Mayden

From iaptus to Tableau

Juliette McCormack

5 November 2020

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Introduction

1. Getting started - from iaptus to dashboards
2. Dashboard releases in the last six months
3. What’s coming in the near future?
4. How can I influence what’s coming next?

1. **Getting started**
2. Dashboard releases in the last six months
3. What’s coming in the near future?
4. How can I influence what’s coming next?

Where do I find dashboards in iaptus?

User : CM Mayden | Working on behalf of: One, Therapist Select My Account | Help | Support | Logout | Slow? 0.077 sec. | 20 min

iaptus adults

Find Patients | New Patient | Diary | Diary Search | Batch Letters (5) | Messages

Reports | Groups | Supervision | Bulk Actions | My Account

Show/Hide Navigation Bar

Find Patients | Patient : No patient selected

My Patient Episodes (8)

Type in last name

ID	Patient	Stage	Day
25557	Andrews, R	REF	-
25470	Dummy, D	REF	-
25475	Dummy, T	REF	-78
25472	Dummy, T	REF	-
25587	Man, B	REF	-
25590	Test, P	REF	-
25667	Appointment, T	WLS2AMT	-
25593	Book Test, L	REFON	-

Incoming Online Contacts (0)

My Searches (0)

Personal Contact Time

Find Patients From

Super Users

Appointment Location Manager

Brand Manager (Mayden Only)

Bulk SMS Templates

Latest News

iaptus news | IAPT & Health

Added by: Claire Tuckey, Tuesday 2nd June 2020, 2:45pm

Integrated video feature

In response to the coronavirus crisis, you asked us to prioritise functionality that would allow you to deliver secure one to one appointments remotely via video. We are very pleased to let you know that an integrated video feature is now available within iaptus.

Find out more in this short video: https://www.youtube.com/watch?v=fwDsStedE5U

Added by: Jenny Freij, Tuesday 7th April 2020, 11:30am

IAPT MDS v2.0 Update

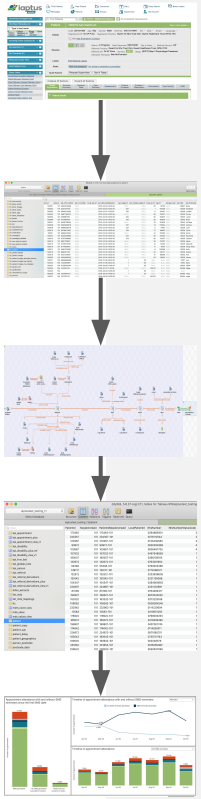
As you may be now aware, the IAPT MDS v2.0 data set update, which was due to come into effect on 1st April 2020, has been postponed due to the situation surrounding COVID-19.

We understand the difficulty to manage changes at this time and, where possible, want to minimise disruption to clinicians and admin staff. In order to continue to support you as best we can and allow you and your service additional time to prepare for the data set change, we released the updates to Client Advanced Exports on **Monday 6th April**. If you want to know more about the details of those changes, get in touch with your Account Manager by raising a Support Log.

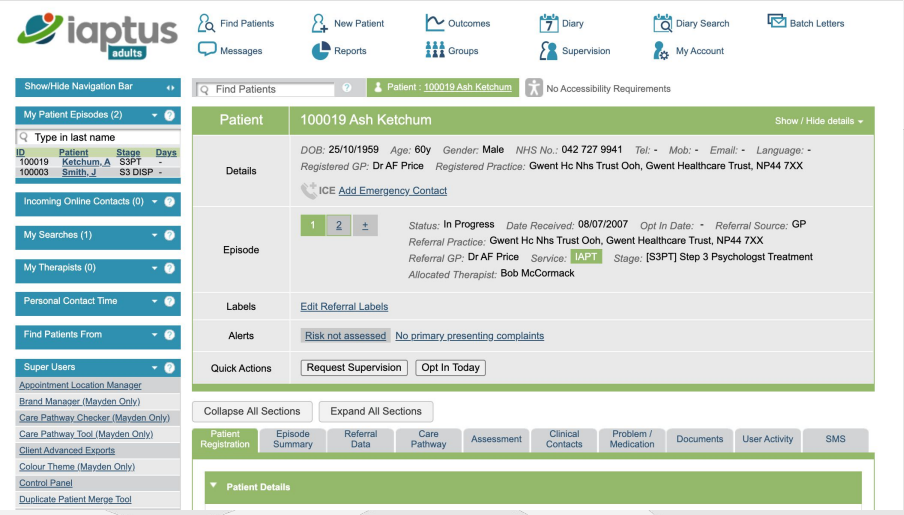
Any other changes already communicated relating to the data set update, including the release of the new IDS reports in Hypercube, will be **delayed**. The new release dates will be communicated to you closer to the time of deploy and when we have a clearer understanding of when the v2.0 data set will be updated.

As such, please be aware that whilst you can continue to use **the new functionality regarding the ability to**

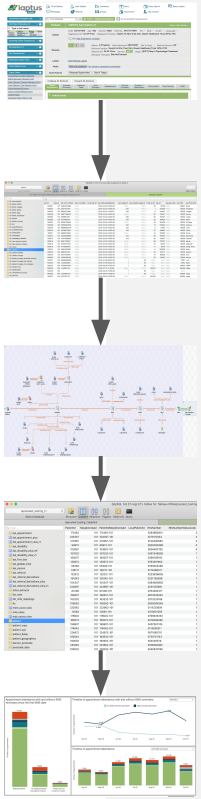
How does the data reach the dashboards?



1. iaptus front-end

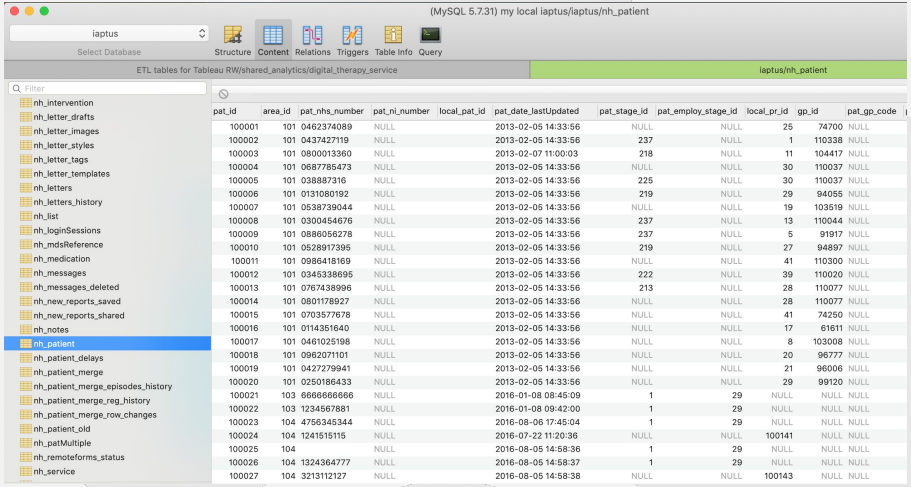


How does the data reach the dashboards?



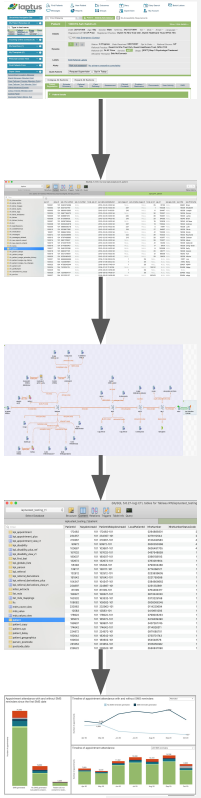
1. iaptus front-end

2. **iaptus back-end tables**

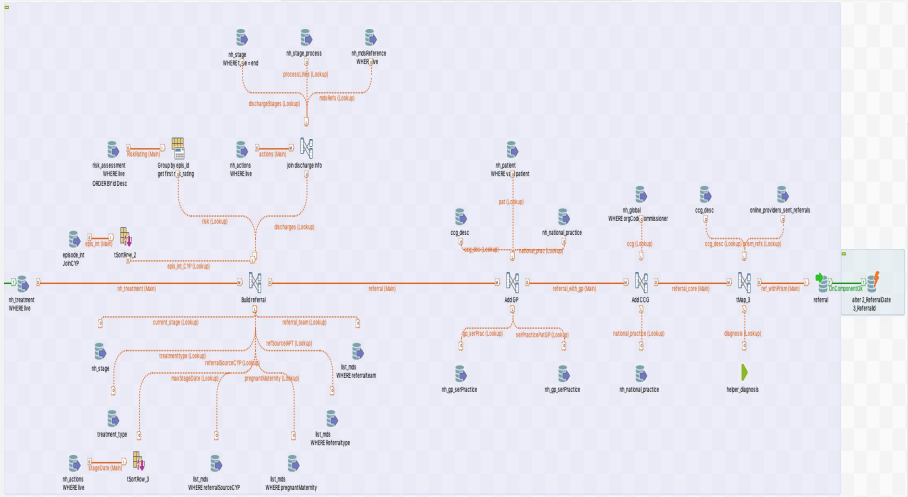


pat_id	area_id	pat_nhs_number	pat_ni_number	local_pat_id	pat_date_lastUpdated	pat_stage_id	pat_employ_stage_id	local_pr_id	gp_id	pat_gp_code
100001	101	0462374089	NULL		2013-02-05 14:33:56	NULL	NULL	25	74700	NULL
100002	101	0437427119	NULL		2013-02-05 14:33:56	237	NULL	1	110338	NULL
100003	101	0800013360	NULL		2013-02-07 11:00:03	218	NULL	11	104417	NULL
100004	101	0687785473	NULL		2013-02-05 14:33:56	NULL	NULL	30	110037	NULL
100005	101	038887316	NULL		2013-02-05 14:33:56	225	NULL	30	110037	NULL
100006	101	0131080192	NULL		2013-02-05 14:33:56	219	NULL	29	94055	NULL
100007	101	0538739044	NULL		2013-02-05 14:33:56	NULL	NULL	19	103519	NULL
100008	101	0300454676	NULL		2013-02-05 14:33:56	237	NULL	13	110044	NULL
100009	101	0886056278	NULL		2013-02-05 14:33:56	237	NULL	5	91917	NULL
100010	101	0528917395	NULL		2013-02-05 14:33:56	219	NULL	27	94897	NULL
100011	101	0986418169	NULL		2013-02-05 14:33:56	NULL	NULL	41	110300	NULL
100012	101	0345338695	NULL		2013-02-05 14:33:56	222	NULL	39	110020	NULL
100013	101	0767438996	NULL		2013-02-05 14:33:56	213	NULL	28	110077	NULL
100014	101	0801178927	NULL		2013-02-05 14:33:56	NULL	NULL	28	110077	NULL
100015	101	0703577678	NULL		2013-02-05 14:33:56	NULL	NULL	41	74250	NULL
100016	101	0114351640	NULL		2013-02-05 14:33:56	NULL	NULL	17	61611	NULL
100017	101	0461025198	NULL		2013-02-05 14:33:56	NULL	NULL	8	103008	NULL
100018	101	0962071101	NULL		2013-02-05 14:33:56	NULL	NULL	20	96777	NULL
100019	101	0427279941	NULL		2013-02-05 14:33:56	NULL	NULL	21	96006	NULL
100020	101	0250186433	NULL		2013-02-05 14:33:56	NULL	NULL	29	99120	NULL
100021	103	6666666666	NULL		2016-01-08 08:45:09	1	29	NULL	NULL	NULL
100022	103	1234567881	NULL		2016-01-08 09:42:00	1	29	NULL	NULL	NULL
100023	104	4756345344	NULL		2016-08-06 17:45:04	1	29	NULL	NULL	NULL
100024	104	1241515115	NULL		2016-07-22 11:20:36	NULL	NULL	100141	NULL	NULL
100025	104		NULL		2016-08-05 14:58:36	1	29	NULL	NULL	NULL
100026	104	1324364777	NULL		2016-08-05 14:58:37	1	29	NULL	NULL	NULL
100027	104	3213112127	NULL		2016-08-05 14:58:38	NULL	NULL	100143	NULL	NULL

How does the data reach the dashboards?



1. iaptus front-end
2. iaptus back-end tables
3. **ETL process**



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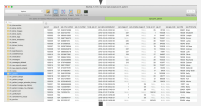
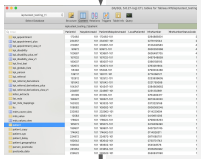
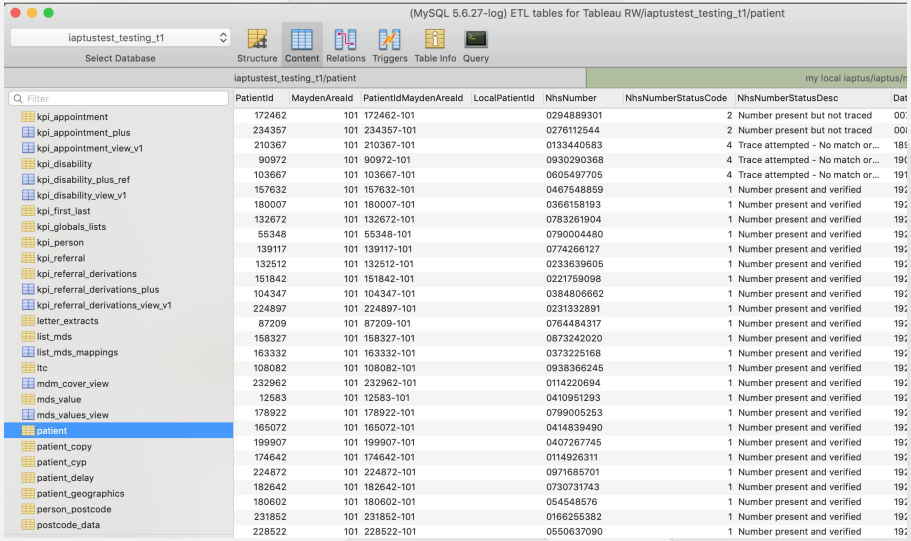


2. iaptus back-end tables

3. ETL process

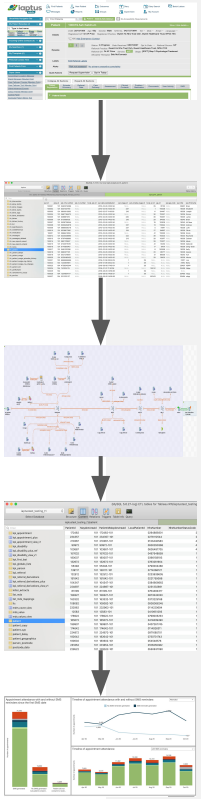


4. **Transformed tables**

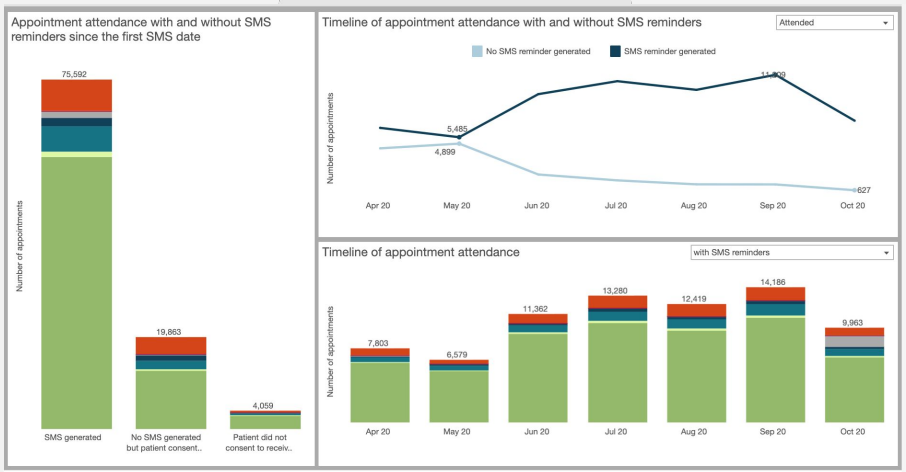


PatientId	MaydenAreaId	PatientIdMaydenAreaId	LocalPatientId	NhsNumber	NhsNumberStatusCode	NhsNumberStatusDesc	Dat
172462	101	172462-101		0294889301	2	Number present but not traced	00
234357	101	234357-101		0276112544	2	Number present but not traced	00
210367	101	210367-101		0133440583	4	Trace attempted - No match or...	18
90972	101	90972-101		0930290368	4	Trace attempted - No match or...	19
103667	101	103667-101		0605497705	4	Trace attempted - No match or...	19
157632	101	157632-101		0467548859	1	Number present and verified	19
180007	101	180007-101		0366158193	1	Number present and verified	19
132672	101	132672-101		0783261904	1	Number present and verified	19
55348	101	55348-101		0790004480	1	Number present and verified	19
139117	101	139117-101		0774266127	1	Number present and verified	19
132512	101	132512-101		0233639605	1	Number present and verified	19
151842	101	151842-101		0221759098	1	Number present and verified	19
104347	101	104347-101		0384806662	1	Number present and verified	19
224897	101	224897-101		0231332891	1	Number present and verified	19
87209	101	87209-101		0764484317	1	Number present and verified	19
158327	101	158327-101		0873242020	1	Number present and verified	19
163332	101	163332-101		0373225168	1	Number present and verified	19
108082	101	108082-101		0938366245	1	Number present and verified	19
232962	101	232962-101		0114220694	1	Number present and verified	19
12583	101	12583-101		0410951293	1	Number present and verified	19
178922	101	178922-101		0799005253	1	Number present and verified	19
165072	101	165072-101		0414839490	1	Number present and verified	19
199907	101	199907-101		0407267745	1	Number present and verified	19
174642	101	174642-101		0114926311	1	Number present and verified	19
224872	101	224872-101		0971685701	1	Number present and verified	19
182642	101	182642-101		0730731743	1	Number present and verified	19
180602	101	180602-101		054548576	1	Number present and verified	19
231852	101	231852-101		0166255382	1	Number present and verified	19
228522	101	228522-101		0550637090	1	Number present and verified	19

How does the data reach the dashboards?

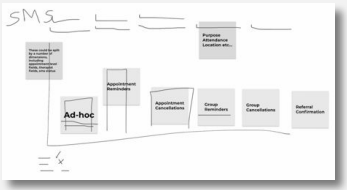


1. iaptus front-end
2. iaptus back-end tables
3. ETL process
4. Transformed tables
5. **Dashboards**



What is our process for developing dashboards?

Requests and new features

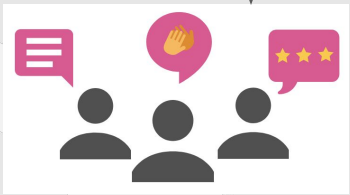


Scoping and ‘mock-ups’

ETL data

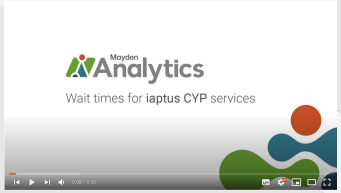
Prototype Tableau

Internal demos

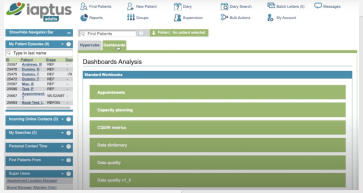


Trials and user feedback

Finalise Tableau



Videos and guides



Deploy and comms

Most visited workbooks

- MDM
- Appointments
- Referrals & discharges
- Capacity planning
- Groups

1. Getting started
2. Dashboard releases in the last six months
3. What’s coming in the near future?
4. How can I influence what’s coming next?

Dashboard releases in the last six months

- **Wait times -** May
- SMS - July
- CYP Wait times - September
- Appointments update - September
- Data quality v2.0 - October
- Online appointments booking beta - October

Wait times

The purpose of this workbook is to provide information on wait times for referral - both for those who are waiting to have a first treatment appointment and those who have had a first treatment appointment. The latter have been created in line with the definitions within the NHS England document entitled 'IAPT Waiting Times Guidance and FAQs' published on 15 Feburary 2015.

Waiting for first treatment appointment

Open referrals waiting for a first treatment appointment at the last run date

Time to first treatment appointment

Number of days from referral received or clock start date to first treatment where the referral ended

Mayden Analytics

Test adult service

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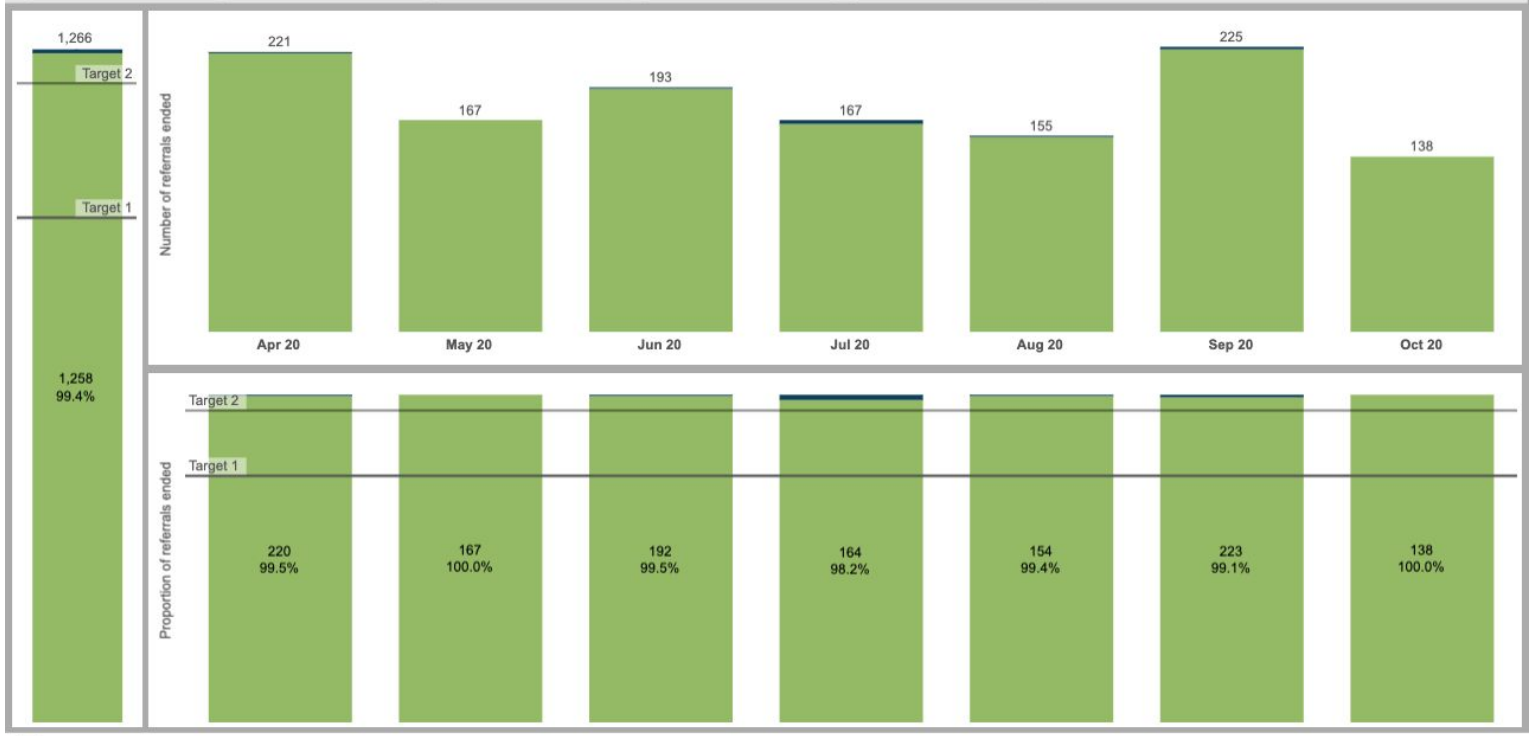
Number of days from referral received date to first treatment where the referral ended in the reporting period

Period start date	Period end date	Waiting start date	Consent for data flow	Treatment type	CCG	Registered GP practice
01/04/2020	31/03/2021	referral received date	All	(All)	(All)	(All)

Service	Referral team	Provider	Consortium	Team	Allocated therapist role	Allocated therapist
Test adult service	Null	(All)	First Step	(All)	(All)	(All)

MDS appointment	Target 1 (proportion to meet)	Target 1 (xx days or less)	Target 2 (proportion to meet)	Target 2 (xx days or less)
All appointments	75	42	95	126



43 days to 126 days

42 days or less

Test adult service

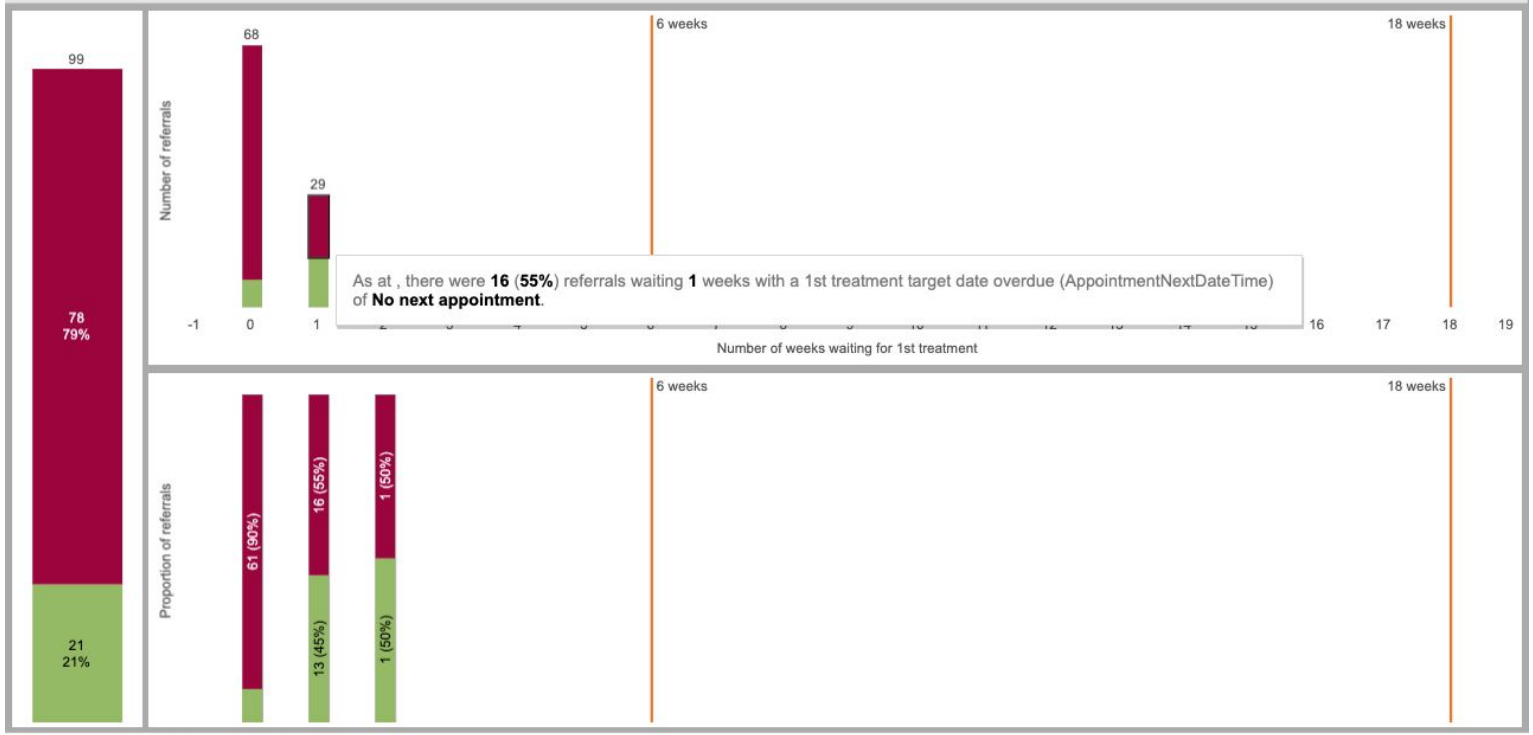
Last Run Date: Oct 20 2020 4:16PM

Open referrals waiting for a first treatment appointment at the last run date

Waiting start date	Consent for data flow	Treatment type	CCG	Registered GP practice	MDS appointment
referral received date	All	(All)		(All)	All appointments

Service	Referral team	Provider	Consortium	Team	Allocated therapist role	Allocated therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

Target 1 (xx days or less)	Target 2 (xx days or less)	Dimension	Display weeks
42	126	1st treatment target date overdue (AppointmentNextDat…	20



Next appointment before target 1 and target 2

No next appointment

Test adult service

Last Run Date: Oct 20 2020 4:16PM

Details of referrals waiting for first treatment appointment

Waiting start date	Consent for data flow	Treatment type	CCG	Registered GP practice	MDS appointment
referral received date	All	(All)		(All)	All appointments

Service	Referral team	Provider	Consortium	Team	Allocated therapist role	Allocated therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

ServiceName	PatientId	ReferralDate	Referral clock start date	Next appointment date	1st treatment target 1 date	1st treatment target 2 date	RiskRating	TherapistName	Days waiting 1st treat (LastRunDate)	Days waiting 1st treat (AppointmentNextDate..	
Test adult service	1953	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	6095	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	23898	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	37836	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	57671	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	66541	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	195131	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	220802	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	220805	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	220811	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	220817	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	220826	12/10/2020	12/10/2020	Null	23/11/2020	15/02/2021	Default - Risk Not Assessed	- - No Therapist - -	8	Null	!
	163641	13/10/2020	13/10/2020	Null	24/11/2020	16/02/2021	Default - Risk Not Assessed	- - No Therapist - -	7	Null	!
	220841	13/10/2020	13/10/2020	Null	24/11/2020	16/02/2021	Default - Risk Not Assessed		7	Null	!
	220844	13/10/2020	13/10/2020	Null	24/11/2020	16/02/2021	Default - Risk Not Assessed	- - No Therapist - -	7	Null	!
	220862	13/10/2020	13/10/2020	Null	24/11/2020	16/02/2021	Default - Risk Not Assessed	- - No Therapist - -	7	Null	!

! No next appointment

Dashboard releases in the last six months

- Wait times - May
- **SMS** - July
- Wait times for CYP - September
- Appointments update - September
- Data quality v2.0 - October
- Online appointments booking beta - October

SMS

This workbook illustrates the usage of SMS appointment reminders within the service

SMS messages by volume, length and date >

Appointment attendance with and without SMS reminders >

Distribution of SMS messages by consent and delivery rates >

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SMS messages by volume, length and date

Help guide

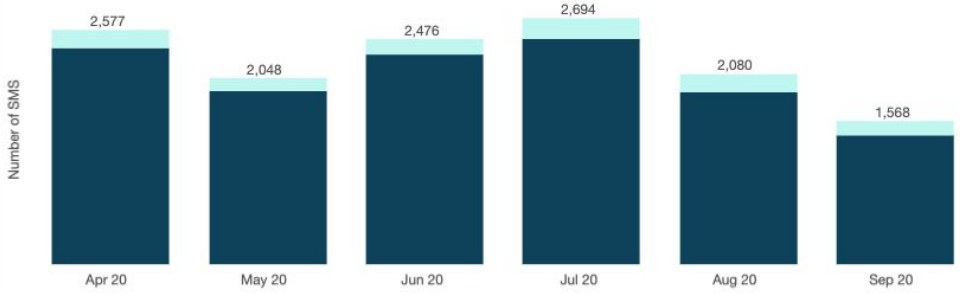
Period start date	Period end date	Number or percentage	Message type	Status type	Status	Dimension
01/04/2020	26/10/2020	Number	(All)	(All)	(All)	Message type

Date field	Service
Created date	Test adult service

SMS by Message type

Total: 13,443

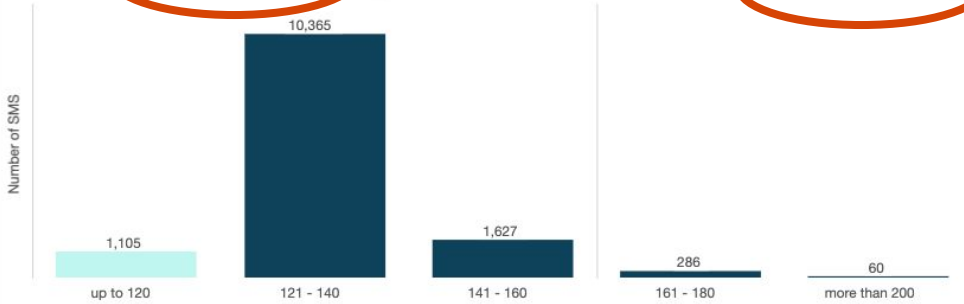
Timeline of SMS by Message type



Number of characters per SMS by Message type

13,097 SMS as one message

346 SMS as mulitiple messages



- Appointment reminder
- Appointment cancellation

Test adult service

Last Run Date: Oct 20 2020 4:16PM

First SMS Date: Jul 27 2010 12:00AM

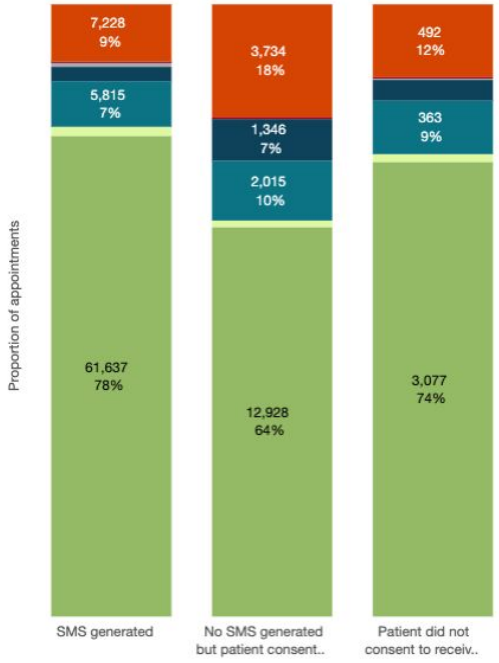
Appointment attendance with and without SMS reminders

Help guide

Period start date	Period end date	Number or percentage	Treatment type	CCG	MDS appointment
01/04/2020	26/10/2020	Percentage	(All)	(All)	All appointments

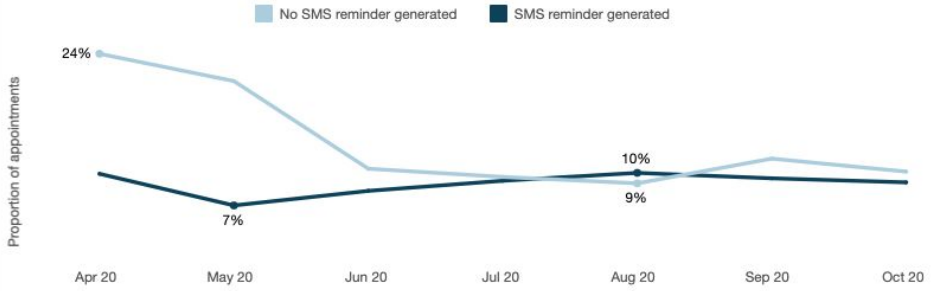
Service	Referral team	Provider	Consortium	Team	Allocated therapist role	Allocated therapist
	(All)	(All)	(All)	(All)	(All)	(All)

Appointment attendance with and without SMS reminders since the first SMS date



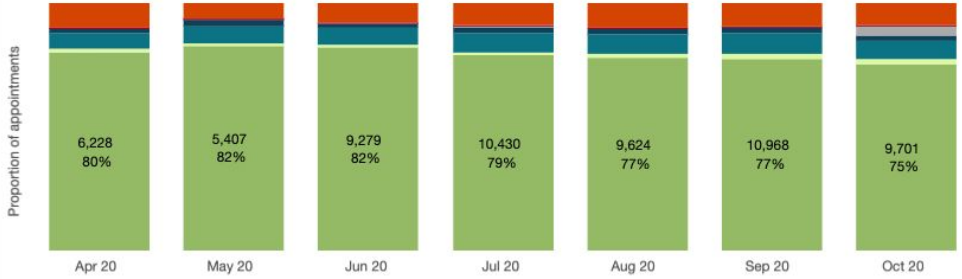
Timeline of appointment attendance with and without SMS reminders

DNA



Timeline of appointment attendance

with SMS reminders



Attended on time
Arrived late but seen
Appt cancelled by patient
Appt cancelled by provider
Null
Arrived late and not seen
DNA

Test adult service

Last Run Date: Oct 20 2020 4:16PM

First SMS Date: Jul 27 2010 12:00AM

Distribution of SMS messages by consent and delivery rates

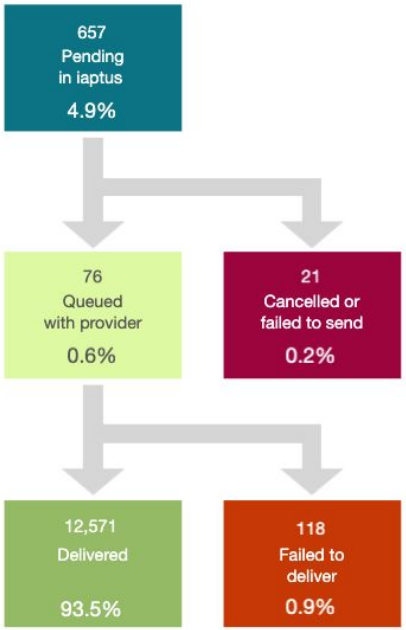
Help guide

Period start date	Period end date	Number or percentage	Treatment type	CCG	MDS appointment
01/04/2020	26/10/2020	Number	(All)	(All)	All appointments

Service	Referral team	Provider	Consortium	Team	Allocated therapist role	Allocated therapist
	Null	(All)	(All)	(All)	(All)	(All)

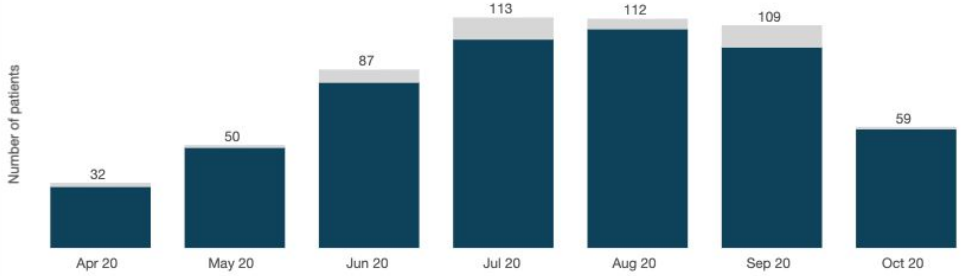
Status of SMS messages in the period

Created date



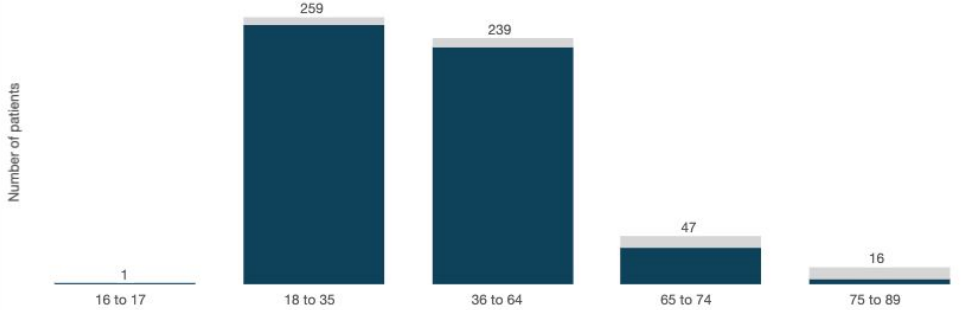
Timeline of patients who consent to received SMS

Patient registration date



Patients who consent to receive SMS by Age band (referral received)

Age band (referral recei...



SMS not allowed
SMS allowed

Test adult service

Last Run Date: Oct 20 2020 4:16PM

First SMS Date: Jul 27 2010 12:00AM

Distribution of SMS messages by consent and delivery rates

Close

Period start date 01/04/2020

Period end date 26/10/2020

Service: Test adult service

Referral team: Null

Allocated therapist: (All)

Date range

Select a **Start date** and **End date** to filter the time period for analysis. For the **Status of SMS**, you are filtering for SMS created or sent during this period. For the breakdown of **Patients who consent**, you are filtering for patient activity during this period.

Status of SMS messages in the period

Created date

Status of SMS messages

This diagram shows the status of SMS in the period and the proportion successfully delivered to patients. Select from the dropdown to include all messages either created or sent in the period.

The status of an SMS message can be any of the following:

Pending - the SMS is scheduled in iaptus but not yet sent.

Queued - the SMS has been sent from iaptus but is temporarily queued with the service provider.

76

Cancelled or failed to send - the SMS did not leave iaptus because it was either cancelled or failed to send, perhaps because the send date was specified incorrectly.

0.6%

Delivered - the SMS has been delivered to the patient.

Failed to deliver - the SMS was sent but failed to deliver, perhaps because it was rejected by the patient's handset.

12,571

118

Legend

Each bar in both charts relating to patient consent is split by SMS allowed or not allowed. Use the **Number or percentage** option at the top of the page to show this split in terms of the volume or proportion allowing SMS. This legend does not apply to the **Status of SMS** diagram as all messages created or sent should relate to a patient who allowed SMS.

SMS not allowed

SMS allowed

Timeline of patients who consent to received SMS

Patient registration date

Number of patients

32

Apr 20

Timeline of patients who consent to SMS

This timeline allows you to explore changing patterns of patients consenting to receive SMS messages. Select from the dropdown to toggle between the following different ways of categorising the date of activity:

Patient registration date - patients are included in the month in which they registered.

Referral date - each patient is included in each month of a referral.

Appointment date - each patient is included in each month of an appointment.

In the case of **Referral date** or **Appointment date**, a patient may appear multiple times on the graph, once per new referral or appointment.

Patients who consent to receive SMS by Age band (referral received)

Age band (referral recei…

Number of patients

1

16 to 17

18 to 35

Patterns of patient consent to SMS

Select a **Dimension** from this dropdown to explore patterns of patient consent for different groupings or categories. For example, you may wish to explore the variations between different demographics, teams, or appointment types.

These patterns can be furthered explored by applying any of the **Filters** found at the top of the page.

Last run date and First SMS date

Last run date indicates the date of the most recent extract from iaptus. This dashboard is usually updated each night. **First SMS date** is the date the service first sent an SMS using iaptus.

Test adult service

Last Run Date: Oct 20 2020 4:16PM

First SMS Date: Jul 27 2010 12:00AM

Dashboard releases in the last six months

- Wait times - May
- SMS - July
- **Wait times for CYP** - September
- Appointments update - September
- Data quality v2.0 - October
- Online appointments booking beta - October

Wait times for CYP

The purpose of this workbook is to provide information on wait times for CYP referrals. The 'mhsds-monthly-metadata' documentation 'Access and Wait' sheet has been used to guide calculations (available from here: https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-sets/mental-health-services-data-set/statistics-and-reports)

Weeks waiting for 1st and 2nd contact for open referrals >

Weeks waited for 1st and 2nd contact for open or ended referrals >

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Weeks waited for 1st and 2nd contact for open or ended referrals

Information | Help guide

Period start date	Period end date	Ended or open referrals	Consent for data flow	Treatment type	CCG	Number or percentage
01/04/2020	26/10/2020	ended referrals	All	CYP-IAPT	(All)	Percentage

iaptus instance	Referral team	Primary reason for referral	Service/team type referred to	Service/team type association	Allocated therapist	MDS appointment
Test CYP service	(All)	(All)	(All)	(All)	(All)	All appointments

1st contact target (%)	Target 1 (xx days or less)	2nd contact target (%)	Target 2 (xx days or less)
50	14 days (2 weeks)	75	42 days (6 weeks)

Test CYP service

Last Run Date: Oct 20 2020 4:43PM

Weeks waited for 1st and 2nd contact for open or ended referrals

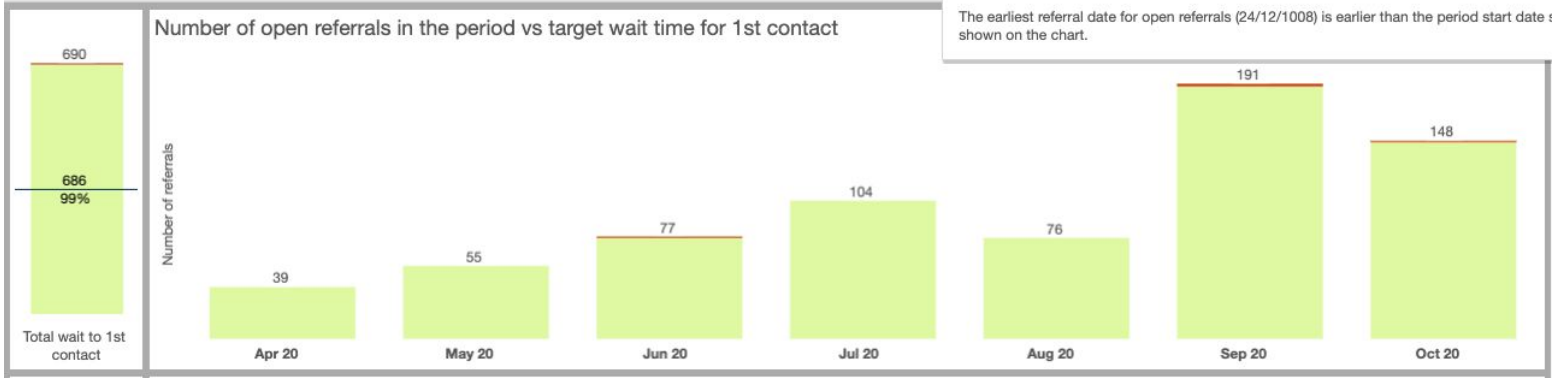
Information | Help guide

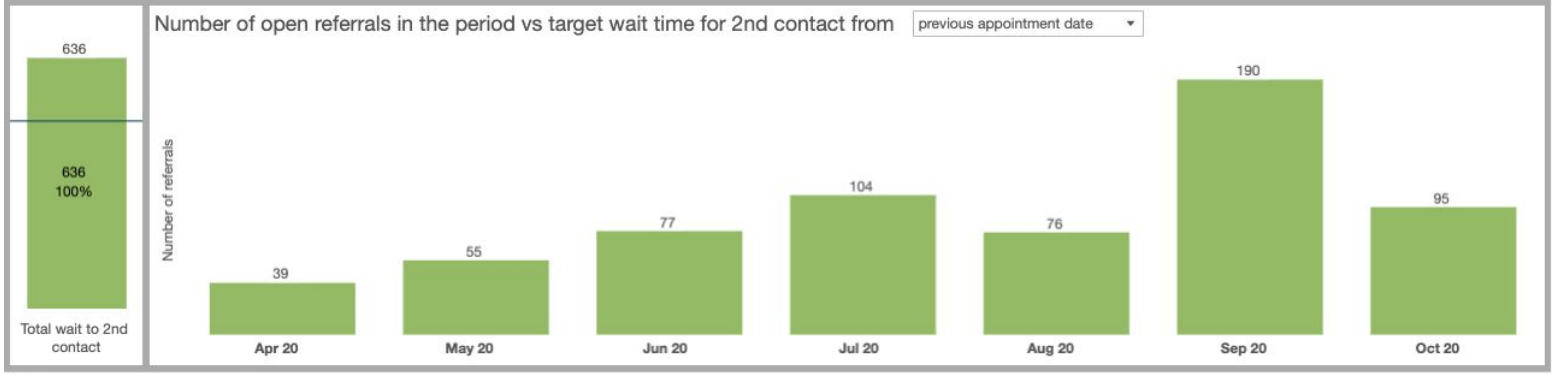
Period start date	Period end date	Ended or open referrals	Consent for data flow	Treatment type	CCG	Number or percentage
01/04/2020	26/10/2020	open referrals	All	CYP-IAPT	(All)	Number

iaptus instance	Referral team	Primary reason for referral	Service/team type referred to	Service/team type association	Allocated therapist	MDS appointment
Test CYP service	(All)	(All)	(All)	(All)	(All)	All appointments

1st contact target (%)	Target 1 (xx days or less)	2nd contact target (%)	Target 2 (xx days or less)
50	14 days (2 weeks)	75	42 days (6 weeks)

The earliest referral date for open referrals (24/12/1008) is earlier than the period start date s
shown on the chart.





1st contact target missed
1st contact target met
2nd contact target met

Test CYP service

Last Run Date: Oct 20 2020 4:43PM

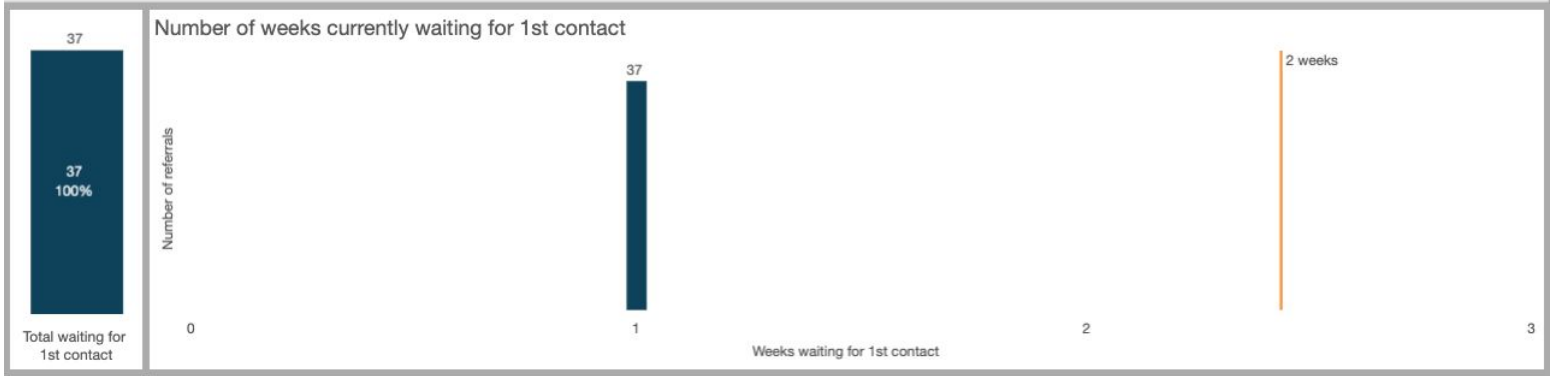
Weeks waiting for a 1st or 2nd contact for open referrals

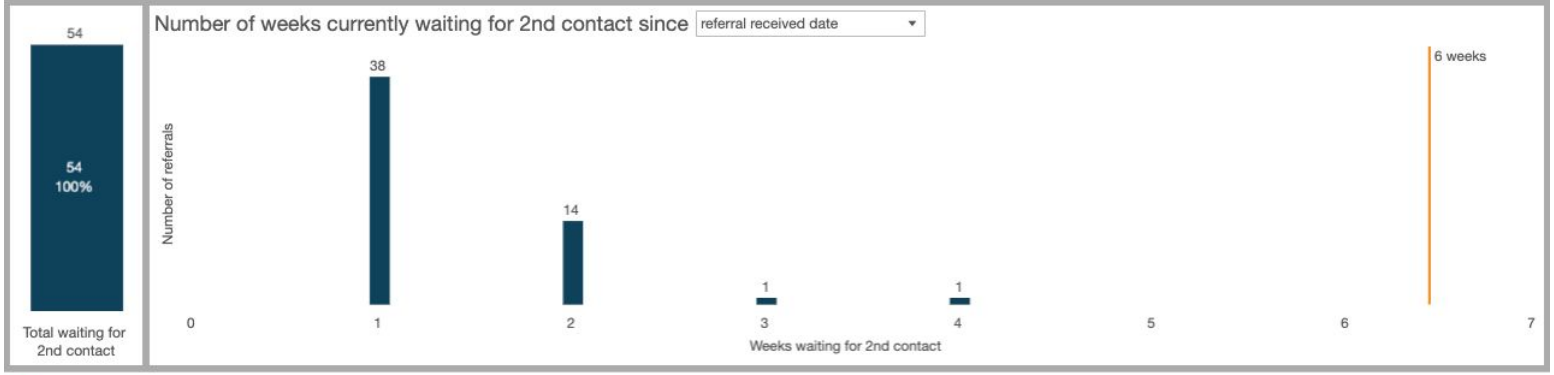
Information | Help guide

Consent for data flow	Treatment type	CCG	MDS appointment	Number or percentage
All	CYP-IAPT	(All)	All appointments	Number

iaptus instance	Referral team	Primary reason for referral	Service/team type referred to	Service/team type association	Allocated therapist
Test CYP service	(All)	(All)	(All)	(All)	(All)

Current stage (1st contact)	Current stage (2nd contact)	Target 1 (xx days or less)	Target 2 (xx days or less)	Dimension	Display weeks
(All)	(All)	14 days (2 weeks)	42 days (6 weeks)	All	26





All

Test CYP service

Last Run Date: Oct 20 2020 4:43PM

Weeks waiting for a 1st or 2nd contact for open referrals

Information | Help guide

Consent for data flow	Treatment type	CCG	MDS appointment	Number or percentage
All	CYP-IAPT	(All)	All appointments	Number

iaptus instance	Referral team	Primary reason for referral	Service/team type referred to	Service/team type association	Allocated therapist
Test CYP service	(All)	(All)	(All)	(All)	(All)

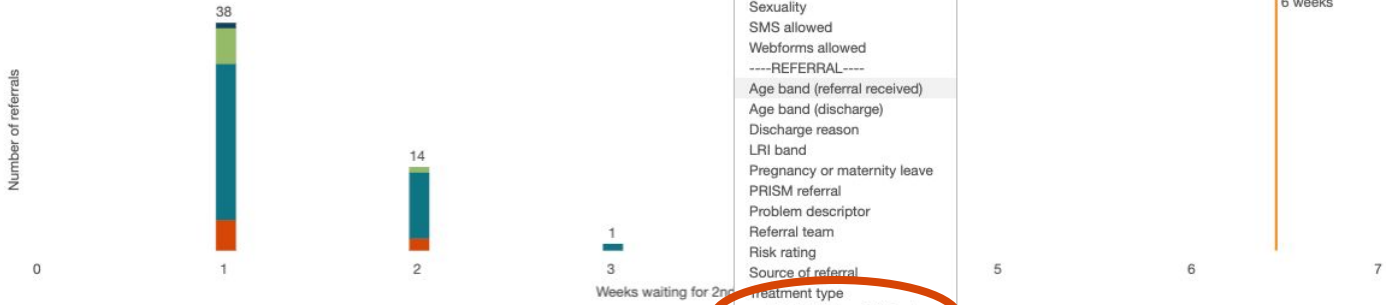
Current stage (1st contact)	Current stage (2nd contact)	Target 1 (xx days or less)	Target 2 (xx days or less)	Dimension	Display weeks
(All)	(All)	14 days (2 weeks)	42 days (6 weeks)	Age band (referral recei…	26

Total waiting for 1st contact

Number of weeks currently waiting for 1st contact

Total waiting for 2nd contact

Number of weeks currently waiting for 2nd contact since referral received date



- All
- Service
- ----PATIENT----
- Age band (death)
- Age band (current)
- Age band (registration)
- British armed forces
- Consent for data flow
- Disability
- Ethnic category
- Ethnic group
- Gender
- Long term condition
- NHS number status
- Mobile valid
- Nationality
- Preferred language
- Read english
- Registered CCG
- Relationship status
- Religion
- Sexuality
- SMS allowed
- Webforms allowed
- ----REFERRAL----
- Age band (referral received)
- Age band (discharge)
- Discharge reason
- LRI band
- Pregnancy or maternity leave
- PRISM referral
- Problem descriptor
- Referral team
- Risk rating
- Source of referral
- Treatment type
- ----REFERRAL----CYP only
- Referral rejection reason
- Primary reason for referral
- Service or team type referred to

18 to 34 | 6 to 10
16 to 17 | 5 and under
11 to 15

Test CYP service

Last Run Date: Oct 20 2020 4:43PM

Dashboard releases in the last six months

- Wait times - May
- SMS - July
- Wait times for CYP - September
- **Appointments update** - September
- Data quality v2.0 - October
- Online appointments booking beta - October

Appointments

The purpose of this workbook is to provide analysis on activity within the service which is based at appointment level. There are a number of dashboards relating to numbers of appointments broken down by various dimensions.

- Timeline of appointments in the period >
- Appointments in the period >
- Appointment sparklines >
- Number of appointments per referral >
- Heatmap of appointments by month and day in the period >
- Heatmap of appointments by hour, day of week and month in the period >

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Heatmap of appointments by month and day in the period

Period start date	Period end date	Patient consent	Treatment type	CCG	Last HoNOS	Contact type
01/04/2020	26/10/2020	All	(All)	(All)	(All)	(All)

iaptus instance	Referral team	Provider	Consortium	Team	Therapist role	Therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

Appointment purpose	MDS appointment	Future appointment	PRISM appointment
(All)	MDS appointments only	All appointments	All appointments

Display bars

Average appointments by month

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Avg
Apr	106	95	110			121	115	123	138					133	141	134	114			118	134	133	124	100			96	129	133	106		120
May	100			98	125	118	112	2			93	117	113	120	111			100	116	145	114	94				98	124	90	98			104
Jun	114	137	127	101	79			97	125	130	92	89			105	126	107	105	115			100	131	135	100	108			91	121		111
Jul	112	100	101			104	135	124	95	125			106	132	119	114	107			101	137	126	104	88			88	134	131	103	95	112
Aug			74	111	118	91	98			91	119	125	100	88			71	106	112	75	84			105	136	115	80	88				99
Sep	137	146	124	103			113	133	121	115	108			96	106	141	110	111			97	127	146	118	114			100	135	133		120
Oct	99	109			97	122	125	129	125			100	120	146	123	111			111	150	135	130	110			48						116
Avg	111	117	107	103	105	111	116	101	121	115	103	108	110	119	118	125	102	106	114	118	117	118	123	109	117	92	97	108	118	116	95	112

Average appointments by day of month

Test adult service

Last Run Date: Oct 20 2020 4:16PM

Heatmap of appointments by month and day in the period

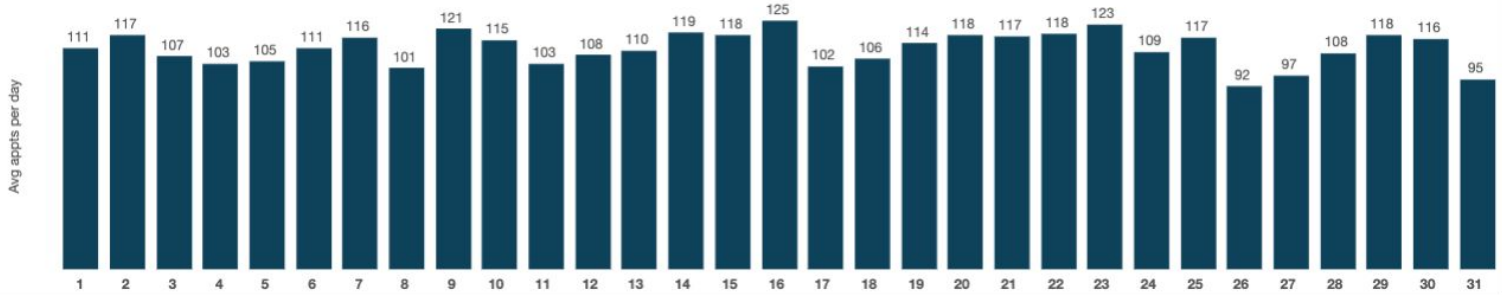
Period start date	Period end date	Patient consent	Treatment type	CCG	Last HoNOS	Contact type
01/04/2020	26/10/2020	All	(All)	(All)	(All)	(All)

iaptus instance	Referral team	Provider	Consortium	Team	Therapist role	Therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

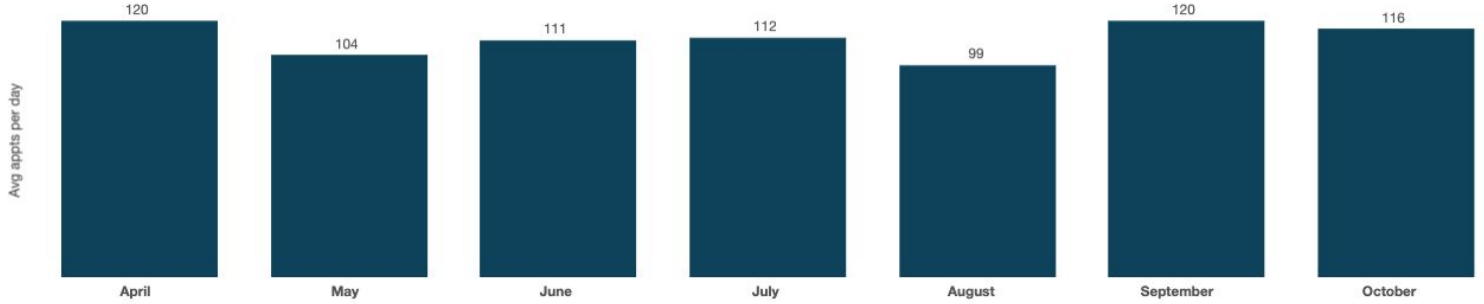
Appointment purpose	MDS appointment	Future appointment	PRISM appointment
(All)	MDS appointments only	All appointments	All appointments

Average appointments by day of the month

Display heatmap



Average appointments by month



Test adult service

Last Run Date: Oct 20 2020 4:16PM

Support request

“Time slots that appointments are offered - we know how to find on the heat map which days are mostly taken up with slots but **we want to know if the time of day can also be found**… … i.e. how many offered in the evenings etc.?”

Heatmap of appointments by hour, day of week and month in the period

Period start date	Period end date	Patient consent	Treatment type	CCG	Last HoNOS	Contact type
01/04/2020	26/10/2020	All	(All)	(All)	(All)	(All)

iaptus instance	Referral team	Provider	Consortium	Team	Therapist role	Therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

Appointment purpose	MDS appointment	Future appointment	PRISM appointment
(All)	MDS appointments only	All appointments	All appointments

Display bar

Average appointments by day of week

	08	09	10	11	12	13	14	15	16	17	18	19	Avg
Mon	3	14	17	12	8	13	12	11	5	3			10
Tue	4	19	21	15	11	16	13	15	7	5	1	1	12
Wed	5	18	21	16	11	18	14	14	7	4		1	13
Thu	4	13	15	15	9	16	13	12	6	3	1	1	11
Fri	4	15	17	16	8	14	13	10	4	2	1		10
Avg	4	16	18	15	9	15	13	12	6	3	1	1	11

Average number of appointments by hour

Display bar

Average appointments by day of week

	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
Mon	112	97	101	100	85	102	89	98
Tue	128	114	128	135	118	128	131	126
Wed	127	125	125	122	118	137	135	127
Thu	119	109	100	103	87	117	120	108
Fri	108	81	98	103	90	109	114	99
Avg	120	104	111	112	99	120	116	112

Average number of appointments by month

Test adult service

Last Run Date: Oct 20 2020 4:16PM

Heatmap of appointments by hour, day of week and month in the period

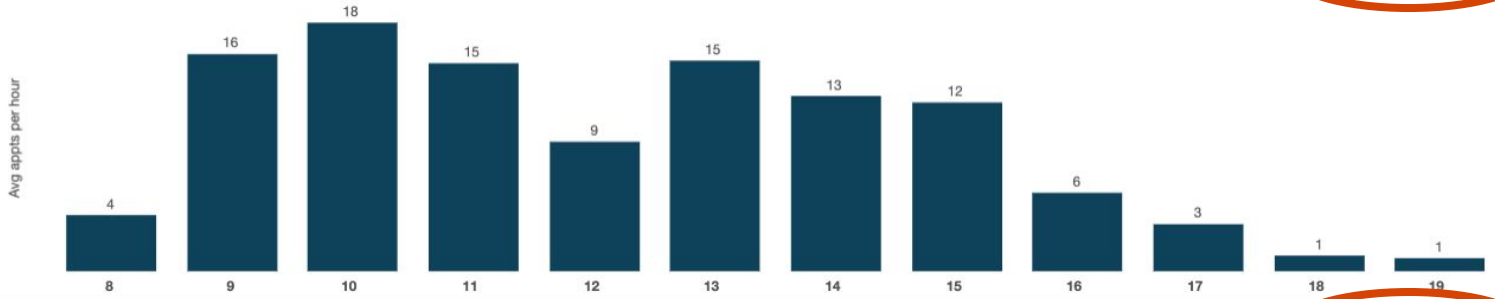
Period start date	Period end date	Patient consent	Treatment type	CCG	Last HoNOS	Contact type
01/04/2020	26/10/2020	All	(All)	(All)	(All)	(All)

iaptus instance	Referral team	Provider	Consortium	Team	Therapist role	Therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

Appointment purpose	MDS appointment	Future appointment	PRISM appointment
(All)	MDS appointments only	All appointments	All appointments

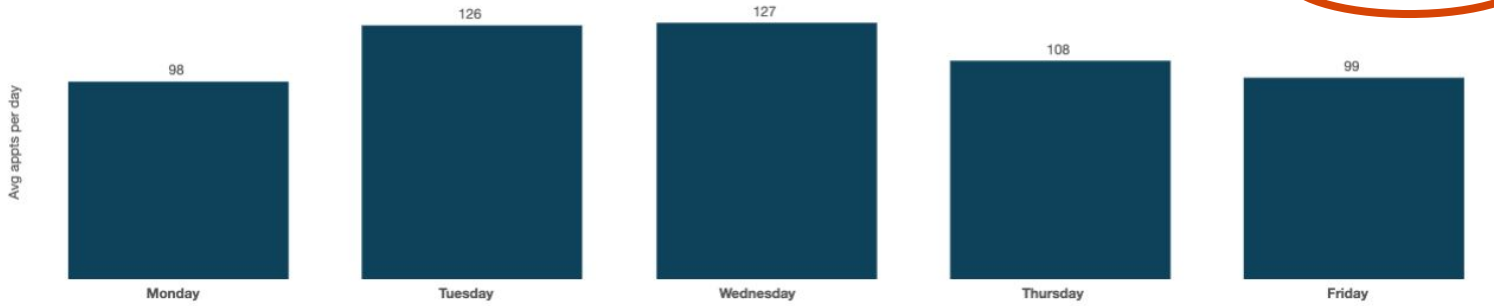
Average appointments by hour of day

Display heatmap



Average appointments by week day

Display heatmap



Test adult service

Last Run Date: Oct 20 2020 4:16PM

Heatmap of appointments by hour, day of week and month in the period

Period start date	Period end date	Patient consent	Treatment type	CCG	Last HoNOS	Contact type
01/04/2020	26/10/2020	All	(All)	(All)	(All)	(All)

iaptus instance	Referral team	Provider	Consortium	Team	Therapist role	Therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

Appointment purpose	MDS appointment	Future appointment	PRISM appointment
(All)	MDS appointments only	All appointments	All appointments

Display bar

Average appointments by day of week

	08	09	10	11	12	13	14	15	16	17	18	19	Avg
Mon	3	14	17	12	8	13	12	11	5	3			10
Tue	4	19	21	15	11	16	13	15	7	5	1	1	12
Wed	5	18	21	16	11	18	14	14	7	4		1	13
Thu	4	13	15	15	9	16	13	12	6	3	1	1	11
Fri	4	15	17	16	8	14	13	10	4	2	1		10
Avg	4	16	18	15	9	15	13	12	6	3	1	1	11

Average number of appointments by hour

Display bar

Average appointments by day of week

	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
Mon	112	97	101	100	85	102	89	98
Tue	128	114	128	135	118	128	131	126
Wed	127	125	125	122	118	137	135	127
Thu	119	109	100	103	87	117	120	108
Fri	108	81	98	103	90	109	114	99
Avg	120	104	111	112	99	120	116	112

Average number of appointments by month

Test adult service

Last Run Date: Oct 20 2020 4:16PM

Heatmap of appointments by hour, day of week and month in the period

Period start date	Period end date	Patient consent	Treatment type	CCG	Last HoNOS	Contact type
01/04/2020	26/10/2020	All	(All)	(All)	(All)	(All)

iaptus instance	Referral team	Provider	Consortium	Team	Therapist role	Therapist
Test adult service	Null	(All)	(All)	(All)	(All)	(All)

Appointment purpose	MDS appointment	Future appointment	PRISM appointment
(All)	MDS appointments only	All appointments	All appointments

Display bar

Average appointments by day of week

	08	09	10	11	12	13	14	15	16	17	18	19	Avg
Mon	3	14	17	12	8	13	12	11	5	3			10
Tue	4	19	21	15	11	16	13	15	7	5	1	1	12
Wed	5	18	21	16	11	18	14	14	7	4		1	13
Thu	4	13	15	15	9	16	13	12	6	3	1	1	11
Fri	4	15	17	16	8	14	13	10	4	2	1		10
Avg	4	16	18	15	9	[illegible]	[illegible]	12	6	3	1	1	11

Average number of appointments by hour

Display bar

Average appointments by day of week

	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
Mon	112	97	101	100	85	102	89	98
Tue	128	114	128	135	118	128	131	126
Wed	127	125	125	122	118	137	135	127
Thu	119	109	100	103	87	117	120	108
Fri	108	81	98	103	90	109	114	99
Avg	120	104	111	112	99	120	116	112

Average number of appointments by month

Test adult service

Last Run Date: Oct 20 2020 4:16PM

Support request

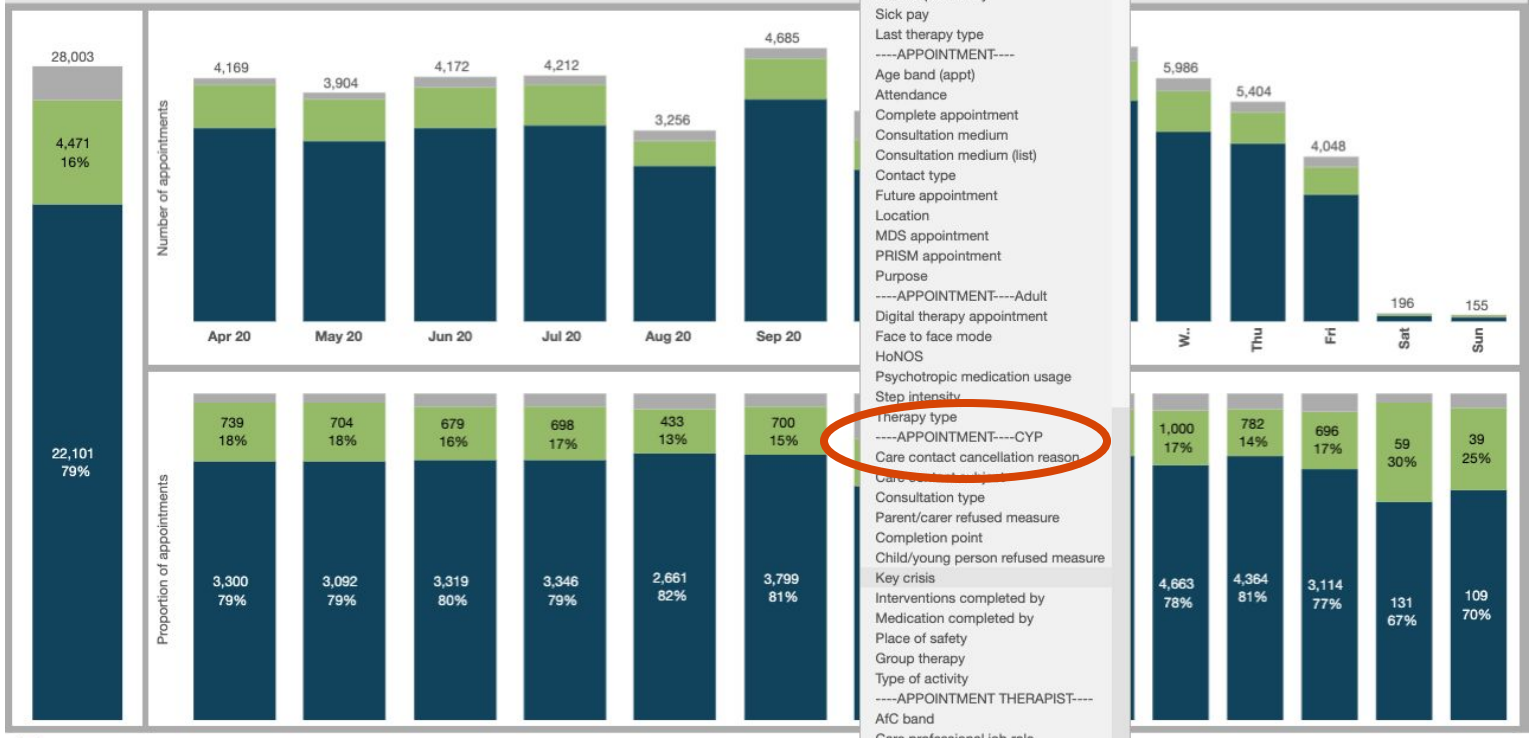
“I was looking on the appointment dashboard called “Appointments in the period” and I can’t see anywhere where it shows **direct or indirect activity** either on the filter or the output sheet… … is it something which is possible to add? ”

Timeline of appointments in the period

Period start date	Period end date	Consent for data flow	Treatment type	CCG	Last HoNOS	Contact type
01/04/2020	26/10/2020	All	CYP-IAPT	(All)	Null	(All)

iaptus instance	Referral team	Provider	Consortium	Team	Therapist role	Therapist
Test CYP service	(All)	(All)	Null	(All)	(All)	(All)

Appointment purpose	MDS appointment	Future appointment	PRISM appointment	Dimension
(All)	MDS appointments only	All appointments	All appointments	Type of activity



Sick pay
Last therapy type
----APPOINTMENT----
Age band (appt)
Attendance
Complete appointment
Consultation medium
Consultation medium (list)
Contact type
Future appointment
Location
MDS appointment
PRISM appointment
Purpose
----APPOINTMENT----Adult
Digital therapy appointment
Face to face mode
HoNOS
Psychotropic medication usage
Step intensity
Therapy type
----APPOINTMENT----CYP
Care contact cancellation reason
Consultation type
Parent/carer refused measure
Completion point
Child/young person refused measure
Key crisis
Interventions completed by
Medication completed by
Place of safety
Group therapy
Type of activity
----APPOINTMENT THERAPIST----
AfC band
Care professional job role
Occupational group
Therapist name
Supervisor
Therapist type

Test CYP service

Last Run Date: Oct 20 2020 4:43PM

Dashboard releases in the last six months

- Wait times - May
- Wait times for CYP - September
- SMS - July
- Appointments update - September
- **Data quality v2.0** - October
- Online appointments booking beta - October

Data quality for IAPT v2.0

The purpose of this workbook is to provide information on the quality of iaptus data for this service.

Further dashboards will be added to this workbook at a subsequent time. These will be based on the IAPT v2.0 requirements.

Data quality may be shortened to DQ in some places.

List management: lists which require MDS mappings

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Test adult service

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List management: lists which require MDS mappings

Help guide

Dataset	List mapped status	List item mapped status	Item status
Generic	(All)	(All)	(All)

List category status

- Patient Delay Reasons
- Person Marital Status
- *** Preferred Language (adult)
- Presenteeism
- *** Primary Medically Unexplained Symptom
- Primary Presenting Complaint/Referred Problem
- Primary Reason for Referral
- Professional Registration Body
- Psychotropic Medication Class
- Qualification Attainment Level
- *** Referral Source
- Referral
- Referring
- *** Religiou
- Requires
- Requires Communication Support
- Secure Childrens Home Placement Type
- Settled Accommodation Indicator
- *** Sexual Orientation
- SMI Register Status
- Smoker Status
- Social and Personal Circumstances
- Specific Contact Method(s)
- Specific Information Format(s)
- Therapist AFC Band
- Therapist Occupational Group
- Tier of Service
- Title
- Young Carer Indicator

Referral Source

This list contains **95** items, of which **11** have not been mapped.

List item status

Parent	Name	MDS value	Item status
Accessibility Information Status	Has Accessibility Information Re..	Has Accessibility Informati..	Active
	No Accessibility Requirements	No Accessibility Requirem..	Active
	Not Asked	Not Asked	Active
	Not Stated	Not Stated	Active
	Unknown	Unknown	Active
Accommodation Status	Other	Other / Not elsewhere clas..	Active
	Owned outright	Owner occupier	Active
	Owned with mortgage	Owner occupier	Active
	Refused / DK	Not Stated	Active
	Rented from housing association..	Tenant - Housing Associati..	Active
	Rented from housing executive	Tenant - Local Authority/A..	Active
Accommodation Status Code	Accommodation with criminal jus..	Accommodation with crimi..	Active
	Accommodation with mental hea..	Accommodation with men..	Active
	Accommodation with other (not s..	Accommodation with othe..	Active
	Acute/long stay healthcare resid..	Acute/long stay healthcar..	Active
	Bail/Probation hostel	Bail/Probation hostel	Active
	Detention Centre	Detention Centre	Active
	Extra care sheltered housing (als..	Extra care sheltered housi..	Active
	Foyer - accommodation for youn..	Foyer - accommodation fo..	Active
	Homeless	Homeless	Active
	Independent hospital/clinic	Independent hospital/clinic	Active
	Mainstream Housing	Mainstream Housing	Active
	Mental Health Registered Care H..	Mental Health Registered ..	Active
	Mobile accommodation	Mobile accommodation	Active
	NHS acute psychiatric ward	NHS acute psychiatric ward	Active
	Night shelter/emergency hostel/..	Night shelter/emergency h..	Active
	Non-Mental Health Registered Ca..	Non-Mental Health Registe..	Active

Mapping complete
Mapping required
*** IAPT v2.0 item deletions

Mapped
Change me/not mapped

Test adult service
Last Run Date: Oct 20 2020 4:16PM

List management: lists which require MDS mappings

Help guide

Dataset	List mapped status	List item mapped status	Item status
Generic	(All)	(All)	(All)

List category status

- Partner Consent
- Patient Delay Reasons
- Person Marital Status
- *** Preferred Language (adult)
- Presenteeism
- *** Primary Medically Unexplained Symptom
- Primary Presenting Complaint/Referred Problem
- Primary Reason for Referral
- Professional Registration Body
- Psychotropic Medication Class
- Qualification Attainment Level
- *** Referral Source
- Referral Source (NDPP)
- Referring Care Professional Staff Group
- *** Religious Group
- Requires Communication Professional
- Requires Communication Support
- Secure Childrens Home Placement Type
- Settled Accommodation Indicator
- *** Sexual Orientation
- SMI Register Status
- Smoker Status
- Social and Personal Circumstances
- Specific Contact Method(s)
- Specific Information Format(s)
- Therapist AFC Band
- Therapist Occupational Group
- Tier of Service
- Title

List item status

Parent	Name	MDS value	Item status	
Referral Source	A&E Department	Accident And Emergency ..	Deleted	●
	Assessment & Liaison Team	Other secondary care spe..	Deleted	●
	Asylum Services	Asylum Services	Deleted	●
	Carer	Carer/Relative	Deleted	●
	Cascaid	Other Primary Health Care	Deleted	●
	Centre for Anxiety Disorders and..	Other Primary Health Care	Deleted	●
	Children's Centre	Other service or agency	Deleted	●
	Community Mental Health Team ..	* Please change me *	Deleted	▲
	Community Mental Health Team ..	* Please change me *	Deleted	▲
	Community Mental Health Team ..	* Please change me *	Deleted	▲
	Community Mental Health Team ..	* Please change me *	Deleted	▲
	Community-based Paediatrics	Community-based Paediat..	Deleted	●
	Community/Practice Nurse/Healt..	Health Visitor	Deleted	●
	Counselling triage	General Medical Practition..	Deleted	●
	Court Liaison and Diversion Servi..	Court Liaison and Diversio..	Deleted	●
	Courts	Courts	Deleted	●
	Diabetes Intermediate Care Team	Other Primary Health Care	Active	●
	Drug Action Team / Drug Misuse ..	Drug Action Team / Drug ..	Deleted	●
	Eaves Housing for Women - The ..	Other service or agency	Deleted	●
	Education Service	Education Service / Educat..	Deleted	●
	Employer	Employer	Deleted	●
	Foundation66	Other service or agency	Deleted	●
	General hospital services e.g. A&E	Other secondary care spe..	Active	●
	GP	General Medical Practition..	Active	●
	Health Visitor	Health Visitor	Deleted	●
	Hospital-based Paediatrics	Hospital-based Paediatrics	Deleted	●
	IAPTus Team Therapist	Other Primary Health Care	Active	●

- Mapping complete
- Mapping required
- *** IAPT v2.0 item deletions
- Mapped
- Change me/not mapped

Test adult service

Last Run Date: Oct 20 2020 4:16PM

What makes it all worthwhile...

“I just need to say that the dashboard for the mapping has been a life saver ”

Dashboard releases in the last six months

- Wait times - May
- Wait times for CYP - September
- SMS - July
- Appointments update - September
- Data quality v2.0 - October
- **Online appointments booking beta** - October

Online appointment booking

This workbook illustrates the usage of the online appointment booking feature within the service

Online appointment booking activity >

Chosen appointment times and feature usage >

Appointment attendance and wait times with and without online appointment booking >

Mayden Analytics

Test Service

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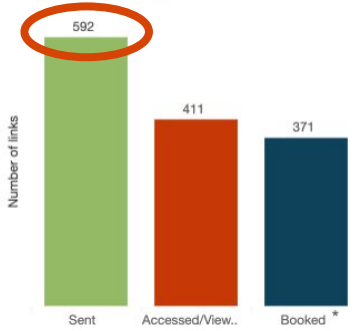
Online appointment booking activity

Period start date: 01/04/2020
Period end date: 03/11/2020

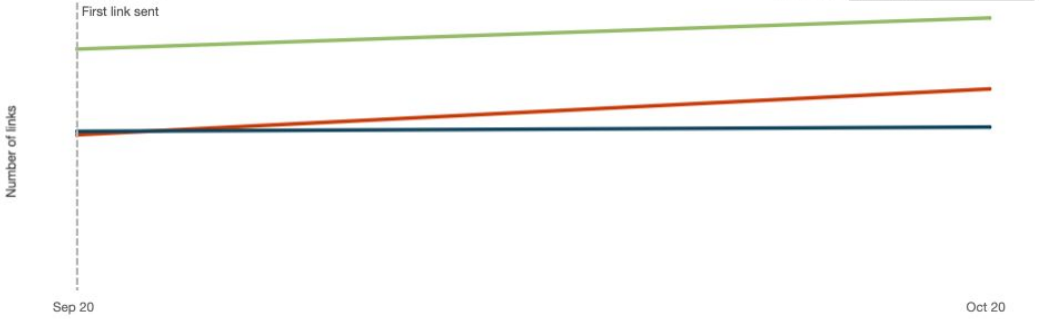
iaptus instance: (All)
MDS appointment: All appointments
Appointment purpose: (All)
Therapist: (All)

Volume of online booking links sent and used



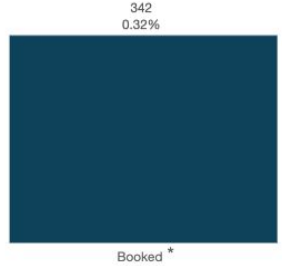
Timeline of online booking links sent and used

Filter date: link sent date



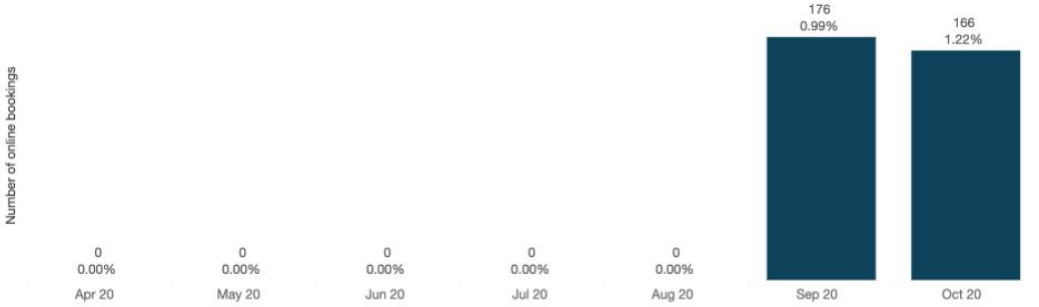
Proportion of booked using online booking links

all appointments



Timeline of proportion of all scheduled appointments booked using online booking links

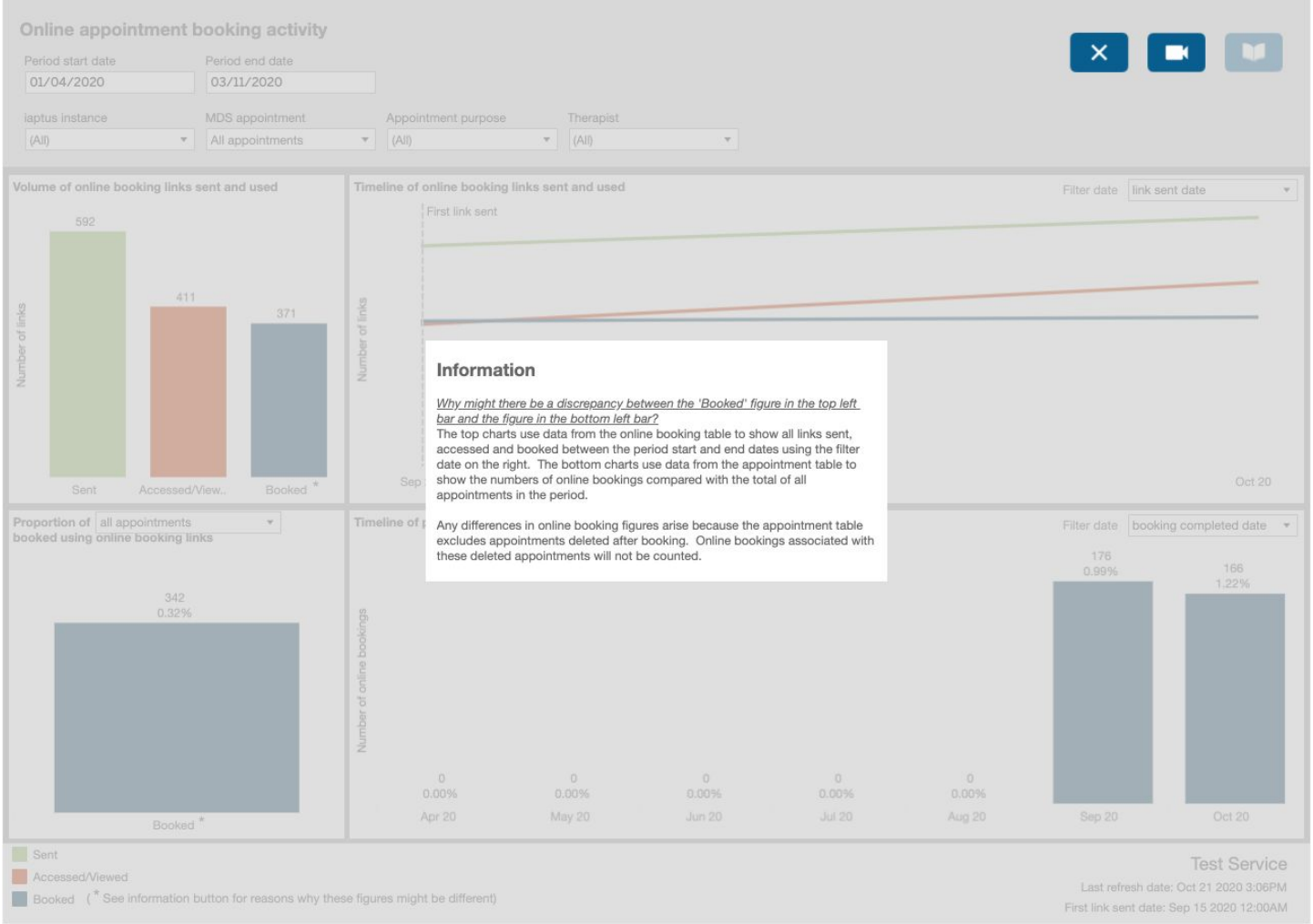
Filter date: booking completed date



Sent
Accessed/Viewed
Booked (* See information button for reasons why these figures might be different)

Test Service

Last refresh date: Oct 21 2020 3:06PM
First link sent date: Sep 15 2020 12:00AM


Online appointment booking activity
Period start date
01/04/2020
Period end date
03/11/2020
iaptus instance
(All)
MDS appointment
All appointments
Appointment purpose
(All)
Therapist
(All)
Volume of online booking links sent and used
592
411
371
Number of links
Sent
Accessed/View..
Booked *
Timeline of online booking links sent and used
Filter date
link sent date
First link sent
Number of links
Sep
Oct 20
Information
Why might there be a discrepancy between the 'Booked' figure in the top left bar and the figure in the bottom left bar?
The top charts use data from the online booking table to show all links sent, accessed and booked between the period start and end dates using the filter date on the right. The bottom charts use data from the appointment table to show the numbers of online bookings compared with the total of all appointments in the period.
Any differences in online booking figures arise because the appointment table excludes appointments deleted after booking. Online bookings associated with these deleted appointments will not be counted.
Proportion of booked using online booking links
all appointments
342
0.32%
Booked *
Timeline of
Filter date
booking completed date
Number of online bookings
0
0.00%
Apr 20
0
0.00%
May 20
0
0.00%
Jun 20
0
0.00%
Jul 20
0
0.00%
Aug 20
176
0.99%
Sep 20
166
1.22%
Oct 20
Sent
Accessed/Viewed
Booked (* See information button for reasons why these figures might be different)
Test Service
Last refresh date: Oct 21 2020 3:06PM
First link sent date: Sep 15 2020 12:00AM

Chosen appointment times and feature usage

Period start date: 01/04/2020
Period end date: 26/10/2020
Filter date: link sent date

iaptus instance: Test Service
MDS appointment: All appointments
Appointment purpose: Assessment and treatm…
Therapist: (All)

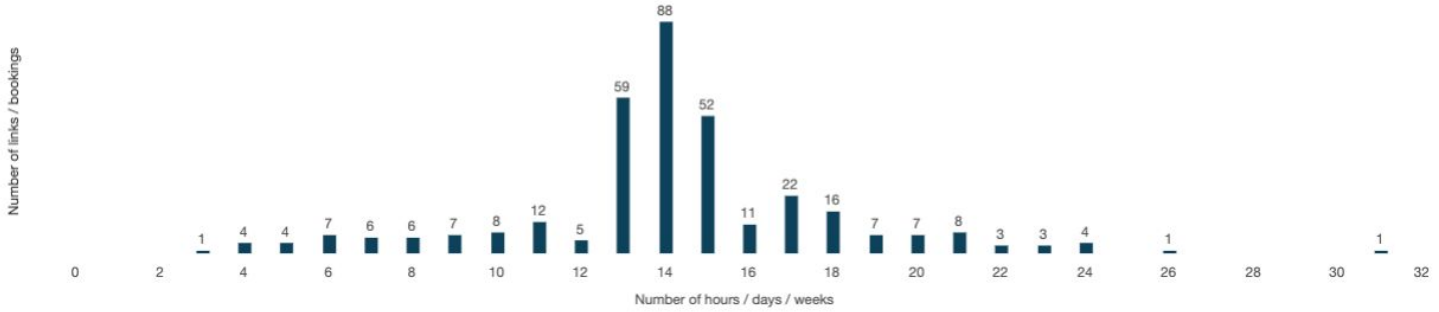
Heat map of start time and day of appointments chosen and booked online

Number of appointments by day of week

	07	08	09	10	11	12	13	14	15	16	17	18	Total
Mon	1	14	7	11	9	7	1	4	9	2	1		66
Tue		26	18	20	5	7	6	5			1	1	89
Wed		8	10	19	11	3	1	3	4	2			61
Thu		11	6	8	6	9	12	4	10	1			67
Fri		19	15	10	13	1	1						59
Total	1	78	56	68	44	27	21	16	23	5	2	1	342

Number of appointments by hour

Number of days between link sent date and appointment date



Test Service

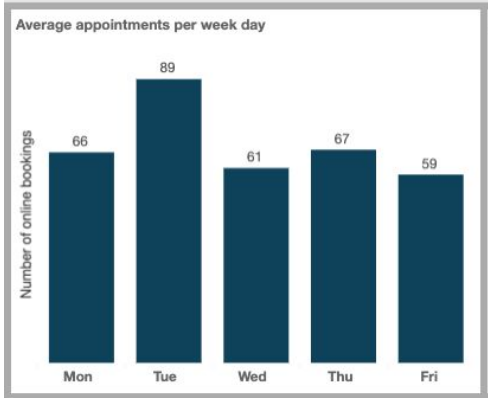
Last refresh date: Oct 21 2020 3:06PM

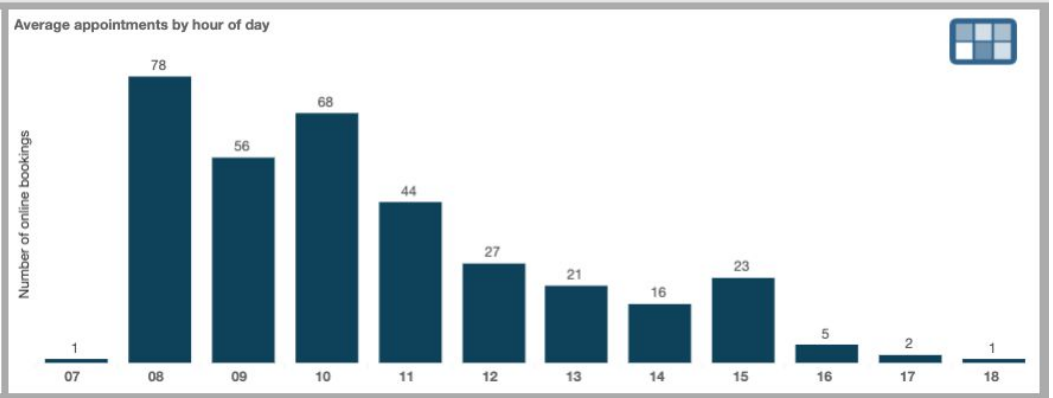
First link sent date: Apr 29 2020 12:00AM

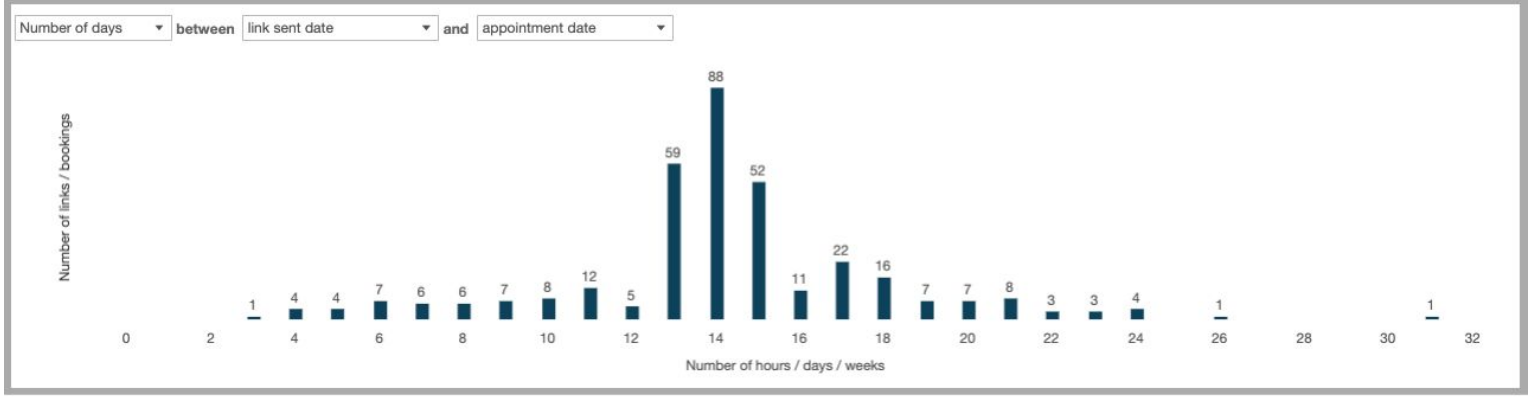
Chosen appointment times and feature usage

Period start date: 01/04/2020
Period end date: 26/10/2020
Filter date: link sent date

iaptus instance: Test Service
MDS appointment: All appointments
Appointment purpose: Assessment and treatm…
Therapist: (All)







Test Service

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Chosen appointment times and feature usage

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Thu		11	6	8	6	9	12	4	10	1			67
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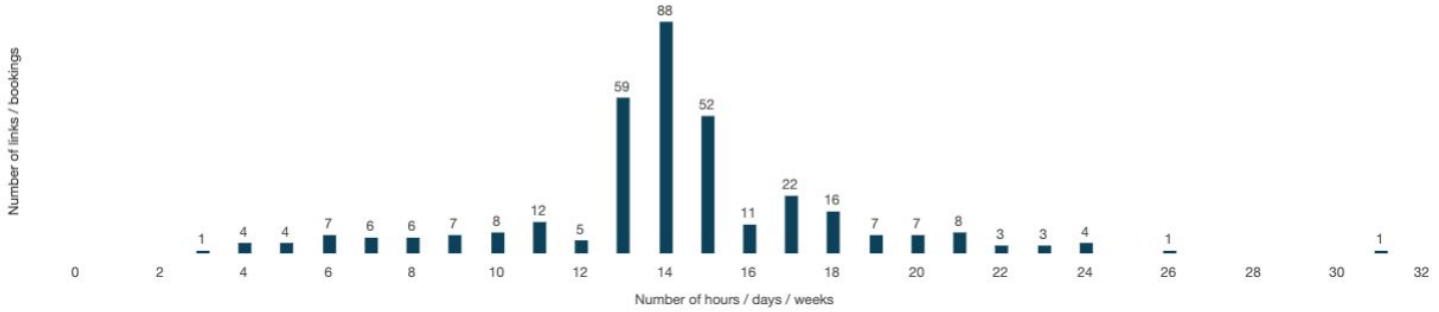
Total	1	78	56	68	44	27	21	16	23	5	2	1	342

Number of appointments by hour

Number of days between link sent date and appointment date



Test Service

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Chosen appointment times and feature usage

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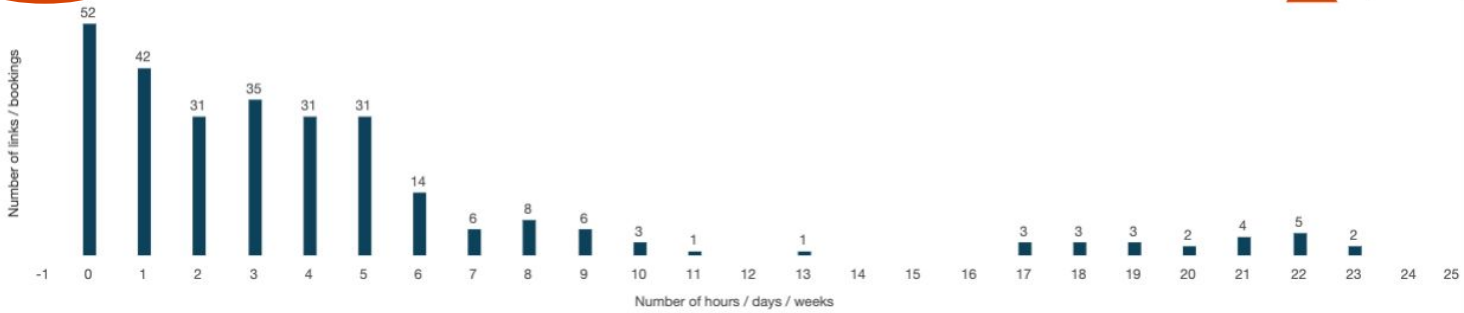
Thu		11	6	8	6	9	12	4	10	1			67
Fri		19	15	10	13	1	1						59
Total	1	78	56	68	44	27	21	16	23	5	2	1	342

Number of appointments by hour

Number of hours between link sent date and booking completed date

WARNING

Display hours: 24



Test Service

Last refresh date: Oct 21 2020 3:06PM

First link sent date: Apr 29 2020 12:00AM

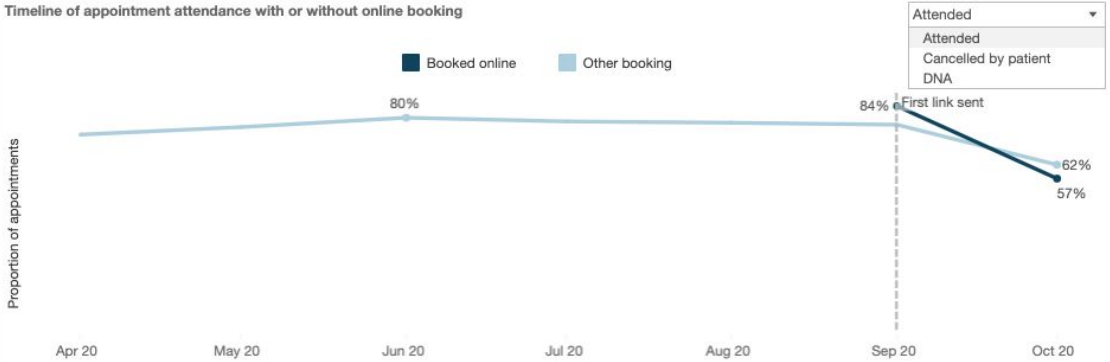
Appointment attendance and wait times with and without online appointment booking

Period start date	Period end date	Filter date	Number or percentage
01/04/2020	26/10/2020	appointment date	Percentage

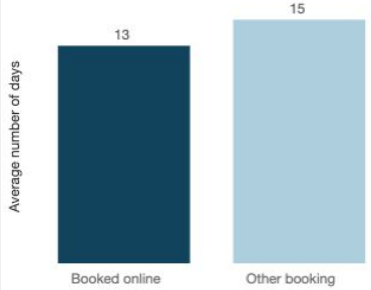
iaptus instance	MDS appointment	Appointment purpose	Therapist
(All)	All appointments	(All)	(All)

Appointment attendance with and without online booking

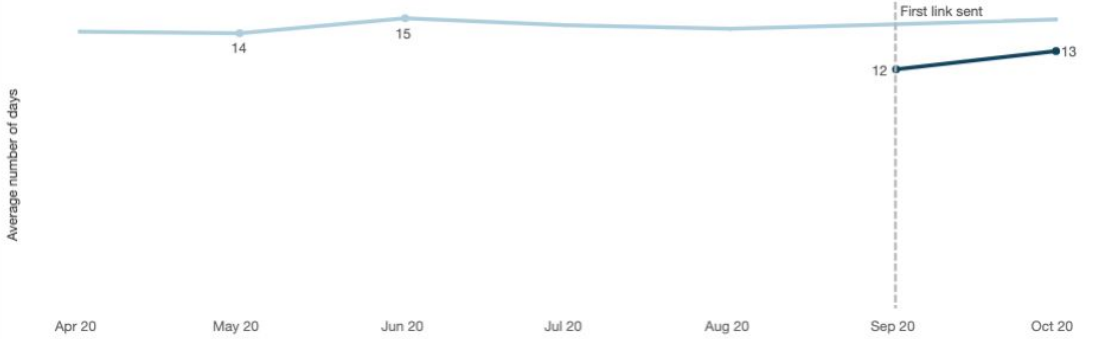
Timeline of appointment attendance with or without online booking



Average wait times for appointments with and without online booking



Timeline of average wait times for appointments booked with or without online booking



Attendance type

- Attended on time
- Arrived late but seen
- DNA
- Arrived late and not seen
- Appt cancelled by patient
- Appt cancelled by provider
- Null

Test Service

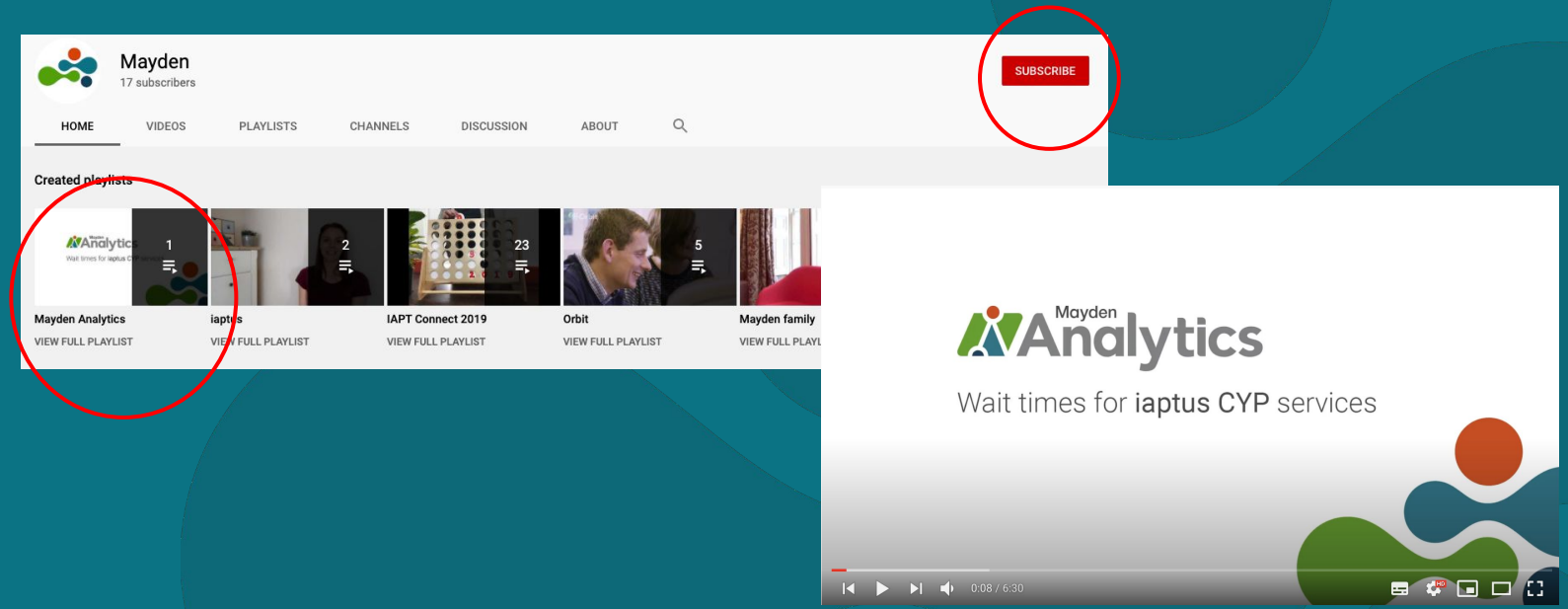
Last refresh date: Oct 21 2020 3:06PM

First link sent date: Apr 29 2020 12:00AM

Bespoke workbooks in the last six months

- Custom monthly reporting
- Billing and audits
- Research reporting
- Diabetes reporting (in development)
- Dashboards for subset of a client's data
- Dashboards for multiple iaptus instances in one database

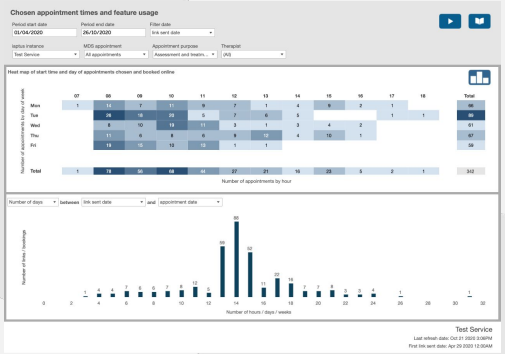
Visit us at our Mayden YouTube channel to find demo videos of new workbooks

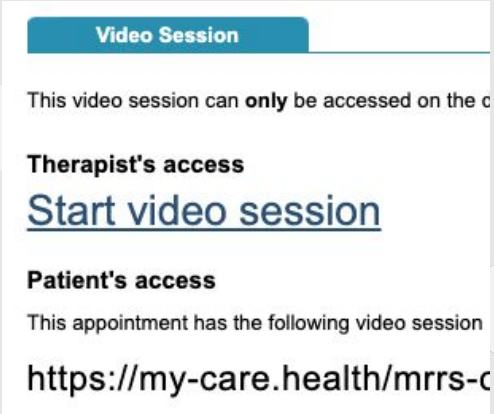


1. Getting started
2. Dashboard releases in the last six months
3. **What’s coming in the near future?**
4. How can I influence what’s coming next?

What’s happening in the near future?

- Updating workbooks for v2.0 calculations
  - Chasing NHS Digital for documentation
- New Integrated video workbook
  - How are video sessions being used?
- Updated Capacity planning workbook
  - Reporting on more features of the iaptus diary
- Updated Webforms workbook
  - Including webforms sent outside of a session





1. Getting started
2. Dashboard releases in the last six months
3. What’s coming in the near future?
4. **How can I influence what’s coming next?**

How can I influence what's coming?

- Register your new dashboard ideas
- Vote for existing suggestions
- Raise a log with your Account Manager
- Come and talk to us directly

iaptus innovations

mayden.uservoice.com

Consultation medium filter to be added dashboards

As we are offering a lot more video appointments, it would be helpful to be able to compare outcomes, wait times etc. for clients who receive support via video vs clients who receive support via telephone or face to face.

Dashboards reports b

Dashboards reports by work

Number especial greatly h

MDM Personal Reports - restricted to the therapist accessing the reports

We use the MDM data the information thems appropriate. If a secon

Dashboard MDM to be filtered by stage

Add another dimension to the MDM Dashboard so that it can be filtered by stage in the care pathway. Thank you

Clinician dashboard

For all clinical staff have a dashboard to monitor there own KPI's eg recovery rate, clinical hours and closed cases

I feel it would really help c could have a easy to acce data and outcomes

Availbility by appointment purpose report, taking into account personal events

To be able to run a report which gives you the availability for individual clinicians of different appointment purposes within a given time frame. This report will take into account personal events and will not count an appointment slot as available if it is also at the same time as a personal event. E.g. to run a report counting how many assessment slots (either ones that are booked or not yet booked) in each clinicians diary and then discard any that clash with personal appointments.

User : Mayden Test |

My Account | Help | Innovations | Logout | Slow? 0.048 sec. | 20 min

iaptus adults

Find Patients | New Patient | Outcomes | Diary | Diary Search | Batch Letters

Messages | Groups | Supervision | My Account

Show/Hide Navigation Bar

My Patient Episodes (0)

No Patient Episodes

Incoming Online Contacts (0)

My Searches (0)

Personal Contact Time

Find Patients From

Find Patients

Patient : No patient selected

Latest News

iaptus news | IAPT & Health

Added by: Claire Tuckey, Tuesday 2nd June 2020, 2:45pm

Integrated video feature

In response to the coronavirus crisis, you asked us to prioritise functionality that would allow you to deliver secure one to one appointments remotely via video. We are very pleased to let you know that an integrated video feature is now available within iaptus.

Find out more in this short video: https://www.youtube.com/watch?v=fwDsStedE5U

Added by: Jenny Freij, Tuesday 7th April 2020, 11:30am

IAPT MDS v2.0 Update

As you may be now aware, the IAPT MDS v2.0 data set update, which was due to come into effect on 1st April 2020, has been postponed due to the situation surrounding COVID-19.

We understand the difficulty to manage changes at this time and, where possible, want to minimise disruption to clinicians and admin staff. In order to continue to support you as best we can and allow you and your service additional time to prepare for the data set change, we released the updates to Client Advanced Exports on **Monday 6th April**. If you want to know more about the details of those changes, get in touch with your Account Manager by raising a Support Log.

Any other changes already communicated relating to the data set update, including the release of the new IDS reports in Hypercube, will be **delayed**. The new release dates will be communicated to you closer to the time of deploy and when we have a clearer understanding of when the v2.0 data set will be updated.

As such, please be aware that whilst you can continue to use **the new functionality regarding the ability to record PEQs outside of a clinical contact, these PEQs will not be picked up by the v1.5 IAPT reports.**

If you have any questions about these changes to iaptus, or the dataset in general, please raise a support log via iaptus and your Account Manager will be happy to assist you.

Added by: Jenny Freij, Monday 30th March 2020, 11:07am

Supporting Remote Working

In light of the latest guidance, we know that plans may be changing for you, your staff and patients on a daily basis.

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Thank you for listening

Any questions?

Breakout session 1

1. What analytics development from us would save an hour of your time?
2. How do you use the download button in workbooks?
3. How do you use the workbooks?
4. How can we help you get the most out of dashboards?