



Developing multi-level, multi-purpose interventions for common mental health problems

**Jim White, Scotland**

# The Glasgow steps model



**2005: If we were building a primary care/population-level service from new, what should we take into account?**

38% of European  
pop suffers from a  
mental disorder  
(12m)

“low treatment rates  
and grossly inadequate  
treatment”

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Wittchen et al (2011)

1 in 7





50% of adult mental  
health problems are in  
place by age 14

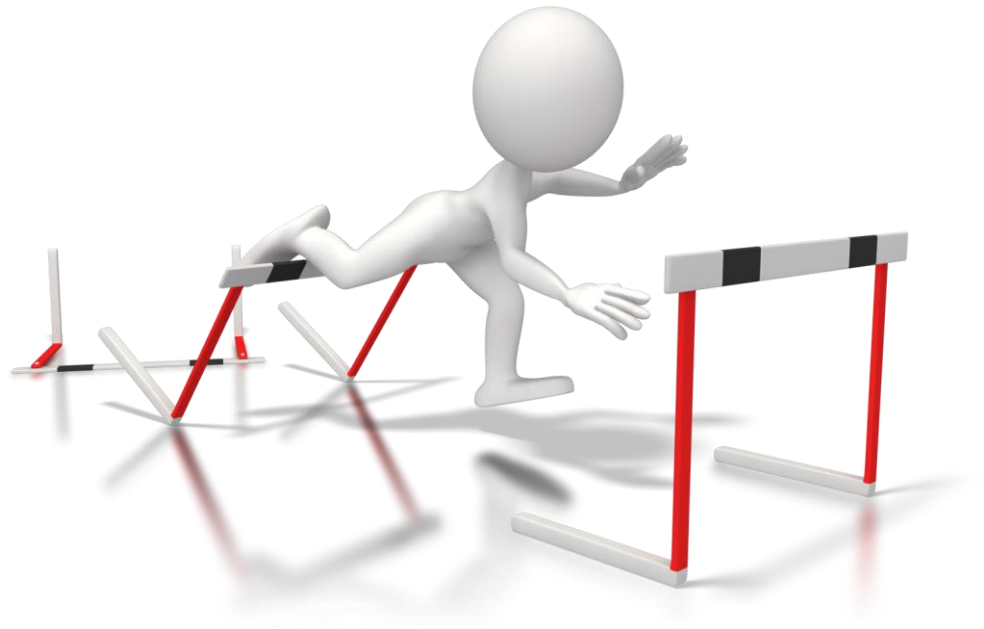
US National Comorbidity Survey

# Services

The background of the slide is a deep blue with dynamic, flowing, wavy lines that create a sense of movement and depth. The lines are lighter in some areas and darker in others, giving it a three-dimensional appearance.

# Hurdles

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Waiting lists

# Risk averse

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STEP OUT  
OF YOUR  
COMFORT ZONE





Wrong shirt – out!

**Greeters**  
not  
**Bouncers**



Cure or head  
above water?

# Outcomes

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No-shows  
Drop-outs  
Mediocre outcomes  
Re-referral





Perfect patients treated in  
perfect circumstances? |









**demoralised**  
**demotivated**  
**comorbid, chronic, severe**  
**not 'psychologically-minded'**  
**poor physical health**  
**poor social circumstances**



# Delgadillo et al (BJP, 2015)

Poor are:

Much more likely to have CMHP

Less likely to attend (men)

More likely to drop-out

Less likely to recover



1 in 7

1 in 5

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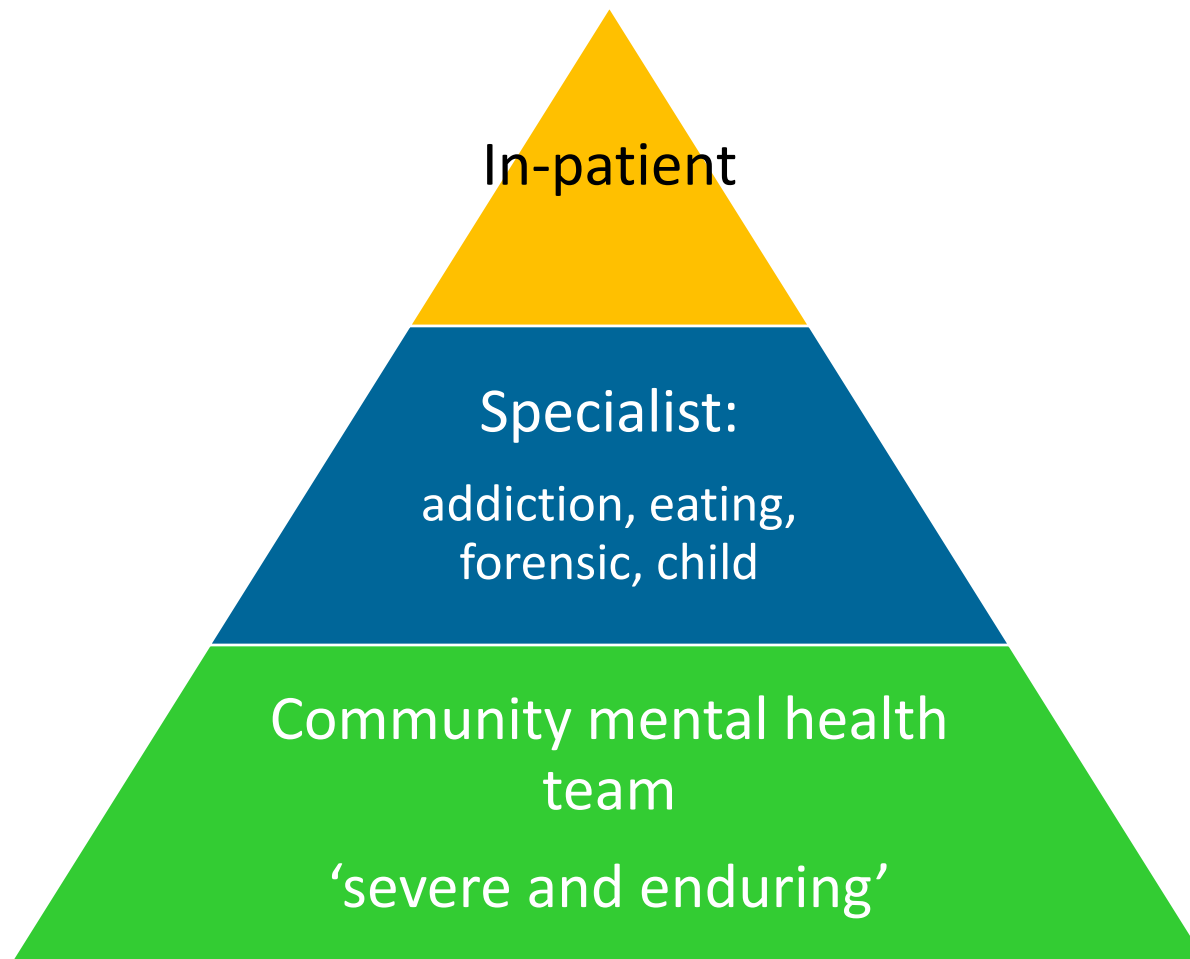


So, we needed to  
think *very* differently



# The Glasgow steps model



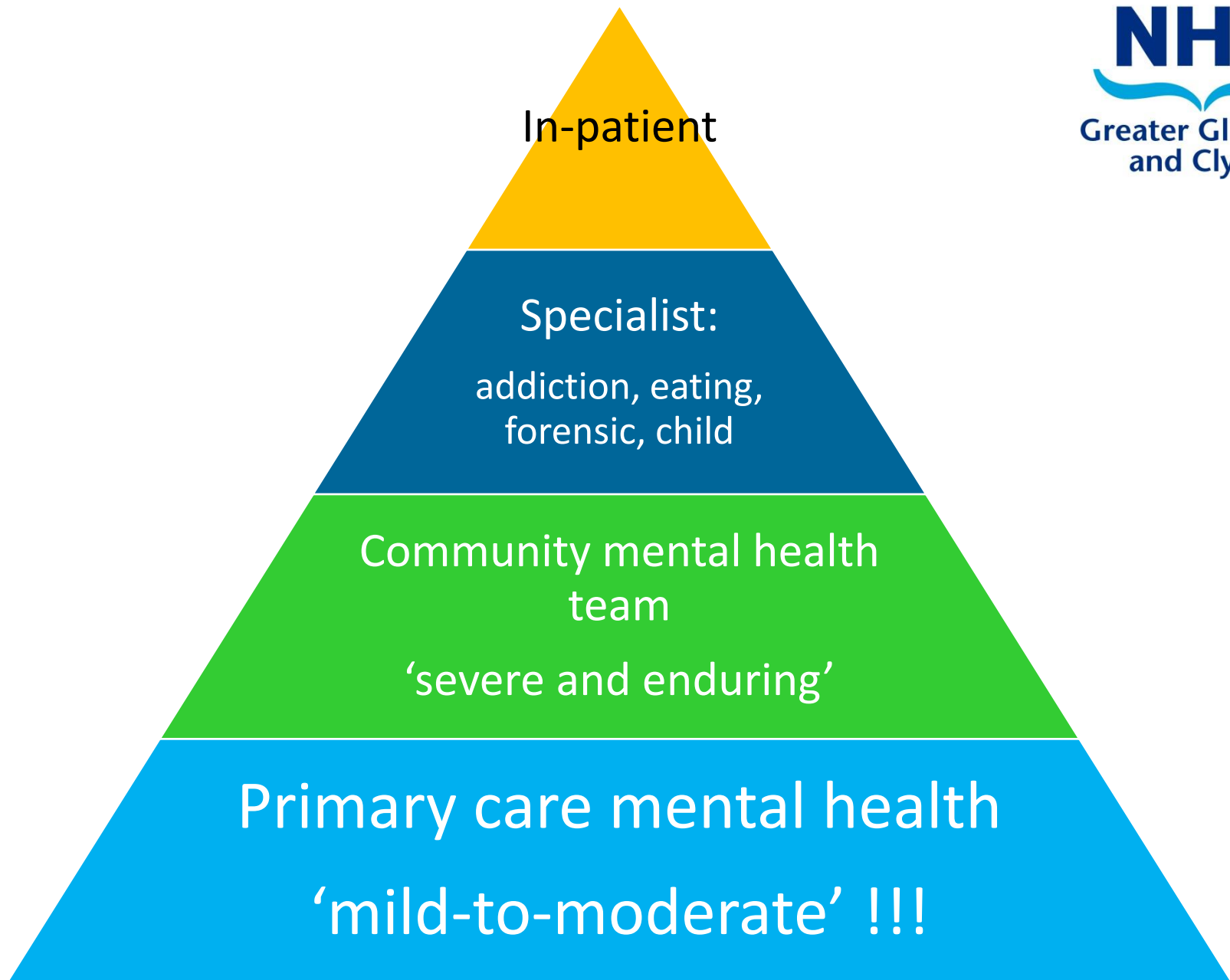


waiting lists

resource at comm team level

little choice, individual therapy

free at the point of delivery



- South east Glasgow
- 130,000
- Deprived area
- 16+
- 6 therapists (2 clin psychs, 3 CBT, 1 PCT)



# Our principles

Immediate access - no waiting lists

**Very** high numbers

Lower barriers to care, e.g. self-referral

Choice – active not passive ‘service-users’

Closer to GPs than mental health - innovation Vs tradition

Survive in an antagonist system (good relationships – share)

Evaluate and publish



Extend beyond 'cure' models

*.....because of*



Extend beyond 'cure' models

*.....because of*

Common *and enduring* problems

*.....SO*

Extend beyond 'cure' models

*.....because of*

Common *and enduring* problems

*.....SO*

GP model of care

*.....SO*

Extend beyond 'cure' models

*.....because of*

Common *and enduring* problems

*.....SO*

GP model of care

*.....SO*

Be 'better than nothing' / head above water

*.....SO*

Extend beyond 'cure' models

*.....because of*

Common *and enduring* problems

*.....SO*

GP model of care

*.....SO*

Be 'better than nothing' / head above water

*.....SO*

Recovery / wellbeing / strengths

Reach the 'hard-to-reach'.....so

Leave the clinic and go hunting (assertive outreach)

**South East Glasgow**  
Community Health & Care Partnership

**NHS**  
Greater Glasgow  
and Clyde

# بے خوابی (غیر متوازن نیند)

## رات کی نیند اچھی طرح کیسے سونیں؟

### ڈاکٹر جم وہائٹ

**Urdu** insomnia: How to get a good night's sleep

جم وہائٹ (2005) © Jim White. تمام ماحولیات کو حق ہے۔ گلاسگو، اسکاٹلینڈ، مائیکرو سافٹ کی مدد سے ڈی ڈی ایف کے نام سے شائع کیا گیا ہے۔

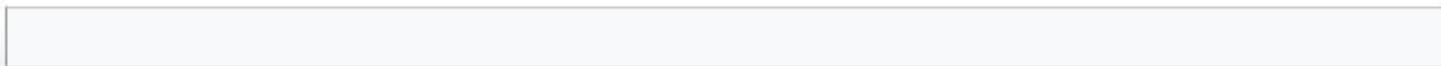
Reach the 'hard-to-reach.....so

Leave the clinic and go hunting (assertive outreach)

Awareness raising, counter stigma.....so

Prevention and early intervention

Deprivation/culturally-relevant model



00:00,00





Reach the 'hard-to-reach.....so

Leave the clinic and go hunting (assertive outreach)

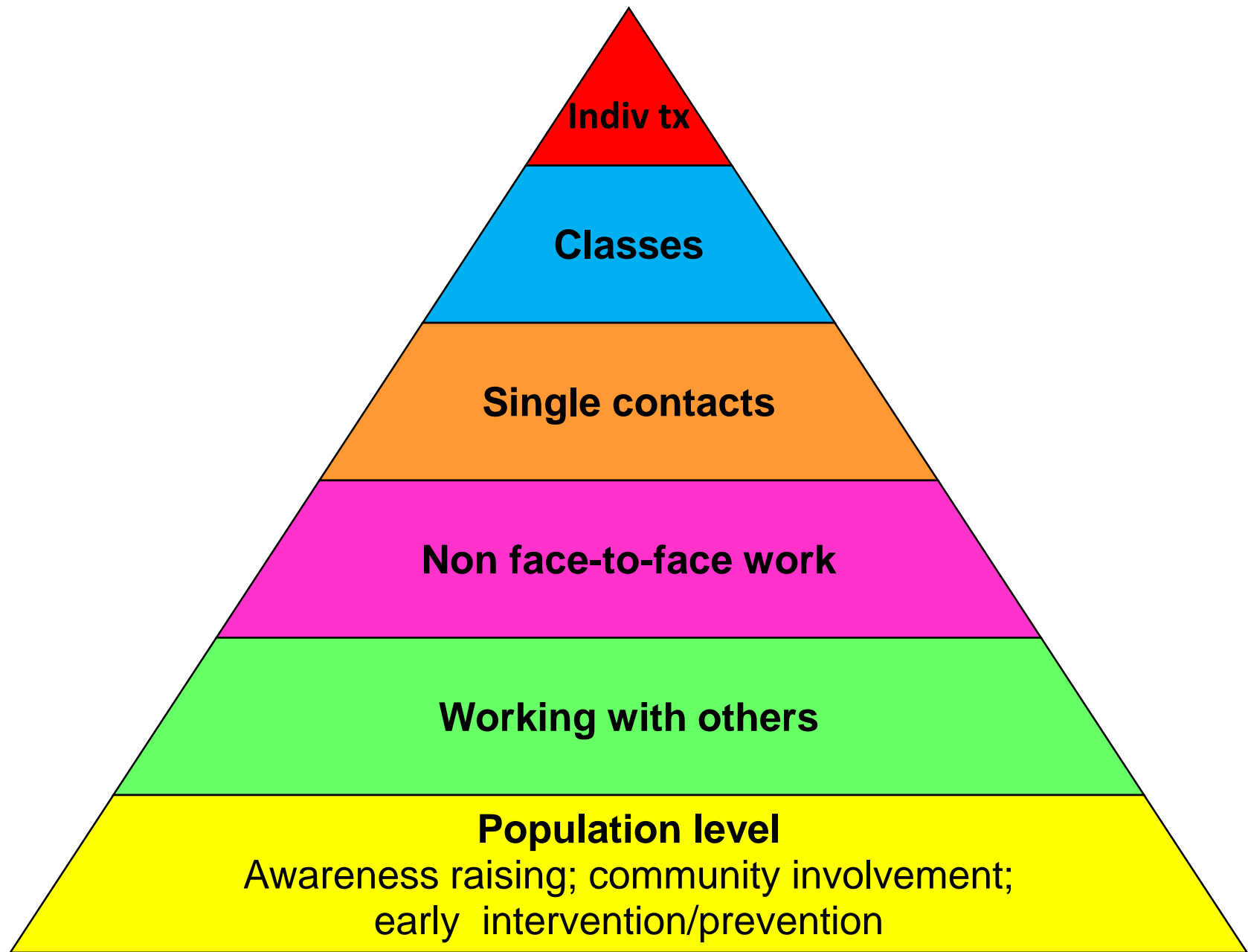
Awareness raising, counter stigma.....so

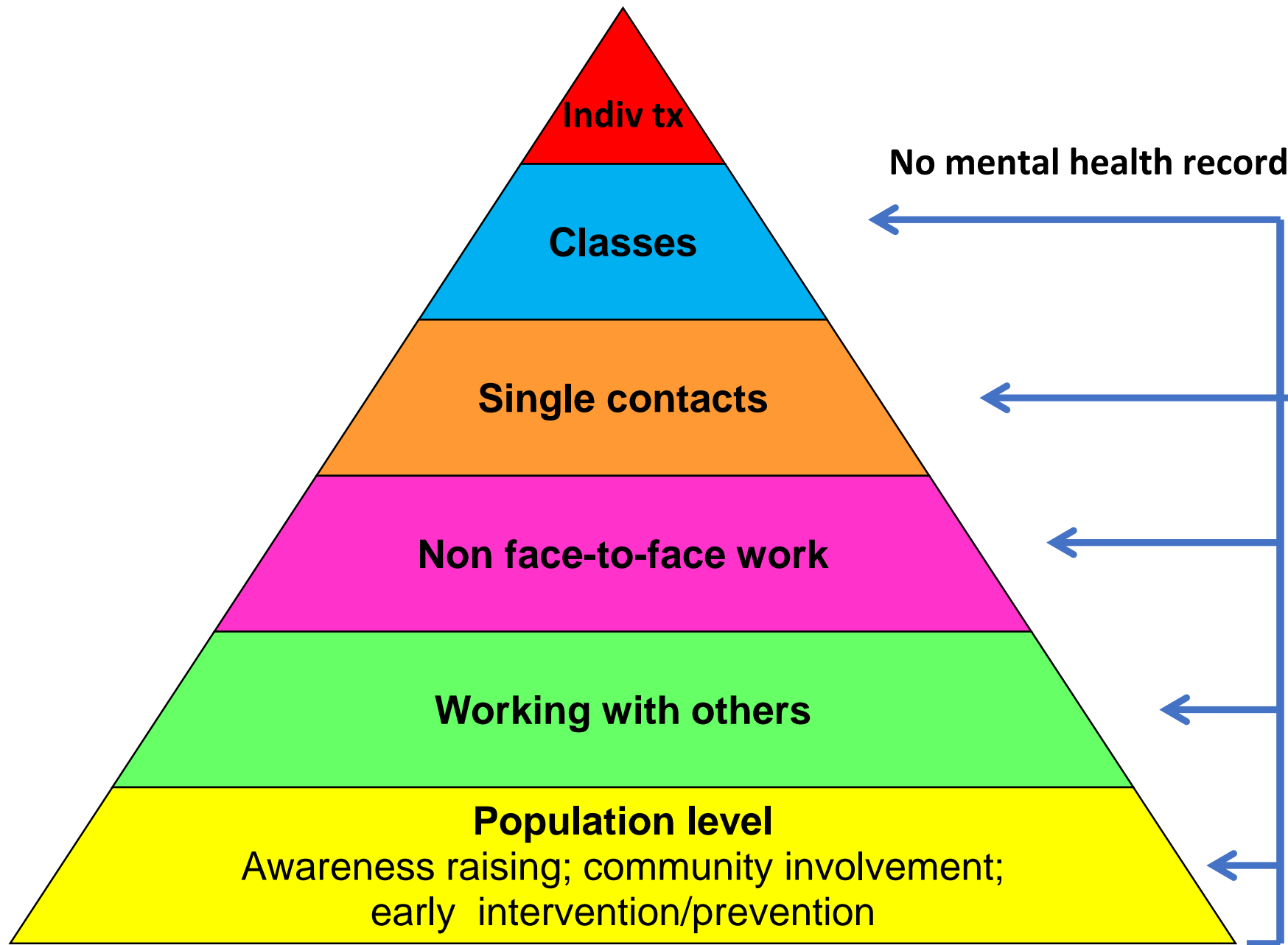
Prevention and early intervention

Deprivation/culturally-relevant model

Use more of our skills ('be more than just therapists')

More than enough work to go around...so...  
Work with others, share skills





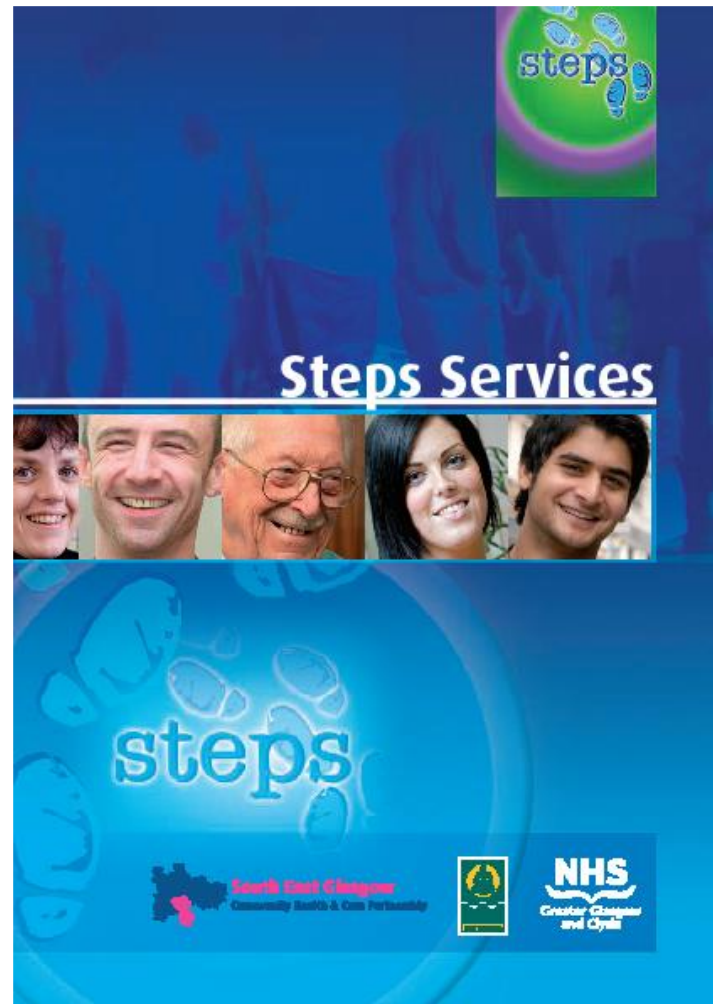
# Quick chat



# Finding out about STEPS

The service brochure

‘Mental’



## **Therapist contact**

Advice Clinic  
Call Back

## **Classes**

Stress Control  
Mood Matters  
First Steps  
Step into Shape  
LifeGym  
Day workshops

## **Non-therapist contact**

Healthy Reading

Steps out of Stress booklets

[www.glasgowsteps.com](http://www.glasgowsteps.com)

[www.glasgowhelp.org](http://www.glasgowhelp.org)

[www.antidepressantsteps.com](http://www.antidepressantsteps.com)

DVDs

podcasts

## **Other**

Mental health info and advice

اردو بولنے والوں کے لئے مدد

Partner organisations

Stay in touch with STEPS

**Accident and  
Emergency**

**CMHTs**

**Gardening club**

**Housing Associations**

**Social Work**

**Job Centres**

**Elderly lunch clubs**

**Ante-natal clinics**

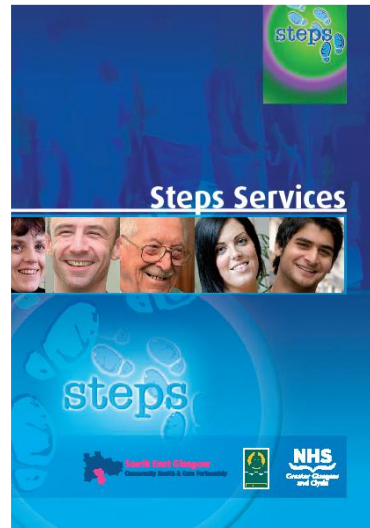
**Police**

**Residents  
Associations**

**Community Halls**

**Betting shops**

**Employment support**



**Libraries**

**Youth Clubs**

**Bowling clubs**

**Domestic abuse**

**Pubs**

**CABs**

**Vol Orgs**

**Victim Support**

**Chemists**

**Cafes**

**Carers**

**Churches /  
Mosques**

**Colleges**

**Workplaces**

**GPs**

**Mother & toddlers**



# Panic Attacks



## Coping with Trauma

Dr Jim White

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**Finding out about steps**

**Other access points**



**Going to where people are**

# ASDA



**Service brochures   Booklets   DVDs   Sign up for services**





## Course On-line Booking

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Use this form to let us know you are interested in booking a place on one of our courses. One of our team will contact you to confirm your place on the course.

Course

Mood Matters : 16 Aug 2011 - 20 Sep 2011, (2p) ▼

Name

Date Of Birth

Please use the format yyyy-mm-dd.

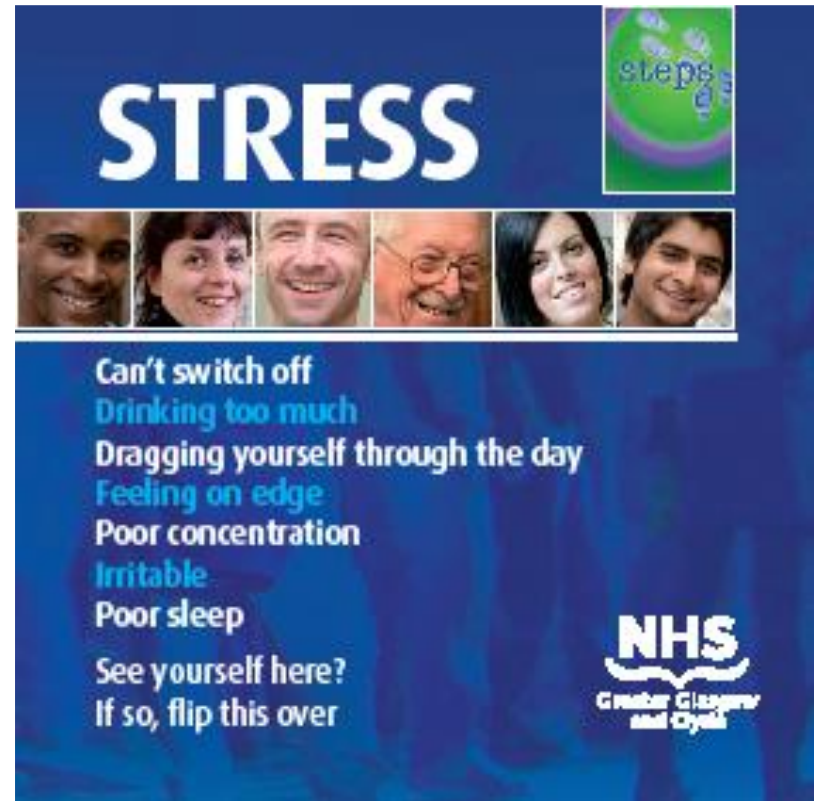
Email

# Pubs

Beer mats

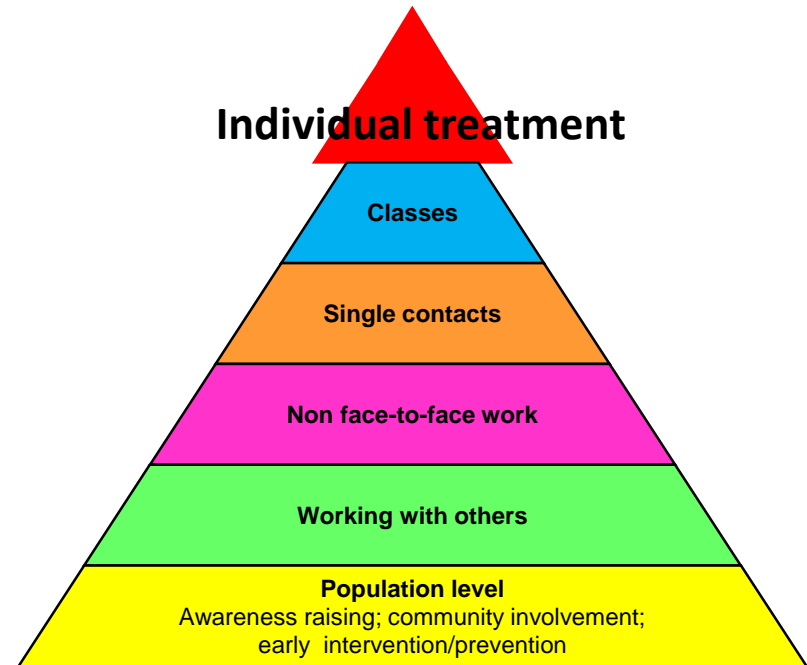
Posters

Service brochures



# Level 1

## Individual treatment







30 minute face-to-face assessment

Community building

Overrepresentation from the most deprived postcodes

CORES – ‘moderate to severe’

Highly rated by service users\*

6 days

*\*Grant et al. (2010). Clinical Psychology Forum*



Messages left on 24/7 answering machine

We call back ( 8am to 6pm) and protocol-driven assessment

Overrepresentation from most deprived postcodes

Flexible

CORES – ‘moderate to severe’

Highly rated by service users\*

7 hours

\*White et al (2012). The  
Cognitive Behaviour Therapist



**adviceclinic**  
A problem shared



**call-back**  
Step Forward with Call-Back

17% to individual therapy (50% SC)

Not socialised into an individual therapy model

10 days to first appointment

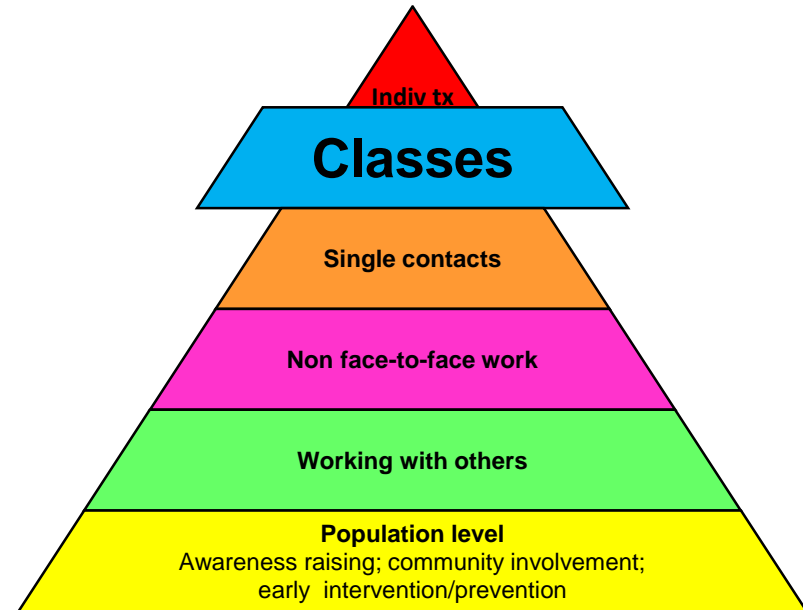
80% Vs 33% completion rate

Getting people to the right place, at the right (first) time

# Level 2

## Classes

## Groups





**moodmatters**

Accentuate the positive, eliminate the negative



**firststeps**

Step by step, day by day



**connect**

Get yourself connected



**lifeGym**

A work-out for life



**stepintoshape**

...and step out of stress



**stresscontrol**<sup>TM</sup>

Face your fears; be more active; boost your wellbeing



- Common *and enduring* problems
- Run by peer supporters
- Long-term support
- Recovery / social model (loneliness)
- Planned to roll-out across Glasgow/Scotland







# stresscontrol

Face your fears; be more active; boost your wellbeing

- Evidence-based CBT 'evening class' for adults (anx, dep, panic, insomnia, wellbeing)
- Widely used across NHS
- 6 sessions, 90 minutes, 1-2 'trainers'
- Partners/friends encouraged to attend
- No attendance sheet, no record
- No discussion of personal problems (stigma, men)
- Just turn up
- 20-150





# stresscontrol

Face your fears; be more active; boost your wellbeing

## RESEARCH:

- as good as individual therapy \*
- Works with mild, moderate, severe ^
- ‘Normalising’ (jargon, skills) +
- Attendees usually continue to improve #



\* e.g. Delgadillo et al. (2016)

^ e.g. Burns et al. (2016)

+ e.g. Kellett et al. (2006)

# e.g. Van Daele et al. (2013)

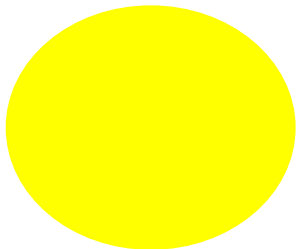
# Malahide Stress Control



Dr Mark Harrold

Dr Alison Rooney

- 16,000











National roll-out

One phone number, one website

Interactive website

Staff, prisons, Universities, youth,  
refugees, online

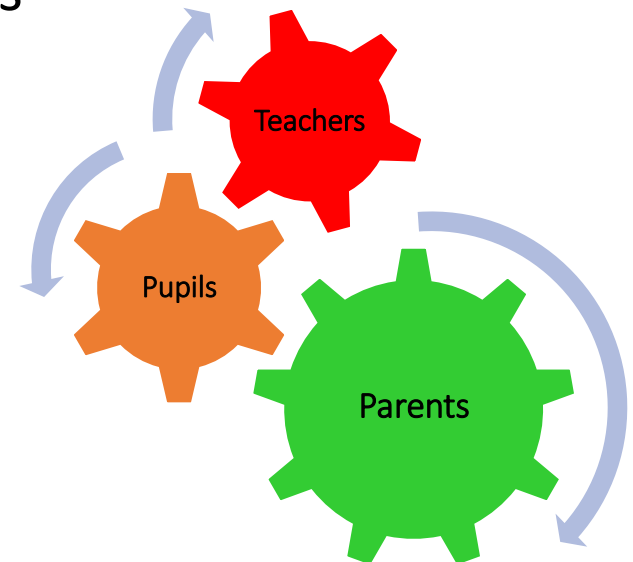
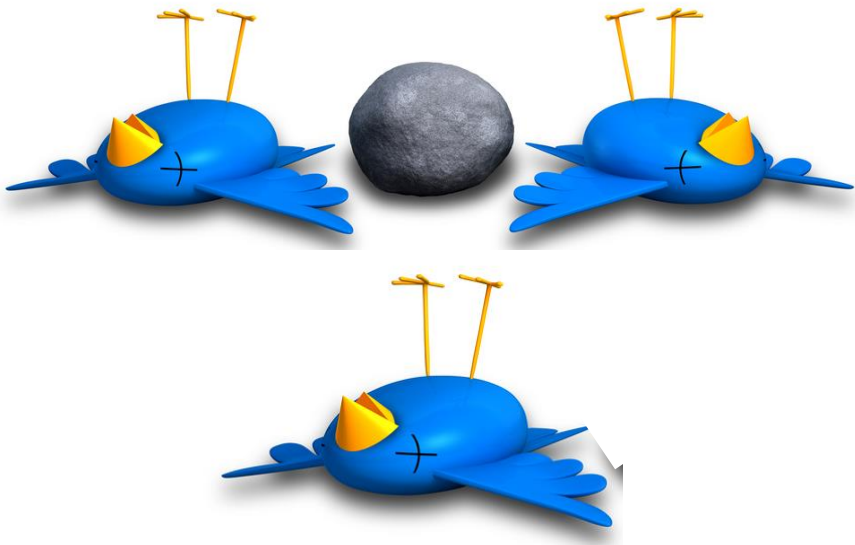


# Schools

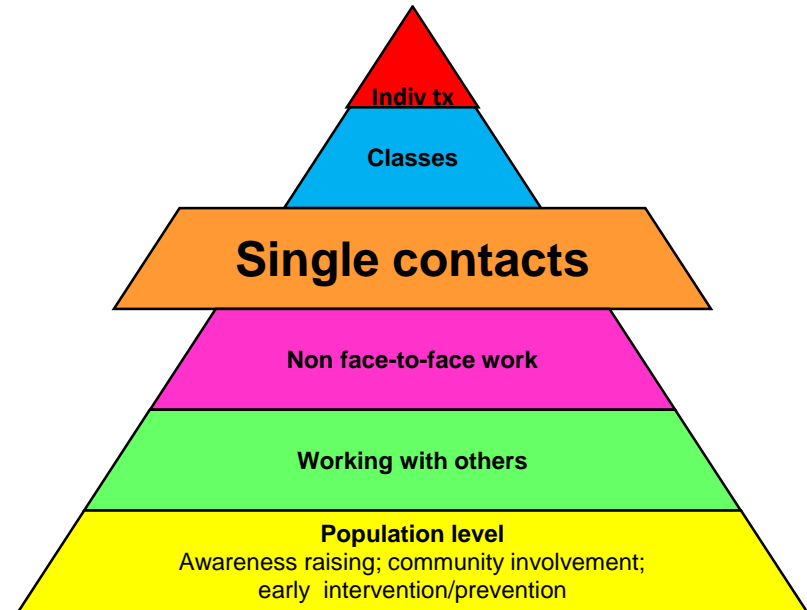
Teachers trained to deliver in pastoral care classes

Pilot and controlled data to 9 months

'Graduates' then train younger pupils



# Level 3





## Controlling your anger

A one-day workshop run by the Glasgow STEPS Team

**Do you often lose your temper?  
Are you wound up by the least wee thing?  
Is your anger a problem at home or work?**



**If this sounds like you, our free  
one-day workshop could help.**

**Learn more about why you get angry ...  
and what you can do to take control of it.**

The workshop will be run by Carol Richards, Cognitive Behavioural Therapist, and Simon Stuart, Assistant Psychologist.

It will be on **Thursday 5 July**, 10am to 3pm, at the Adelphi Centre, 12 Commercial Road, Gorbals, Glasgow G5 0PQ. Tea and coffee will be provided free of charge. There is a cafe at the Adelphi Centre, or you can bring your own lunch.

**For more details or to book your place  
call Mary or Eddie on 0141 232 2555**

## Self-esteem

A two-day workshop run by the Glasgow STEPS Team



**How do you see yourself?  
Do you lack confidence?  
Do you feel that you're 'not good enough'?**  
**Our Self-Esteem Workshop can help.**

The two-day workshop is on **Monday July 23** and **Wednesday July 25**, 10am to 4pm both days, at the Adelphi Centre, 12 Commercial Road, Gorbals, Glasgow G5 0PQ. Tea and coffee will be provided free of charge. There is a cafe at the Adelphi Centre, or you can bring your own lunch.

**For more details or to book your place  
call Mary or Eddie on 0141 232 2555**



**adviceclinic**

A problem shared



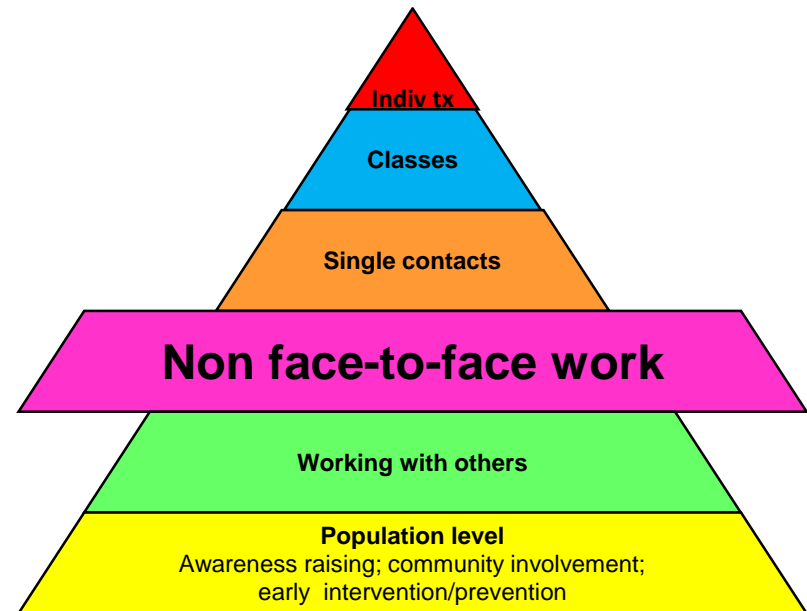
**call-back**

Step Forward with Call-Back

# Quick chat

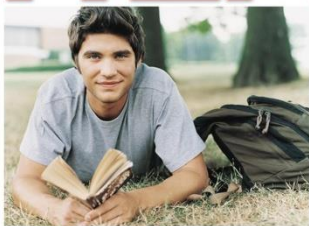


# Level 4





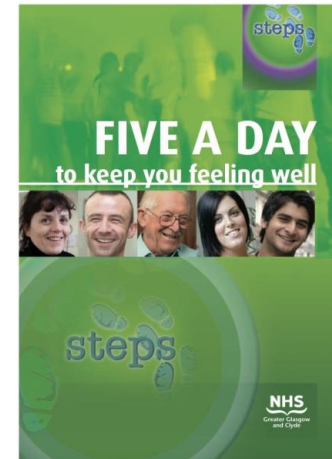
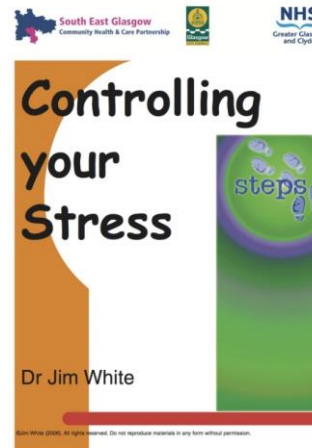
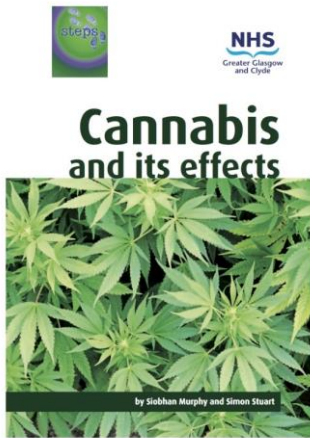
# HEALTHY reading



- all Glasgow libraries
- Extended to physical health
- Over 1800 books borrowed each month
- But..... reading ease?



# Booklets (26)



- 9 years
- 20-25 pages
- Website (>70,000 in 5 years)
- English, Urdu, Polish, Slovak



# E-newsletters

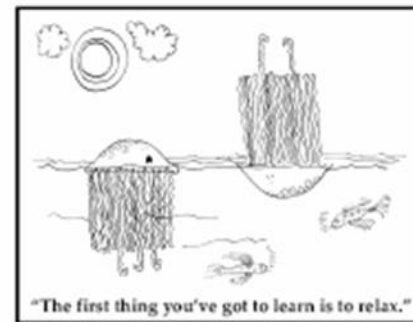
- informative, entertaining
- 4 a year
- to 100s of organisations

## Steps forward

Summer 2011

### 5 tips for dealing with anxiety

**1. Make time for relaxation.** Put aside some time each day that's just for you. Go for a walk, have a chat with a friend, read a book or listen to music. There's also deep relaxation: see the next page for more.



**2. Watch your caffeine.** Tea, coffee and many soft drinks are all sources of caffeine. So are some painkillers and cold remedies. Too much caffeine leaves us nervous and irritable, so it might be worth gradually cutting down, and switching to decaf.

**3. Don't avoid doing things.** Common sense says if doing something makes you more tense, avoid it. But common sense is wrong here. There's a lot more about facing your fears on our website.

**4. Worry time.** Put aside 15 minutes each evening. Then, if you start to worry in the day, stop and say: 'I'll store this up for later.' In the evening, use your 15 minutes to make yourself think of what you had to worry about. You might find it's hard to recall ... and not worth the worry after all.

**5. Learn to retrain your breathing.** This is a really effective technique, and much easier than you might think. On the next page we look at an excellent way you can do it.

#### Abid's story

#### 'Anxious? I feel I'll go right over the edge'

I'm stressed out my box. I can't sit still. I have to be doing this and doing that. I drive my family nuts. My partner is always saying: 'Who wound you up?'

The funny thing is that I feel better the busier I am. It's when I'm meant to be relaxing that I feel worse. I get these rotten headaches and a pain

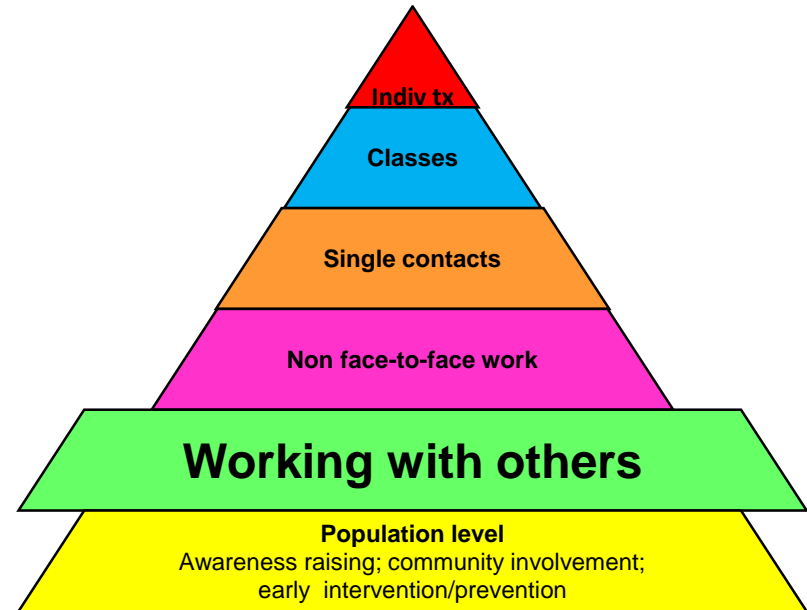
at the back of my neck. I just feel tense all the time. I feel sick a lot and my heart races.

I'm always waiting for the worst to happen. I keep thinking: 'What if this happens? What if that happens?' To be honest, I avoid more and more things these days. It's a sign that this anxiety is getting more and more of a grip. It's

like always feeling overwhelmed by everything. You think: 'God, I just need one more thing to happen to me today and that's it, I'll go right over the edge.'

My self-confidence is shot – I think everyone else is coping so well and I'm making a pure mess. It makes me feel so miserable.

# Level 5



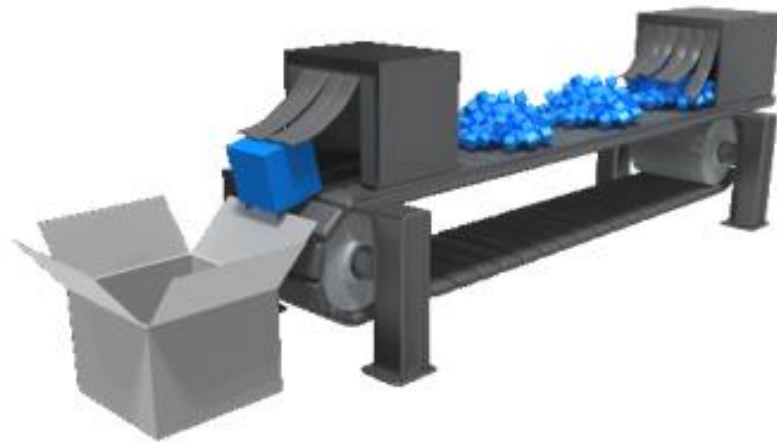
“More than enough work to go around”



Hard to reach for  
us.....

Easier to reach for  
others

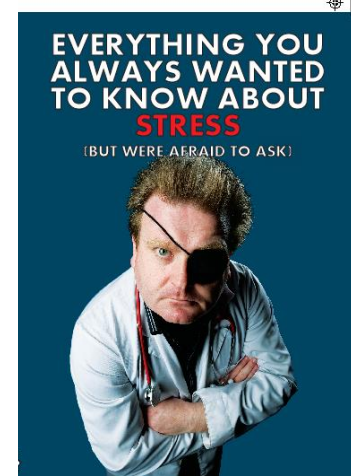
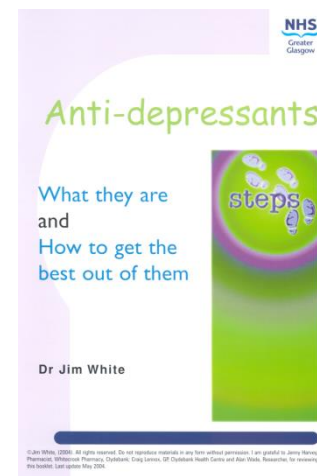
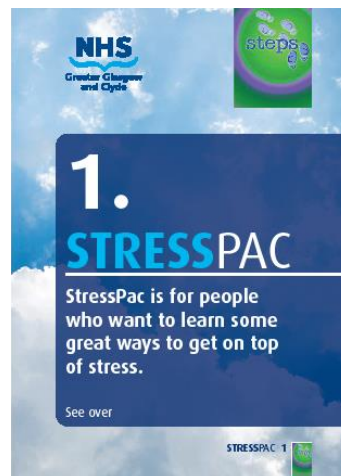
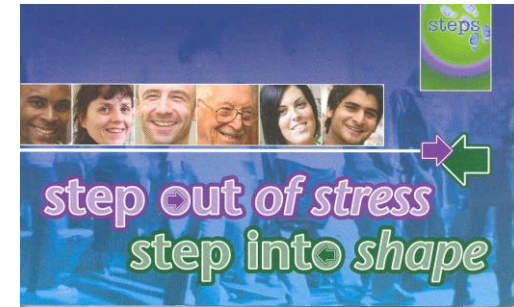
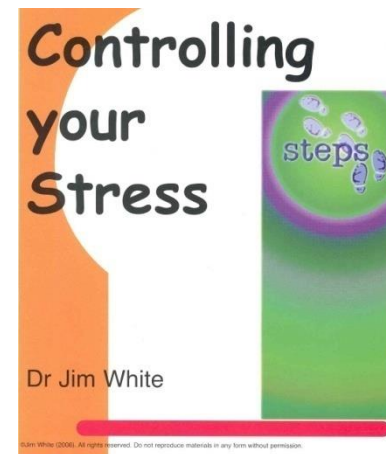
## **The Strategy Factory**



# Working with GPs

Alternatives to antidepressants

Training GPs to identify and triage



# GLASGOW PRAYER TIMETABLE



Islamic Society of Britain  
27 Arlington Street  
Glasgow G3 6DT  
0141 574 4500  
[glasgow@isb.org.uk](mailto:glasgow@isb.org.uk)  
[www.isb.org.uk](http://www.isb.org.uk)

Radio Ramadhan daily stress tips

Awaz FM phone-ins

Translation of booklets/audio CDs  
into Urdu

Articles in Urdu papers







# lifeGym

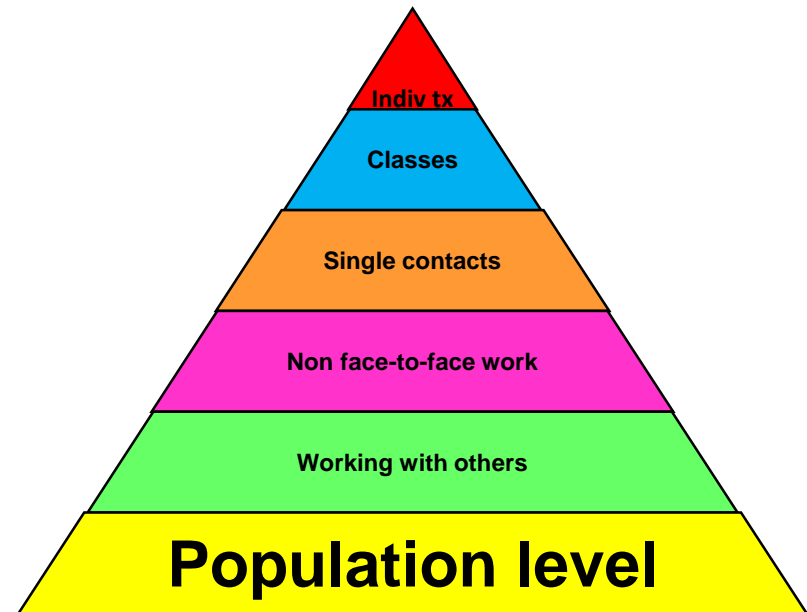
A work-out for life

- Targeted in deprived areas
- 'Life skills'
- Strengths / Recovery-based (WRAP)

# Jeely Piece Club



# Level 6





# ***Make Me Happier***

- Scottish Government funded
- CBT / lifestyle advice
- 6 programmes Tuesday 7.30
- Lorraine Kelly



"Laff yer heid aff"

**Raymond Mearns**  
**Reverend Obadiah Steppenwolf III**  
**Gary Little David Kay**  
**Sandra Johnston**

**Wednesday**

**10th October 9pm**

**Tickets £1 box office 0141 339 8444**

**THE LOFT**



**Featuring the launch of  
the new DVD by STEPS!**

Organised by: **Mental Health Foundation**

**see me**  
LET'S STOP THE STIGMA OF MENTAL ILL HEALTH

**NHS**  
Greater Glasgow  
and Clyde

and lots of others.





# EVERYTHING YOU ALWAYS WANTED TO KNOW ABOUT **STRESS**

[BUT WERE AFRAID TO ASK]



One of these days.....

# DVDs, match programmes, video screen, lifeGym

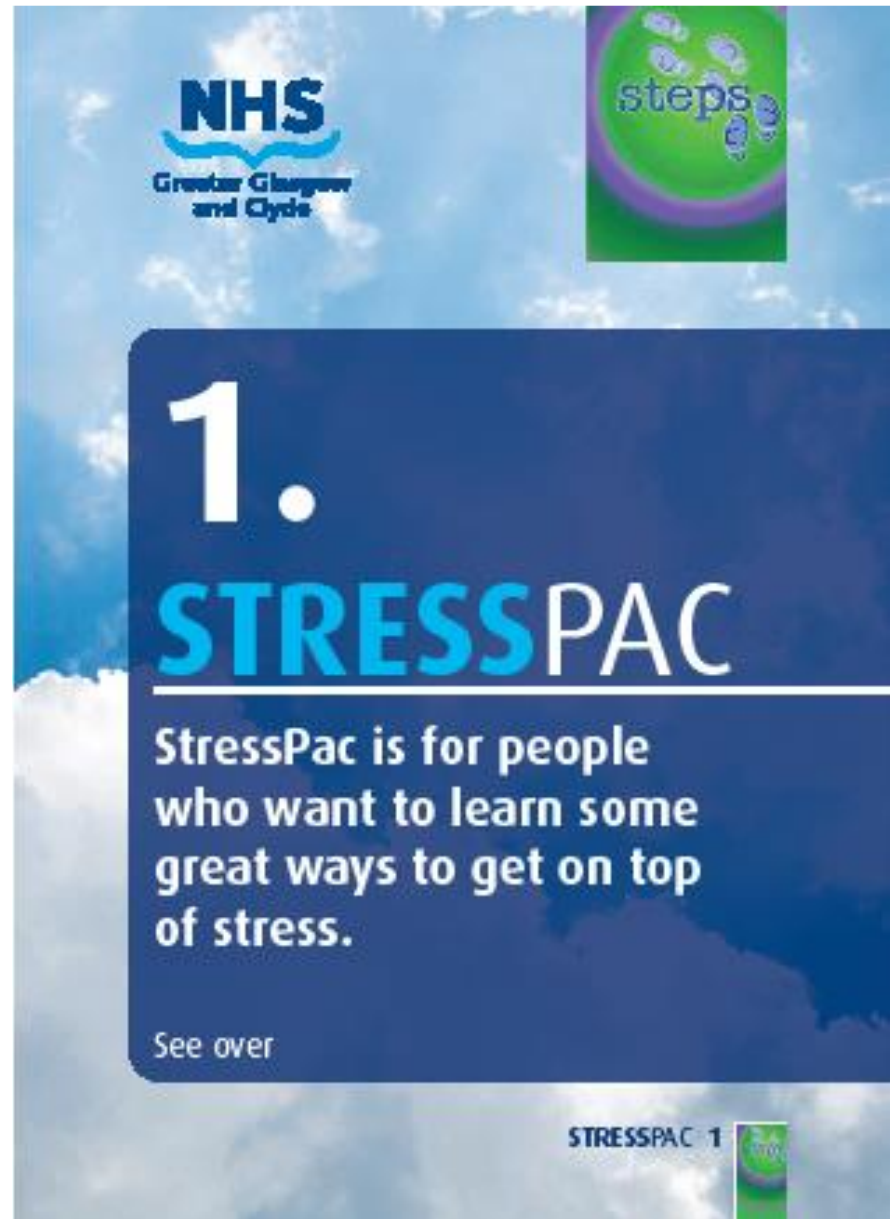


# City Centre Health Shop

- Bio:  
chol, BP, BMI, alcohol, smoking, exercise
- Psycho  
assessments, interventions
- Social  
e.g. debt, housing, employment, social prescribing

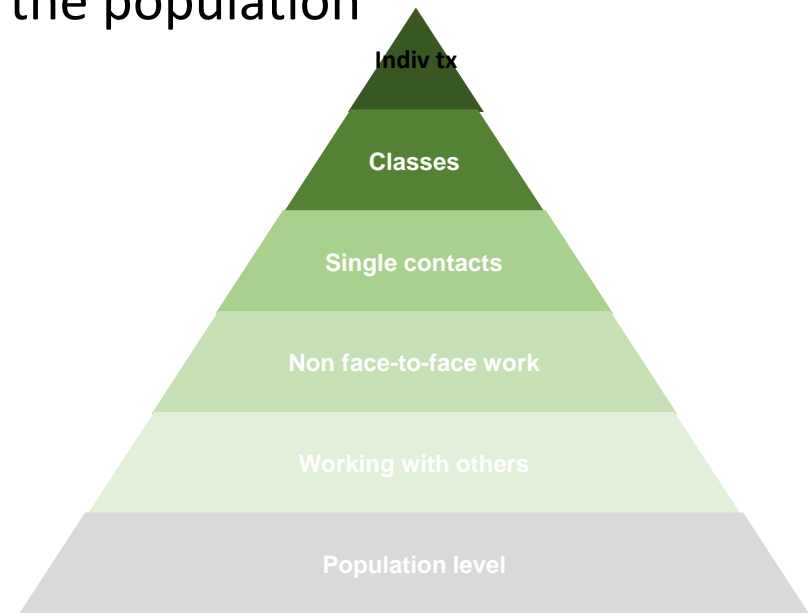


- GPs
- Community groups
- Podiatrists



# What did we learn?

- The NHS system doesn't cope well with innovation, e.g. budgets
- The STEPS model continues but is less coherent (champion)
- We had contact with around 20% of the population
- GPs loved us!
- We loved the chance to be creative
- Barely scratched the surface





Thank you

[jim@stresscontrol.org](mailto:jim@stresscontrol.org)



SO HOW COMMON IS STRESS?



00:01,76



# LifeSteps

Seeing the  
whole person

A biopsychosocial  
approach

Interactive website

Guided- or pure- self-  
help

Peer supporters for  
guided self-help

