteria for Connect.
- **Unusual Sensory Experience Group** – a 12 weeks
- **Dealing with Feelings Group** – 10 weeks
- **Skills for Life (DBT Intro)** – 10 weeks
- **Wellness & Recovery Action Planning (WRAP)** - 10 weeks

If a patient could benefit from these courses, a referral into PCMH is sufficient and PCMH colleagues can consider if these options are appropriate for patients.

PCMH Groups Review

Dealing with Feelings Group:

- 8 groups delivered between September 2024 and August 2025.
- 38 participants (ages 17–70) completed the group.
- 22 participants with full data showed improved regulation.
- 22 participants with full data reported improved quality of life.
- 100% of respondents said they would recommend the group.

HEROES Group - Pilot

- 113 referrals received in the first 5 months.
- 76% of referrals were women; men and non-binary people remain under-represented.
- Intro attendance: 52% attended; 90% of those who attended went on to join the programme.
- Intro sessions will now run every 2 months (morning & afternoon) to improve access.
- Two cohorts completed with strong retention: 67% and 75%.
- ReQoL improvements: +6 points (Group 1) and +14 points (Group 2).

Talking Therapies Omnitherapy 25/7 online LMWS Offer – Ending 31st March 26

As part of wider work reviewing Quality & Value across our service, a decision has been made to end our contract with the Omnitherapy provider on 31st March 2026.
We are in the process of creating a smooth handover plan with Omnitherapy to ensure any patients currently accessing the resource will have appropriate notice of this and ensuring this is clearly documented on our website and within our polices. There have been generally low numbers of new patients accessing this offer per month (between 25- 50).
We plan to add similar video resources to our website which have been created by our Psychological Wellbeing Practitoners over the past few months to ensure that there is a similar provision for our patients. We thank you all for your patience and understanding throughout this transition.

PCMH Employment Advice

We're pleased to share that our employment advice offer has now expanded for PCMH patients.
Those needing support with job retention or finding work can access up to 3 months of specialist employment support from our Employment Advisors. Our Leeds team is made up of Dan and Ellen, covering:
Dan - East & South Leeds
Ellen - West & South Leeds
Referrals can be made simply through a standard PCMH referral.

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TALKING THERAPIES UPDATE

NHS Talking Therapies for anxiety and depression

Complete detailed online or telephone assessment Tel: 0113 843 4388 OR Self Referral or Professional.

Pregnant women, new mums and partners of, Veterans & Anyone Over 75 have priority in LMWS TT.

Unfortunately Talking Therapies are unable to offer support for those who are already under the care of other mental health services, such as CMHT, and cannot offer support with diagnosis, prescription queries or management of severe mental illnesses. We do however accept referrals for patients with stable SMI where depression or an anxiety disorder are the primary focus for treatment.

Current Therapy Interventions	Average Wait times and Suitability
CBT (online) Silvercloud	15 weeks (Mild- Moderate Common MH disorder)
Guided Self Help - CBT (phone or face to face)	10-12 weeks (Mild-Moderate Common MH disorder)
1:1 online 'typed' CBT - *IESO*	2 weeks (Moderate Common MH disorder)
1:1 CBT (phone or Video) via partners XYLA *(subject to eligibility criteria)*	3-4 months (Mod-Severe Common MH disorder)
1:1 CBT for PTSD (face to face, phone or video) via main service	32 weeks *(if patient has wide availability)* (Mod-Severe Common MH disorder)
1:1 CBT for non PTSD (face to face, phone or video) via main service	29 weeks *(if patient has wide availability)* (Mod-Severe Common MH disorder)
Counselling for Depression (online or F2F)	25 weeks(offered after Guided CBT as a step up)
Step 3 Groups: CBT for Social Anxiety (face to face) CBT for GAD - online Mindfulness based CBT - online	3-6 months (Moderate to Severe Common MH disorder)

The Following can be booked directly from our website HERE

Direct Access courses and classes	Average Waits and access info
Online courses - Panic Attacks, Stress and Anxiety, Depression, Self-Esteem, Bereavement, Stress in Parenthood, Post Natal Depression	Available 24/7 - (can be accessed on laptop, tablet, smartphone etc)
Classes - **6-8 weeks rolling programmes** • Depression Recovery • Overcoming Stress & Low Mood • Overcoming Low Mood using Islam *** Face to face group	Up to 6-8weeks – daytime and evening classes *Run on MS Teams Live -Patients are not required to actively participate in classes or download any app*

TALKING THERAPY – OUTCOMES

Reliable Recovery was 50.1% in June against a national target of 48%.
Reliable Improvement remained at 73.0% in June against the national target of 67%.

For further guidance please see our referral reference guide: Accessing-Adult-Mental-Health-Services-in-Leeds-June-24-1.pdf