Delivering clinically effective treatment for our service users
Redefining standards in acute mental health

Our services at a glance:

- Rapid access to onsite therapists, consultant psychiatrists and psychologists
- Broad range of therapeutic interventions, including cognitive behaviour therapy
- One-stop therapy service

Our outcomes at a glance:

- 93% of service users have improved psychiatric wellbeing
- 98% of service users recommend their therapy treatment
- 99% of service users rate the quality of their healthcare team as good, very good or excellent
As the UK’s leading independent provider of mental healthcare services, Priory hospitals deliver person-centred assessments and treatment for acute mental health conditions, using NICE-approved models of care at their core.

Our priority is to address the service user’s specific illness by individually tailoring treatment programmes using evidence-based coping strategies and therapeutic techniques. We aim to facilitate the recovery process by restoring long-term emotional wellbeing, with the intention that the individual is able to regain a fulfilled family, social and work life.

To complement the holistic treatment programmes offered by our team of highly experienced therapists, our consultant psychiatrists and psychologists provide specialist clinical input for individuals with complex or more intensive needs. This integrated service enables Priory hospitals to offer stepped-care treatment based on the most appropriate level of intervention required for the service user, regardless of the complexity or severity of their illness.

This approach enables our multidisciplinary clinical teams to offer treatment, advice and support for the individual and their loved ones as they progress from admission, all the way through to discharge and the recovery period that follows.

“I was made to feel welcome, safe and secure”
I felt safe from the start
Our service users

Treatments for

Common mental health problems
Including:
- Anxiety
- Panic
- Depression
- Stress
- Trauma
- Bereavement

Behavioural issues
Including:
- Obsessive compulsive disorder
- Self-harm
- Sexually inappropriate behaviour

Personality disorders
Including:
- Borderline personality disorder
- Emerging personality disorder
- Emotionally unstable personality disorder

Addictions
Including:
- Alcohol
- Substance misuse
- Behavioural

Eating disorders
Including:
- Anorexia nervosa
- Binge eating disorder
- Bulimia nervosa
- Additional atypical eating disorders

Referral from
- GP
- Self
- Consultant
- Occupational health physician
- Clinical Commissioning Group
- Primary Care Trust
- Local Health Board
- Scottish Health Board

Priory’s outcomes: the success of our service users

We constantly strive to deliver the most innovative and clinically effective outcomes for service users, with regular reviews of their progress in addition to ongoing clinical monitoring.

Our multidisciplinary teams work in collaboration with the service user as well as their family and GP to ensure that treatment is as beneficial and timely as possible. This approach is reflected in excellent clinical outcomes.

Following treatment at a Priory hospital:

93% of service users have improved psychiatric wellbeing following inpatient treatment

84% of service users have improved emotional wellbeing following therapy treatment

1 Outcomes based on standard metrics used across all Priory hospitals for service users with depression, 2011. Satisfaction results based on independently audited opinion surveys 2010/11. Service users’ quotes are retrieved from anonymous comments within these surveys. Consultant quotes are their own.
Quality at the heart of what we do

We know that we can deliver the best possible outcomes for all service users by continually investing in our facilities and staff. Satisfaction surveys are an important measure of how successfully we are achieving these objectives, and provide an additional stimulus to service development:

![Graph showing satisfaction rates](image)

- **99%** of Priory service users rate their quality of care as good, very good or excellent.
- **98%** of Priory service users would recommend their therapy treatment.
- **84%** of Priory staff feel respected in their jobs.
- **100%** of Priory hospitals are subject to internal and external auditing processes.

![Graph showing Priory investment](image)

Investing in our facilities

- **2007** 6 million
- **2008** 7 million
- **2009** 10 million
- **2010** 12 million
- **2011** 14 million

Protecting and safeguarding our service users

The Priory Group is committed to protecting all our service users and ensuring safeguarding best practice is followed at all times. We strive to maintain a transparent and open culture where everyone feels safe and able to share any issues. Concerns relating to safeguarding are always listened to and taken seriously, and we work in partnership with the relevant agencies across our full range of services. The Group has robust national and local structures in place to manage safeguarding, and our clear policies and procedures are supported by the delivery of high quality safeguarding training for all staff.
A recovery-focused pathway to overcoming illness

We work in partnership with the individual, their family and GP to deliver a person-centred treatment programme which focuses on recovery. For service users with a secondary diagnosis of an addiction, we are able to provide a seamless pathway into our specialist addiction treatment services.
First choice in treatment – every step of the way

Each step of the treatment pathway provides varying levels of support and intervention to ensure that the individual’s needs can be addressed.

Regular reviews of the service user’s progress are undertaken to ensure that the length of stay and treatment programme are appropriate according to their specific requirements.

**Inpatient treatment**

What does the service do?
- Provides 24 hour care and support
- Identifies and addresses underlying issues which may otherwise trigger relapse
- Offers intensive assessment and stabilisation period

Key service features:
- 24 hour accessibility, referral and admission, 365 days per year
- Full medical, clinical and therapeutic packages, including pharmacological interventions when required

**Day therapy treatment**

What does the service do?
- Continues to identify and address underlying issues which may otherwise trigger relapse
- Provides intensive packages of care
- Provides full medical and therapeutic assessments (depending on patient risk)

Key service features:
- Suitable for step down from inpatient treatment or step up into a more intensive environment
- Accessible and flexible around work and personal commitments
- Extended day therapy available

**Outpatient therapy treatment**

What does the service do?
- Provides individualised consultant and therapist assessment and treatment plans

Key service features:
- Flexibility in appointment times
- Provides step down from day therapy

**Personalised discharge plan**

Coordinated alongside the service user and multidisciplinary team (including GP and family members)
Specialist programmes

**Addictions treatment**

Priory hospitals offer dedicated treatment programmes for individuals with acute mental health conditions who are also struggling to overcome alcohol or substance misuse.

Our abstinence-based model of care focuses on recovery and relapse prevention, while minimising the psychological and physical distress of withdrawal.

**Eating disorder treatment**

Our dedicated eating disorder clinicians are able to provide a full range of treatments, including naso-gastric and PEG feeding when required. We work with the individual, their family and referring commissioner or GP to address both the physical consequences of the eating disorder, as well as the related underlying psychological issues which contribute towards its onset.

**Child and adolescent services**

Our child and adolescent clinicians provide a flexible range of dedicated treatment programmes for young people with a mental health illness or eating disorder, including intensive inpatient treatment, as well as day and outpatient options.
Innovative therapy programmes

Therapy services: holistic wellbeing, rehabilitation and recovery

All of our flexible treatment programmes use NICE-approved therapies, with specialist therapeutic interventions such as Eye Movement Desensitisation Reprocessing (EMDR) available. Our innovative range of therapies include:

<table>
<thead>
<tr>
<th>Therapy groups</th>
<th>To address, express and explore individuals’ feelings in a supportive environment.</th>
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</thead>
<tbody>
<tr>
<td>Cognitive groups</td>
<td>Includes cognitive behaviour therapy and cognitive analytic therapy. To explore and challenge the links between thoughts, feelings and physical symptoms.</td>
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<tr>
<td>Awareness workshops</td>
<td>Encouraging individuals to gain insight into their own behaviour and begin to understand responses from other people, with a focus on personal responsibility.</td>
</tr>
<tr>
<td>Psycho-educational workshops</td>
<td>Raising awareness and enabling individuals to learn effective coping strategies for underlying issues including: self esteem, anger, sleep difficulties and diet.</td>
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<tr>
<td>Creative and experiential workshops</td>
<td>Encouraging different forms of expression, such as art therapy, mindfulness, creative sessions and psychodrama.</td>
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<tr>
<td>Exercise and activity classes</td>
<td>Dedicated to addressing individuals’ physical, spiritual and emotional wellbeing, such as yoga, tai chi, relaxation and exercise classes.</td>
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Key programme features include:

**One to one therapy**
- Key worker sessions
- Therapy sessions
- Psychiatric consultations
- Cognitive testing and assessments

**Group therapy**
- Cognitive
- Awareness
- Psycho-educational
- Creative and holistic

**Rehabilitation and discharge planning**
- Supportive coping strategies
- Relapse prevention
- Support and self-help networks
- Reintegration with family, work and social life
Your first call in mental healthcare

Our rapid and documented medical, nursing and therapy assessments provide recommendations for treatment to both the service user and their referring healthcare professional. All of our therapists are accredited or working towards their accreditation and receive regular and ongoing supervision.

We are also able to offer swift and convenient access to treatment at a GP surgery, via community-based clinics and within employers’ occupational health facilities.
Payment options: getting the right help when it’s needed most

Choosing to self-fund treatment

Treatment at a Priory hospital means that individuals will have the convenience of being able to book an appointment at a time to suit them, and the assurance that our specialist clinical teams will be able to deliver the right care with the best possible outcomes.

A GP referral will usually be required prior to commencing treatment and the individual will be assessed either by a consultant psychiatrist or therapist to determine the best treatment plan for them.

Using private medical insurance

The Priory Group are registered and approved providers for all of the UK’s leading private medical insurance schemes. A GP referral will be required prior to commencing treatment. Individuals are requested to provide their insurance policy details at the time of booking their initial consultation, so that pre-authorisation can be agreed with the insurance provider.

Different policies cover different levels of care, so for any queries, individuals should contact their private medical insurer or their local Priory hospital’s admissions team.

Corporate funding arrangements

Since mental health illnesses are one of the leading causes of long-term absence from the workplace, Priory hospitals work with employers to facilitate treatment solutions for employees. Funding may be agreed directly from the employer or through a private medical insurer (individuals should contact their employer for more information).

Working at the Priory enables me to provide top quality, patient-centred care.”

2 Dr Richard Bowskill. Consultant Psychiatrist in Acute Mental Health, the Priory Hospital Brighton and Hove.
We work in partnership with the NHS and other public bodies to deliver a range of mental health services, including emergency and out-of-hours placements, as well as long-term contractual arrangements.

We strive to deliver an inclusive service, and are able to work in collaboration with Primary Care Trusts to provide mental health services both at our hospitals and within primary care across the country.

Please contact us to discuss our flexible range of treatment programmes.

85% of Priory services are publicly funded
With over 30 years of experience, the Priory Group has a nationwide network of more than 275 facilities including:

- mental healthcare hospitals and clinics
- complex care and neuro-rehabilitation facilities
- medium and low secure facilities
- specialist schools and colleges
- supported residential facilities and homes
- care homes for older people
About our group

From education to hospitals, care homes and secure facilities, the Priory Group of Companies offers individually tailored, multidisciplinary treatment programmes for those with complex educational needs or requiring acute, long-term and respite mental healthcare.

The integrated strength of each service provides a seamless transition for the individual as they progress between higher and lower dependency care and across services. This unique approach ensures that every individual has the opportunity to achieve the best possible outcomes and quality of life with the Priory Group.

As 85% of our services are funded by the NHS and other public bodies, our clinical teams work closely with commissioners across the country to provide transparent pricing models and evidence-based care packages along every stage of the service user’s journey with us.

For more information on our services or to discuss treatment options

call us on
**0845 277 4679**

send an email to
**info@priorygroup.com**

or visit our website at
**www.priorygroup.com**