

Supporting Children and Young People with a Mental Health Crisis Innovation Exchange Event

10 November 2022

Welcome and Housekeeping



Welcome



Session will be recorded



Please remain on mute during the presentations unless invited to speak by a facilitator



There will be a short Q&A with each supplier following their presentation, please post questions within the chat as we go

CYP in Acute Settings Innovation Exchange Event - Agenda

	Item	Lead	Time
1	Welcome, housekeeping and agenda	Joanne Cormack	5 mins
2	Digital innovations for C&YP in crisis - context	Alison Kemp	10 mins
3	Introduction to Innovators 1, 2 & 3	Phil Stimpson	5 mins
4	Wysa	Emma Taylor	10 mins
5	ChatHealth	Julie Jones	10 mins
6	My Possible Self	Robert Everitt	10 mins
7	The importance of patients in co-designing digital innovation	Phil Stimpson	10 mins
8	Introduction to Innovators 4, 5 & 6	Phil Stimpson	5 mins
9	Xyla Digital Therapies	Dr Ben Smith, Nicky Runeckles and Katie Mason	10 mins
10	MyHelp	Indi Singh	10 mins
11	Kooth	Brian Rock	10 mins
12	Polling	Joanne Cormack	10 mins
13	Next Steps	Joanne Cormack and Alison Kemp	5 mins
14	Thank you and close	Alison Kemp	5 mins

Digital innovations for C&YP in crisis - context

Alison Kemp

Deputy Director of Mental Health, Learning Disabilities and Autism - Specialised Commissioning - NHSE

Background

Collaboratively, NHSE/I Midlands Region, Midlands and Lancashire CSU and the East Midlands Academic Health Science Network (EMAHSN) are exploring the potential in using innovative digital technology to support children and young people (CYP) experiencing a mental health crisis/emergency. This is in direct response to [Long Term Plan](#) for Mental Health and its associated [Implementation Plan](#) 2019/20 – 2023/24, and the need to address the increased demand on services.

Digitally-enabled Mental Health Care

By 2023/24:

- Building on an effective digital mental health leadership and strategy across each STP/ICS by 2021/22, 100% of mental health providers will be fully digitised and integrated with other parts of the health and social care system by 2024.

Additionally, NHS England will continue to support the development of apps, digitally-enabled models of therapy and online resources to support good mental health and enable recovery.

Planning & delivery requirements

Ambition	2019/20	2020/21	2021/22	2022/23	2023/24
Digitally-enabled transformation across mental health pathways	Local benchmarking to identify areas for targeted investment to achieve LTP mental health ambitions Prepare for digital care plans, identifying platforms and consider digital inclusion Identify pathways to test digitally-enabled care	Every person with diagnosed mental health problem will be able to access their care plans All community staff have access to mobile digital services Local NHS.uk service directory includes crisis services	Digitally-enabled models of therapy are being rolled out in specific mental health pathways	Every person with diagnosed mental health problem will be able to access their health care record All providers have digital processes in place to support clinical monitoring	Local systems offer a range of self-management apps, digital consultations and digitally-enabled models of therapy Systems are utilising digital clinical decision-making tools

What we know:

The following are scenarios within which children & young people in crisis engage with services, in order to seek help, in times when they are most vulnerable.



When community service provision is closed, and A&E is used as an alternative form of provision (out of hours).



When an assessment is carried out in A&E, determining that the child or young person doesn't need a bed, and they are sent home for a follow up within 5 days by the appropriate community provider.



When being discharged from mental health inpatient facilities, particularly the CYP that are out of area, having spent time away from their home, parents, carers, siblings, etc.



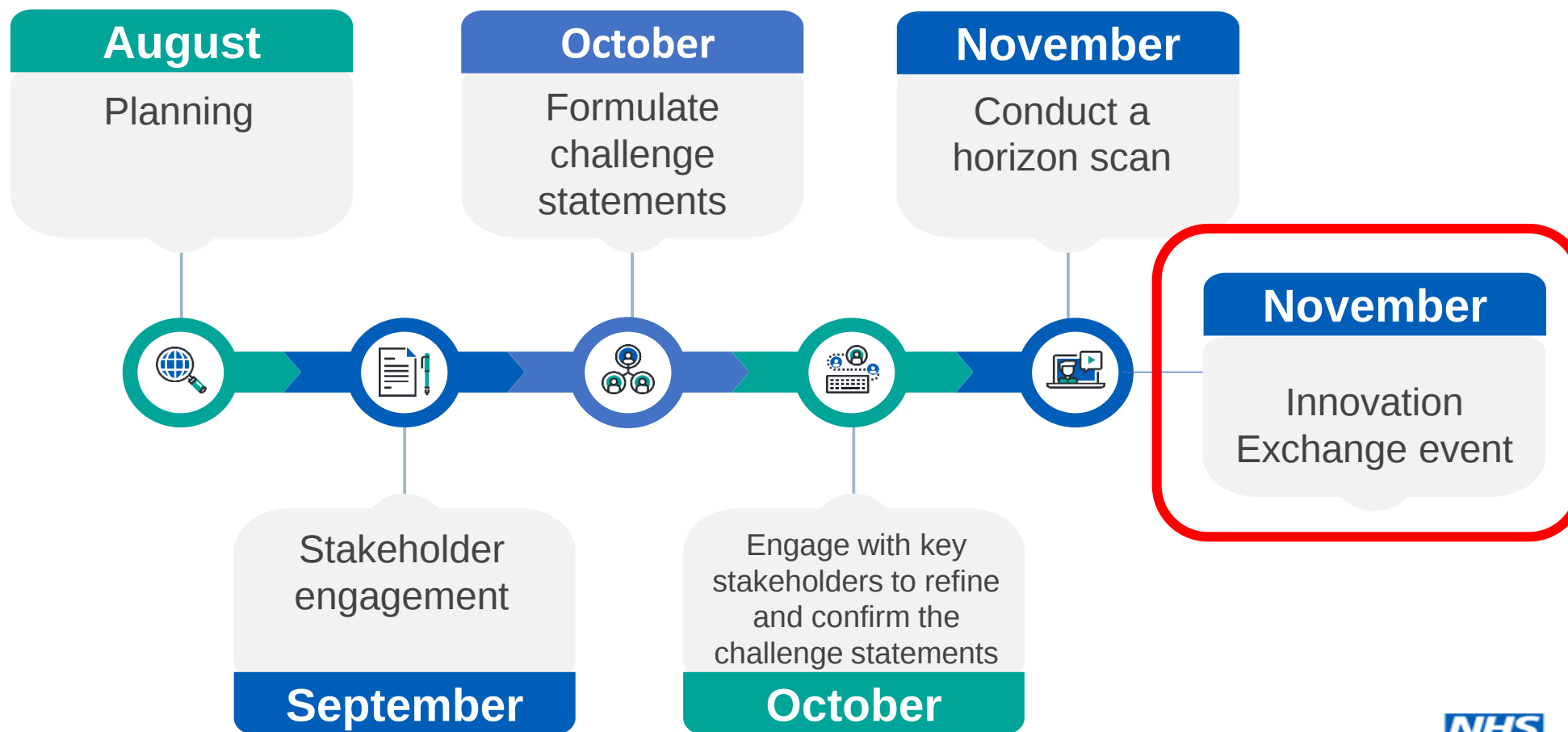
During periods of acute hospital or mental health hospital inpatient stays, complimenting support being provided by clinicians.



For parents, carers, siblings of children & young people in contact with services, to prevent perpetuating crisis episodes and associated attendances at A&E

Plan of Action – Innovation Exchange event

A co-ordinated approach to identify, select and support the adoption of innovations



Enabled by:

AHSN, MLCSU and system collaboration

Collaboration and engagement at scale

Midlands CYP Transformation Programme

The AHSN Network

Phillip Stimpson

Senior Innovation Lead, East Midlands Academic Health Science Network (EMAHSN)

The AHSN Network

- 15 AHSNs across the country
- Commissioned by NHS England and the Office for Life Sciences, to spread proven innovations within each AHSN's locality
- As a connected national network (the AHSN Network), we are uniquely able to import and export proven innovations.



Our Mission



Our continuing mission is to spread healthcare innovation at pace and scale



Improving
health



Driving down
costs



Stimulating
economic growth



Innovation Exchange



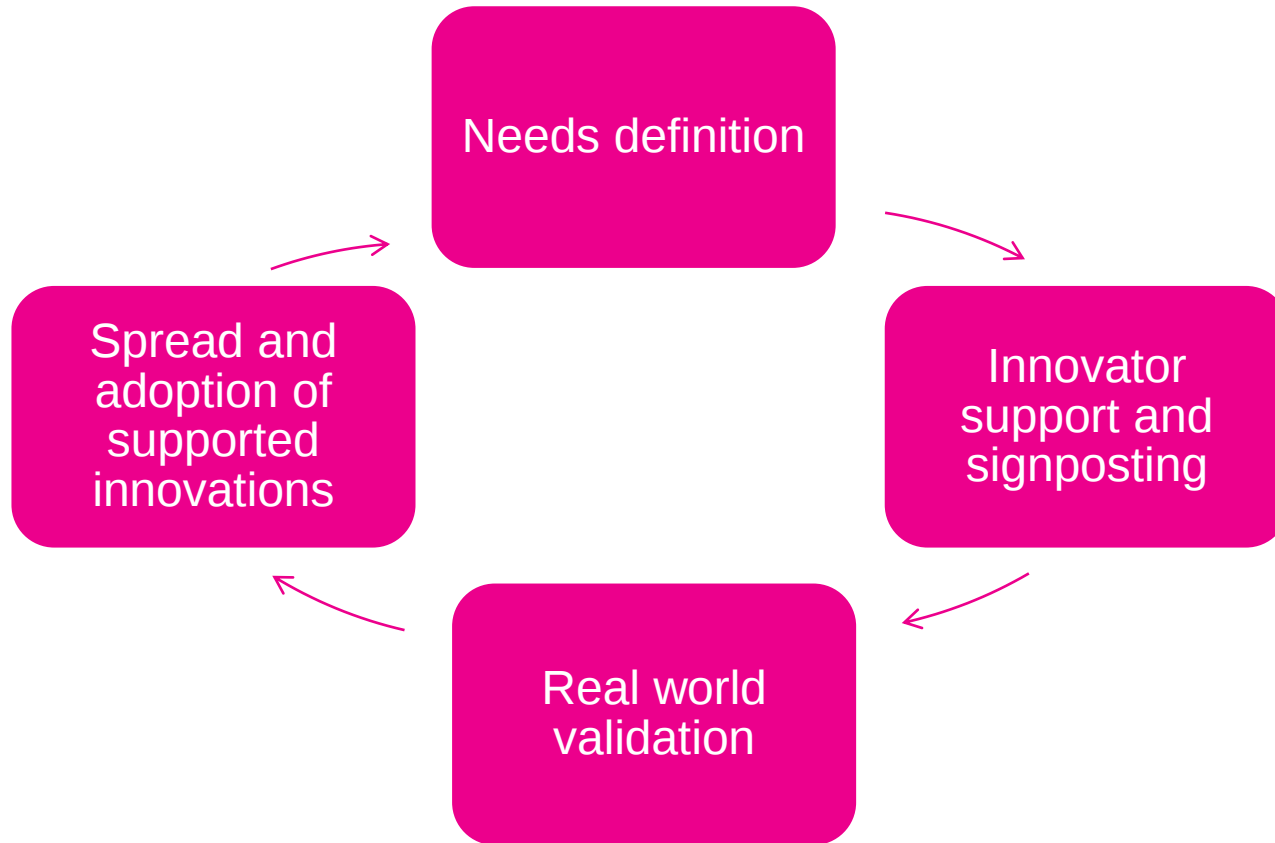
west midlands
ACADEMIC HEALTH SCIENCE NETWORK



A coordinated approach to identify, test and support the adoption of innovation in response to local health system challenges identified in partnership with regional health and care partners.



Innovation Exchange



- We support our partners to identify challenges and act as an honest broker between the health and care system and industry
- We are also able to support with real world validation through 'demonstrator' programmes



Introduction to innovators

Phillip Stimpson – Senior
Innovation Lead, EMAHSN

Wysa

ChatHealth

My Possible
Self



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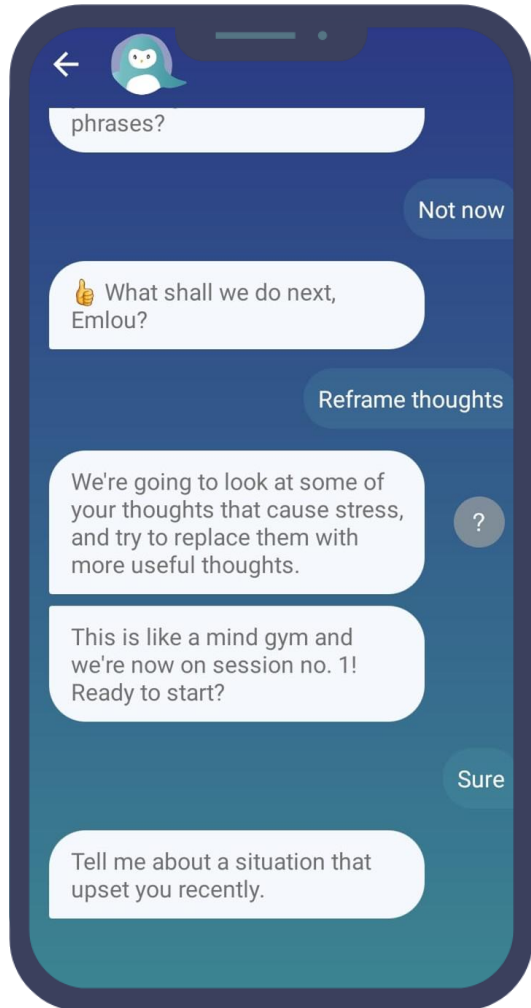


East Midlands
Academic Health
Science Network
igniting innovation

- The world's most advanced conversational AI for mental health
- Emma Taylor, Clinical Safety Officer and UK CAMHS Clinical Lead



The Wysa solution: App & Web



Wysa app & web made available to individuals through services, tailored to the local services care pathways, co-branded and with built-in signposting to local services. Users with the app can access 24/7 conversational AI support that includes:

150+ Evidence based techniques

40+ sleep exercises

26 different tool packs

5 practices: Mindfulness, CBT, ACT, DBT and coaching

SOS and Safety

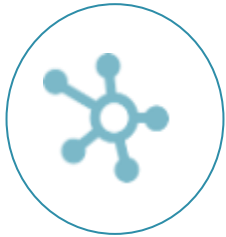
Users can click on SOS button at any time

- Grounding exercise
- Ability to create a safety plan
- Local and/or national helplines

Helplines also provided if risk words identified in chat and user confirms that they are thinking of ending their life. **SOS alert triggers through EPR.**



The Wysa Solution: App & Web



Care Navigation & continuity

Essex School Study

Integrates all existing signposting resources

Significant improvement in insights

Customised flows for local care pathways



Precision Engagement

Robust therapeutic alliance

Proactive daily adaptive check-ins

93% recommendation to peers



Improved outcomes and reduced clinician time

North London CAMHS

Improved anxiety, sleep and relationships

Preferred to in-person support

Immediate support



Wysa in the NHS

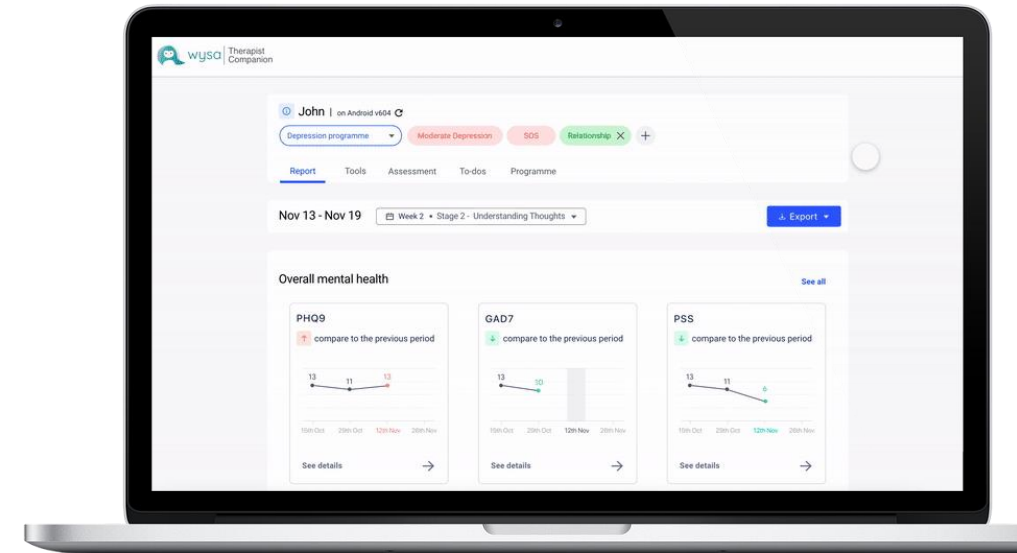
- Bespoke care pathway mapping for services, co-branding of the app and web content, in-house PPI function to engage service users, dedicated client-facing team for the lifetime of partnership
- Wysa is DTAC Certified, NICE ESF 3A status, top-rated on ORCHA
- We conduct a DPIA for each service we work with depending on service requirements and specification



Data and security



- Wysa goes above and beyond industry standards for data security and confidentiality wherever possible.
- Integrated with IAPTus EPR - scalable and repeatable for other systems as required by services
- Integration means improvements for analytics and functionality for staff and clinicians - providing dashboards for analytics and a seamless interface with EPR systems for real-time risk flagging to clinicians





Digital Health
Transformation
Service



ChatHealth

Enhancing access to mental health support

Julie Jones,
Client Relationship Manager,
Leicestershire Partnership NHS Trust

Confidential help & advice tool

- Two-way **messaging** communication
 - Young people feel more **comfortable**
 - Parents of children & young people appreciate the **convenience**
- **Safe and manageable** for clinicians to use
- Widely used in **school nursing** – 60% of UK
- Provided by **young people's mental health services** in:
 - Gloucestershire
 - North Yorkshire
 - Bromley
 - Worcestershire



Co-designed by service users & clinicians

For young people & parents/carers of CYP:

- Simple to use - just send a message
- Anonymous – don't have to give their name
- Discreet – empowers vulnerable individuals

For clinicians:

- Offers greater choice of access
- Risk-managed shared inboxes
- Improve staff efficiency / cost effective



Supported implementations

- Tried & tested implementation plan
- **Adaptable** to suit service needs & service users
- Meets **information governance** and **clinical safety requirements** – DPIA, DSPT, DTAC, NICE
- Standard operating procedures (SOP) to manage imminent risk
- Staff user **training** and technical **helpdesk**



Safe and secure messaging

- **Made by the NHS** for the NHS
- Work within NHS **compliance** frameworks and all UK **security** standards
- **Familiar** messaging technology for service users
- **Intuitive**, easy-to-use staff user portal
- **Auditable** transcripts
- Monthly **reporting**

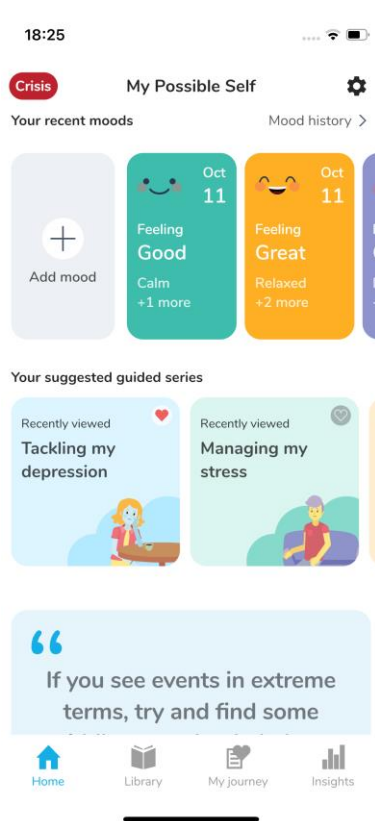
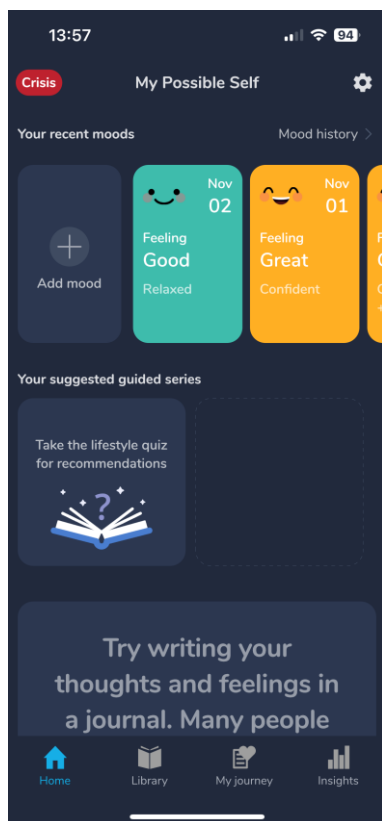




Robert Everitt
Business Development Manager



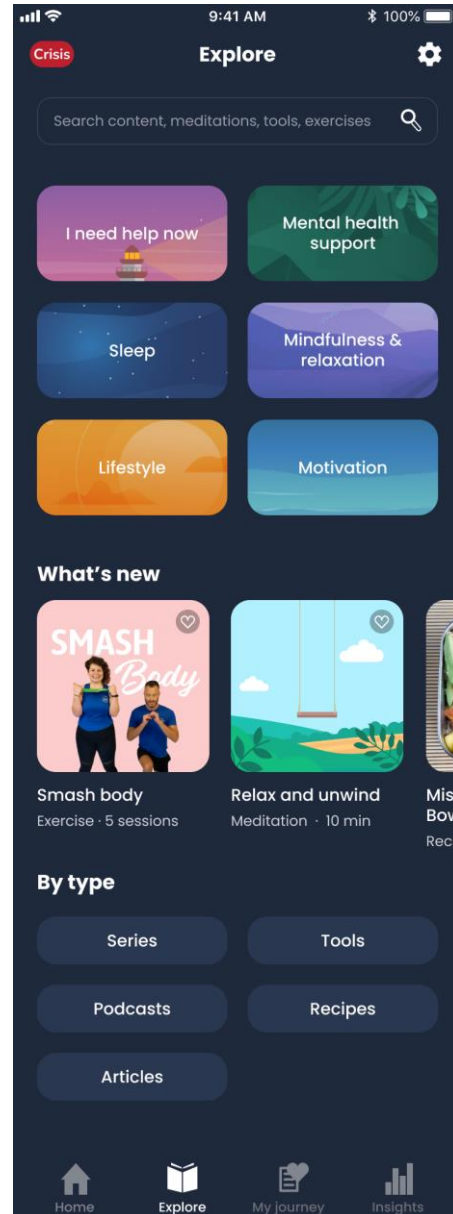
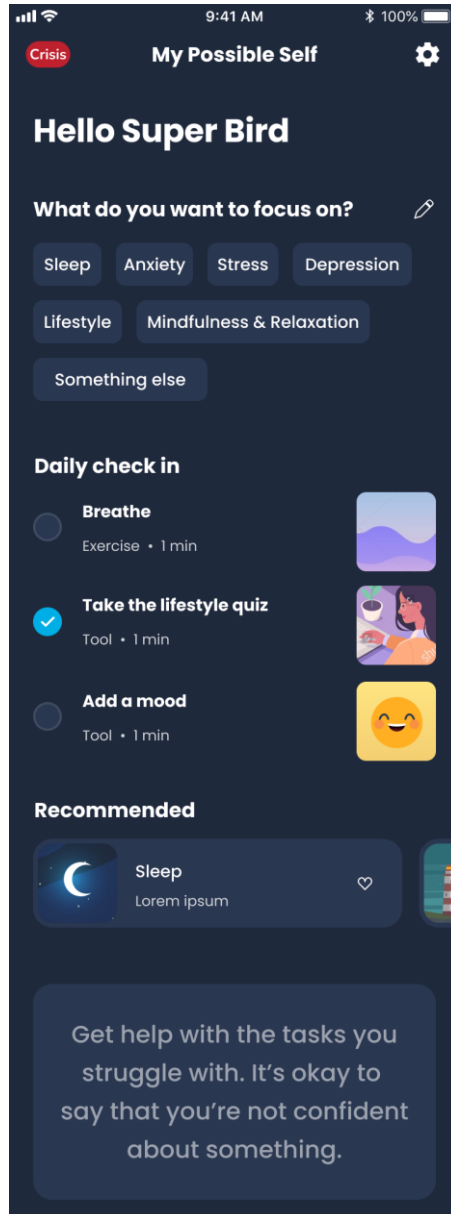
My Possible Self: Overview



- The My Possible Self App is available in both light and dark modes.
- Guided Series and libraries to help prevent and manage crisis episodes.
- Customised guided series to align with advice provided by specialist services and clinicians.
- Customisable crisis button to meet the needs the NHS organisation or specialty.
- Ability to track the number of 999 calls made from the app.



My Possible Self: Overview

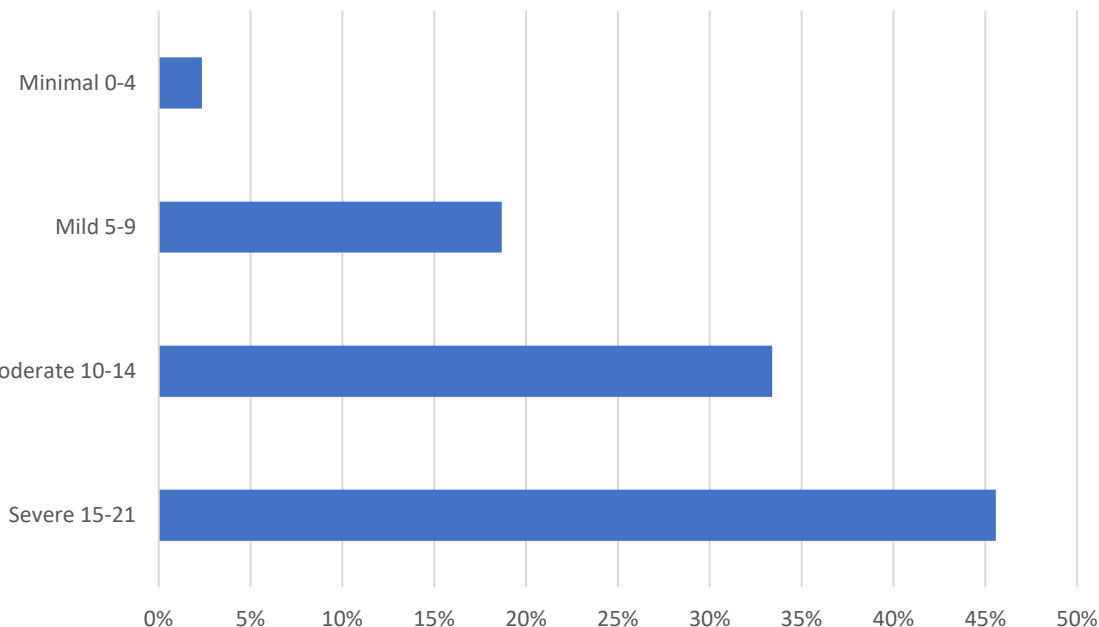


- Option to include user profile image e.g. photo/avatar.
- User configurable screen names.
- Choose between light and dark mode.
- Overall wellbeing content i.e. exercises, meditation, recipes, podcasts.
- Recommended guided series to each user.
- Guided Sleep Series.
- Disorder Eating (Roadmap).
- Mood Insights.
- Grief Journal.
- Ability to capture PHQ9 and GAD7 scores.



Anxiety Series Clinical Outcomes (August 2021 – January 2022)

Proportion of total cohort by clinical category (at 1st Score)

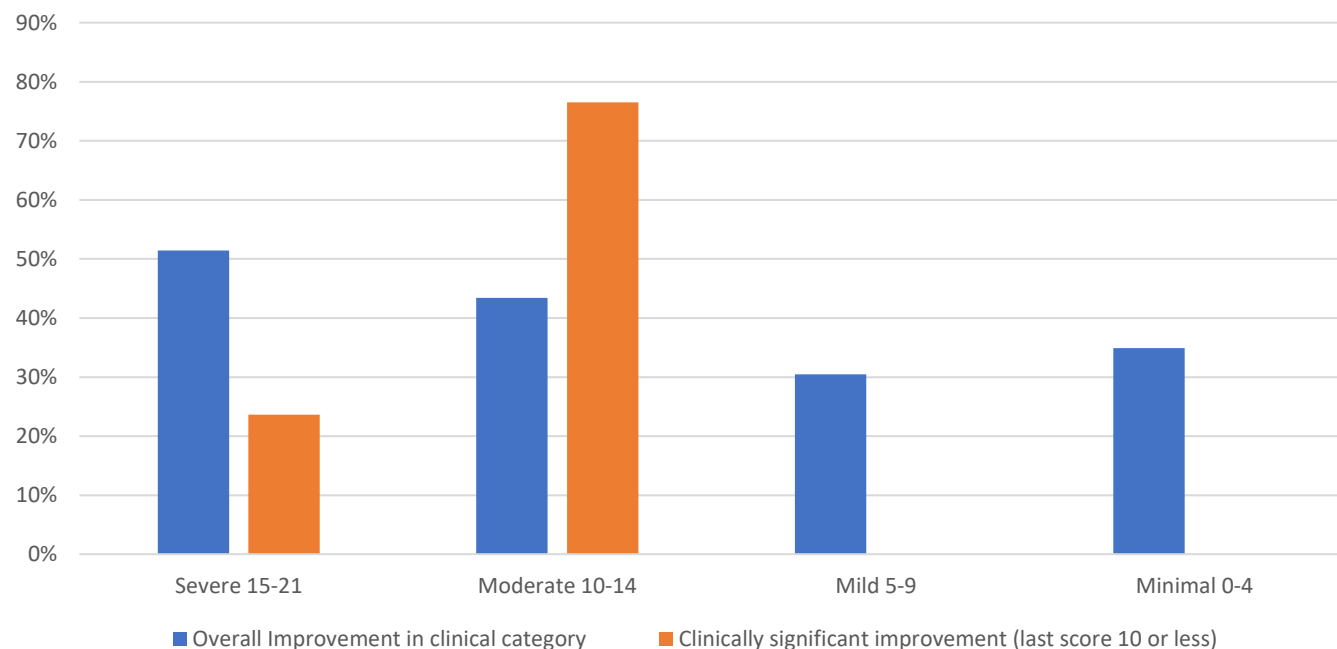


Of those with severe anxiety, **51%** reported an overall improvement with **24%** of those reporting a clinically significant improvement.

Of those with moderate anxiety, **43%** reported an overall improvement with **76%** of those reporting a clinically significant improvement

Of all users during the period that scored the GAD-7 at least twice, **41%** had severe anxiety, **33%** moderate, **19%** mild and **2%** minimal.

Anxiety Series Clinical Outcomes – GAD-7 (Difference between first and last score)





My Possible Self: Collaboration



- My Possible Self immediately available to deliver mental health and wellbeing support to children and young people.
- Development in collaboration with NHS Partners to create a bespoke solution.
- Co design workshops with all stakeholders and NHS providers.
- The bespoke version of the app will be designed around the needs of the patient and clinical users.
- In house design and development teams.
- Inhealthcare platform already meets DTAC, Class I Medical Device, DPIA and NICE Guidance.
- Procurement via direct award or NHS shared business services, G-Cloud, Crown Commercial Services.
- Dedicated implementation team.
- Technical Support desk for users and clinicians, user guides and training.



My Possible Self: Collaboration



- All data stored using Amazon AWS Data Storage.
- In App, Inhealthcare platform clinical reporting dashboards and analytics.
- Organisational access to our cloud based data warehouse.
- NHS Spine PDS lookup.
- Inhealthcare platform interoperability with EMIS/ SystemOne/ TPP/ GPMesh / Cerner

The importance of patients in co-designing digital innovation

Phillip Stimpson
Senior Innovation Lead, EMAHSN



The EnACT Principles

- Engage
- Acknowledge, value & support
- Communicate
- Trust and transparency

Summary of recommendations

Engage

-  Take time to consider your strategy: why are you conducting PPIE, how do you want people to feel during the process, and how can you measure a successful outcome.
-  Consider the full breadth of potential participants (beyond professional patients). Use the Health Equity Assessment Tool ([HEAT](#)) or widely disseminated patient volunteer forms.
-  Empower patients and the public to share their views, and ensure these are considered equally when making decisions.
-  Be empathetic and have a flexible approach to include patients with different digital skills, at different stages of the patient pathway.
-  Build relationships with community leaders who are already in positions of trust, to support your engagement with patients and families in hard-to-reach demographics, as patients and the public are more likely to trust members of their own community.
-  Document positive and negative outcomes from the PPIE process as learnings for anyone involved.

Acknowledge, value, support

-  Be clear on who owns the IP from the outset and how contributions will be governed.
-  Offer to reimburse patients for their time as a way to acknowledge their contributions and be transparent about the levels and types of reimbursement available.
-  Provide access to sufficient digital support, such as digital training days, to ensure patients can use technologies suitable for your research purposes.
-  Secure internal buy-in with budget holders to ensure sufficient funding and resources are allocated to conduct PPIE appropriately.

Communicate



To build meaningful relationships, construct iterative feedback loops and communicate with patients and the public often about how and why their contributions have been included (or not).



Consider the correct communication style for engaging with different people and recognise not

all forms of communication work for everyone. Seek out the right support to communicate effectively from the start.



Open a communication channel enabling patients to voice their grievances about the PPIE process and commit to addressing their feedback.

Trust and transparency



To be perceived as trustworthy, be open about risks and respect people's decisions on PPIE.



Use the tools offered by arm's length bodies like NICE and NHS England, and seek support from them if these tools prove challenging.



Seek advice from data privacy consultants on which processes you are required to follow and how to ensure you have the evidence to show that these processes were considered.



**Herefordshire and Worcestershire
Health and Care**

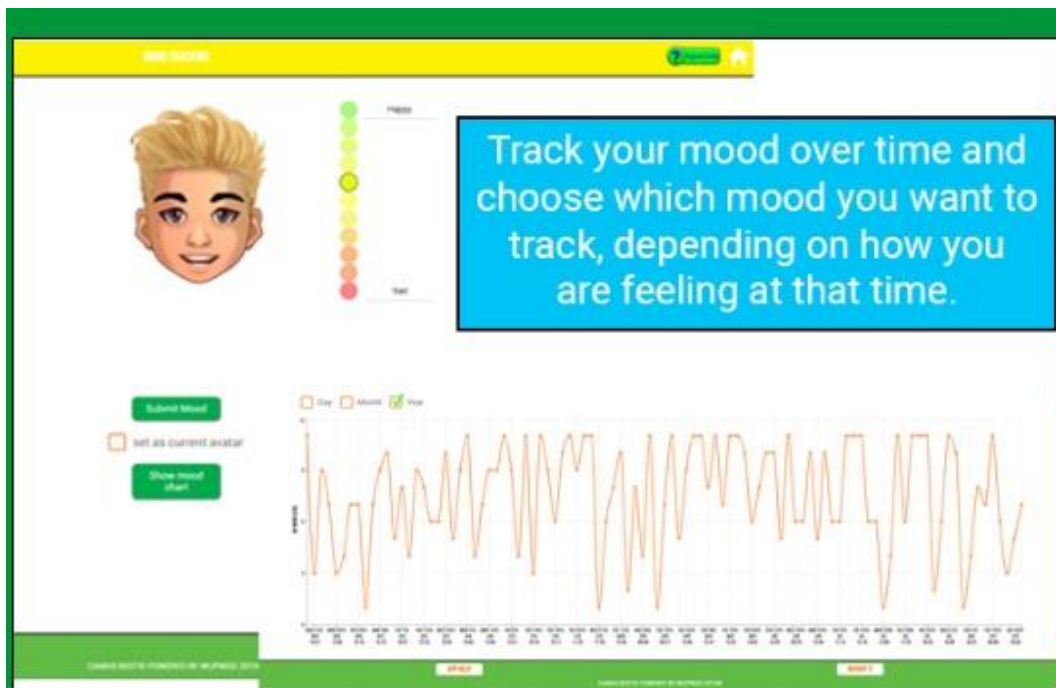
NHS Trust

<https://www.camhsbestie.co.uk>



Welcome To BESTIE

BESTIE is an exciting, interactive online platform, designed to help young people to find out more about emotional wellbeing and mental health and to get the right help when they need it. BESTIE's virtual, interactive world combines digital media, instant messaging, built-in games and supportive online help and information, all within an anonymous, safe platform. BESTIE was created by a team of young people (with a little help from NHS mental health professionals from Worcestershire Health and Care Trust and online tech folk). BESTIE encourages users to engage in social, physical and health-related activities. Check out BESTIE's features and find out where to sign up below.



Tracking how I am

Track your emotions and goals using your own character!

Keep track of your day-to-day life. Track your routines, write to-do lists, use reflection to work on self-care and much more!

Diaries

Our BESTIE diaries can help you to keep track of things going on in your life and can help to remind you of things you've been working on in CAMHS (including giving yourself rewards!).



<https://youtu.be/IXS7hXZYI7o>

<https://youtu.be/XFt27t9fKTE>



Introduction to innovators

Phillip Stimpson —
Senior Innovation Lead, EMAHSN

Xyla Digital
Therapies

MyHelp

Kooth



west midlands
ACADEMIC HEALTH SCIENCE NETWORK



East Midlands
Academic Health
Science Network
igniting innovation



Innovation Exchange Event
Supporting children & young people with a mental
health crisis

Thursday 10th November 2022

Dr Ben Smith, Consultant Clinical Psychologist
Nicky Runeckles, Digital Mental Health Specialist
Katie Mason, Business Development Director

Assessments, Getting Help and Getting More Help treatment for 5 -25 year olds

Experienced, skilled clinicians deliver digitally in partnership with local CYP mental health services

Preventing a crisis

- 1:1 therapies
- Emotion regulation skills
- Alternative coping strategies (via our portals)

In a crisis

- Out of hours and follow up appointments
- A dedicated A&E pathway

Inpatient transitions home

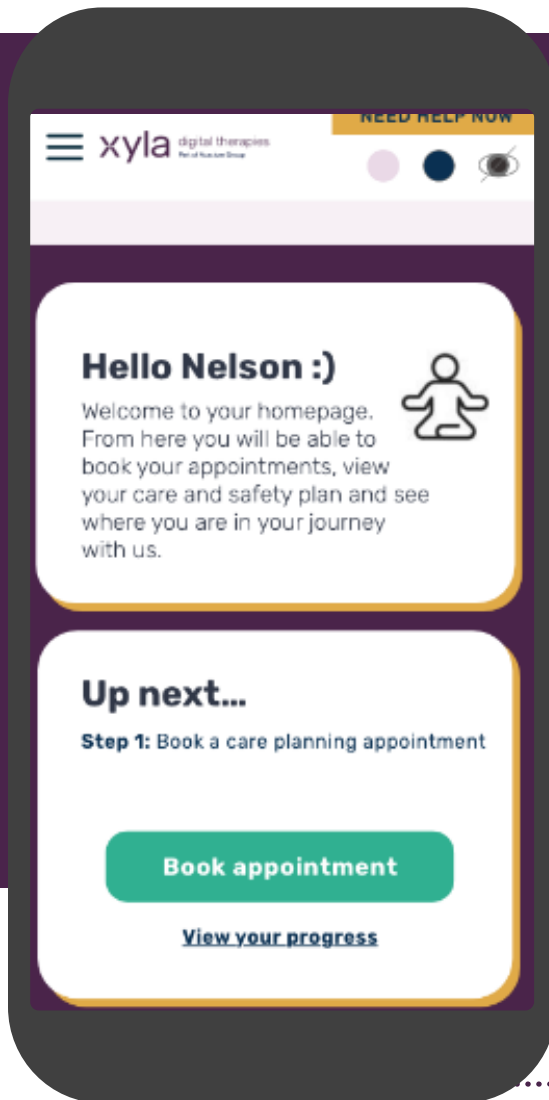
- 1:1 therapies
- Emotion regulation skills
- A point of continuity



Local digital care pathways to be co-developed with the local system. Can include...

- ❖ Out of Hours Assessments
- ❖ Out of Hours Treatment sessions (Getting Help / Getting More Help)
- ❖ Out of Hours care planning session / single session intervention
- ❖ 24/7 access to resources (for C&YP, parents and siblings) and Get Help Now button

Children and Young People have been involved in the design and development...



I need short waiting times with my referral progress illustrated

I want to view my own care record

I want to book my appointment online myself

I need a choice in communication methods and my preferred pronouns used

I need to be offered a choice of clinician

Important factors for children and young people:

Confidentiality

Young person friendly language

Visual representation of progress

Choice

Supporting children and young people's mental health



- Co-developed with C&YP, providers and commissioners
- Local pathways co-designed with the local system



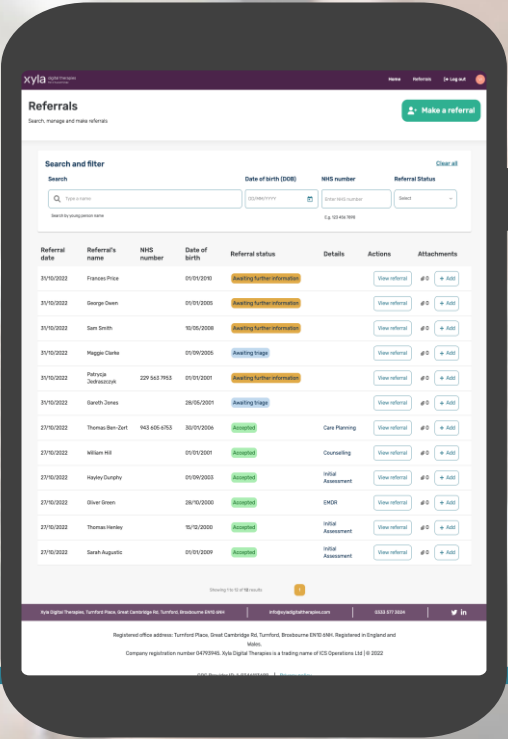
- CQC registered
- ISO27001 certified
- DTAC compliant*



- Patient Services Team on hand for support

Data analytics and integration prioritised

Full visibility as standard for local system partners, children, young people and parents / carers



Xyla's Portals

1. Children & Young Person's Portal
2. Parent-Carer Portal
3. Partner Portal



Technical interfaces

SystemOne <> SystemOne

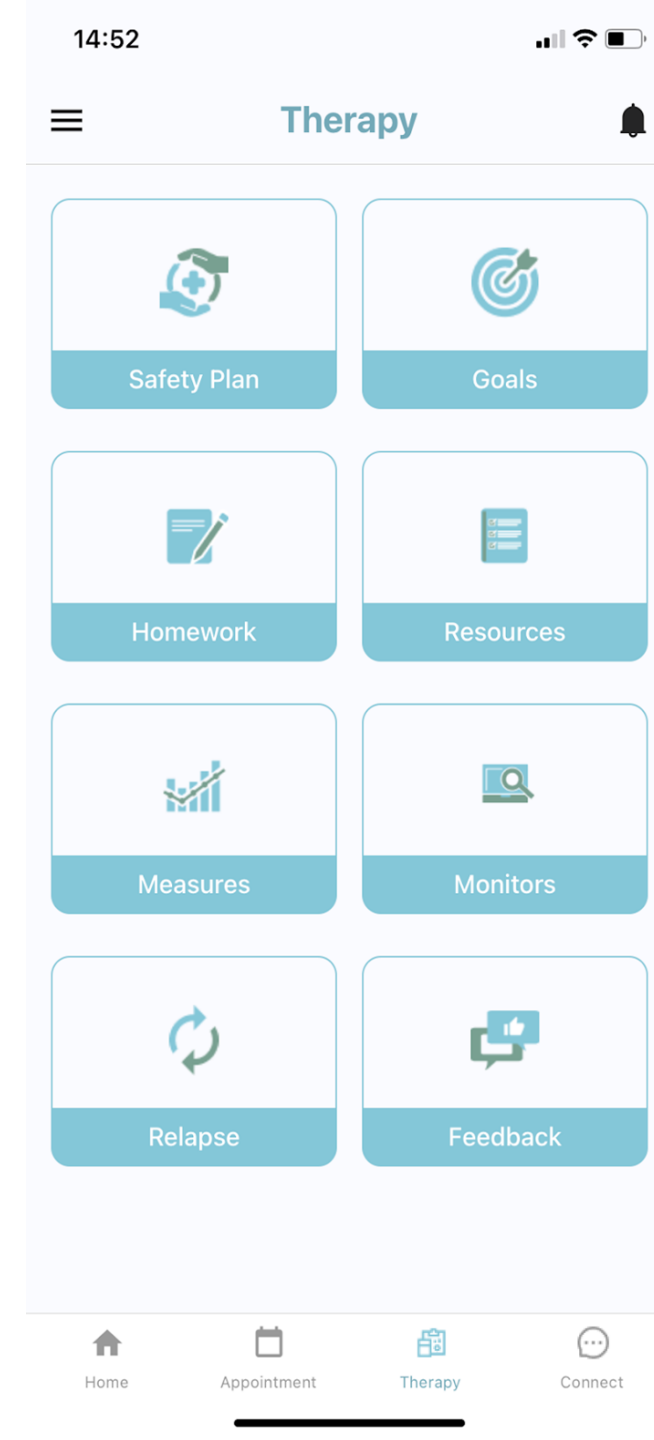
SystemOne <> RiO



MyHelp Ltd

**MyHelp - Whole System Approach to
Supporting CYP Mental Health Crisis**

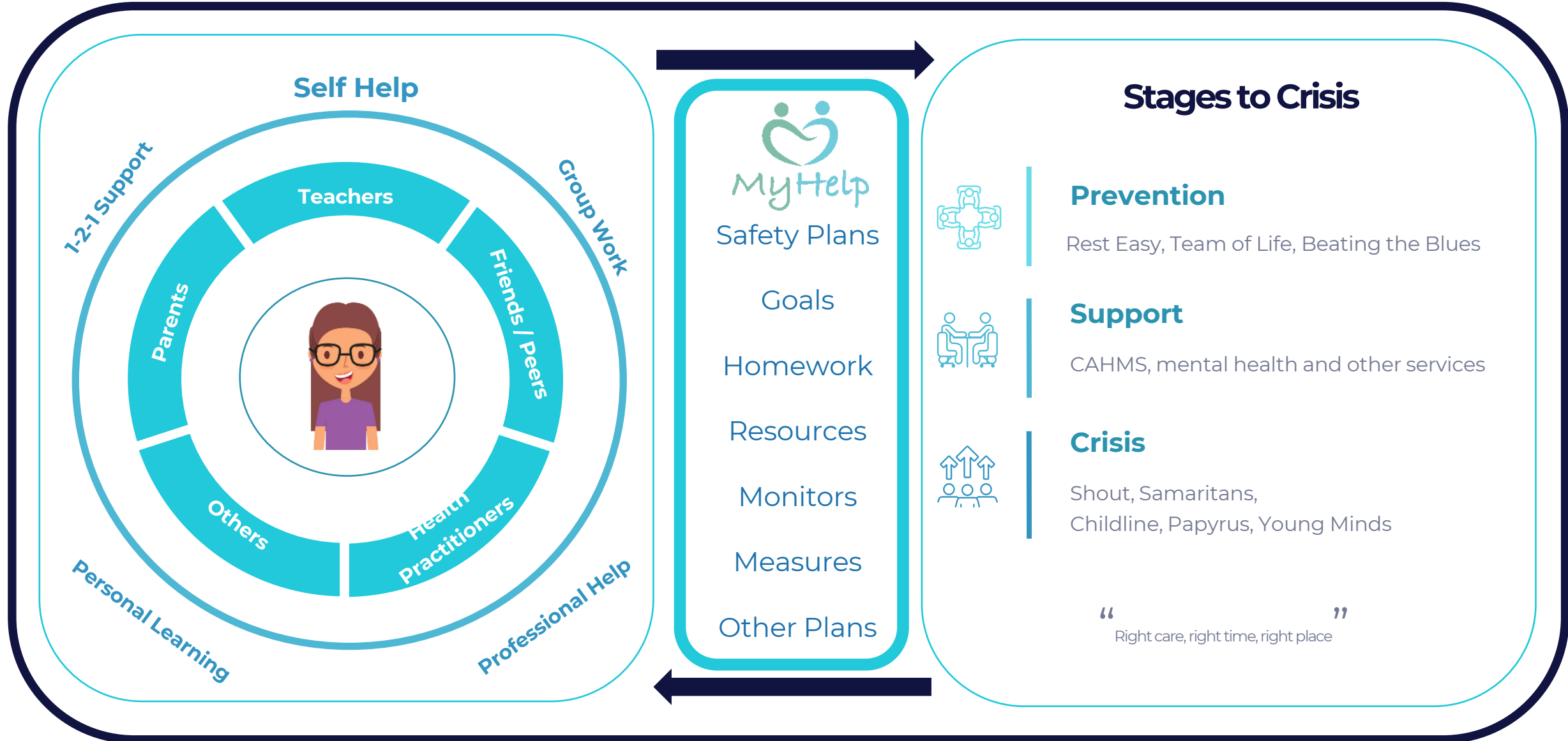
Indi Singh - Chief Executive





MyHelp delivering Whole System Approach

"No one size fits all!"

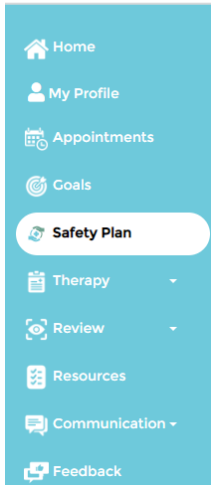




MyHelp focus on Personalisation

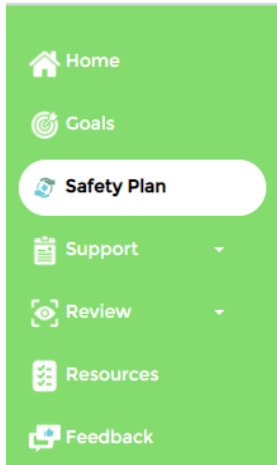
“No one size fits all!”

In built Customisable Functionality



MyHelp has been customised for Rest Easy (mental health provider to children). Changes include:

- Colour** site colour throughout
- Logo** addition of specific logo
- Text** e.g Therapy to Support and Patient to Child
- Comms** Individualised communication e.g. emails



Safety plan

- Not generic information but



Resources

- Tools for a practitioner to customise information provided to CYPs



Monitors

Ability to Improve Experience



Integrating into current pathways to enhance patient experience

Versatile Platform



From prevention to crisis all contained in one platform.

‘One stop shop’



Ability to meet the specific needs of CYPs.

Personalisation



Collaborating with other services to provide wider offering.

Collaboration



MyHelp focused on understanding user needs

“A One Stop Shop!”

User Centred Design

Stakeholder Input



Other Current User Centred projects:

Homes for Healthy Ageing

Innovate UK

SBRI NHS Scotland

Regulatory Requirements



MyHelp has recently achieved Orcha accreditation



MyHelp working towards improved DTAC compliance – following activities commenced:

- NHS Data Security and Protection Toolkit (DSPT)
- Cyber Essentials Plus
- Penetration testing



MyHelp is not classified as a medical device.



Strong Information Governance & Infrastructure

“One stop shop!”

Data Security & Confidentiality

MyHelp GDPR compliant

- Registered with Information Commissioners Office
- Has assigned Data Protection Officer
- Appropriate procedures and policies in place.
- Utilising services of Martin Bell formerly Board Chief Information Officer in NHS foundation Trust.

MyHelp recognises

- Requirement for parent consent
- Also challenges with protection for children.

Data Analytics

User Experience

- feedback functionality included within MyHelp
- UX analytical tool being researched.
- End user experience discussed via interviews

Clinical Support

- Standard measures: PHQ 9 & GAD 7 ability to add SDQ & RCADS
- Substantive monitors: such as anger, stress
- Data collection for NHS Digital reporting – interoperability with PCMIS

Interoperability & Integration

Efficiency

- MyHelp aims to improve clinical practices.
- Only achievable if duplication prevented.
- Interoperability and integration key to achieving this.
- MyHelp supports openly available APIs.

MyHelp Infrastructure

- Latest technological infrastructure
- Currently working with partners and sharing information with use of APIs

MyHelp Integration

- Ability to integrate with various clinical pathways
- And information flows.



November 2022

Kooth Digital Health continues to innovate at the forefront of the industry with our digital mental health platform for CYP,
Kooth

Kal Johal (Head of Region, Mids & SW) & **Brian Rock** (Clinical Director)

Kooth is an **early intervention and prevention service with the experience, capability, an agility to support young people with escalating severity** - up to and including managing crises.

Escalating Severity of Need (Thrive Framework)

Getting Advice

Early intervention & prevention
Preventing crisis and managing early risk.

Getting Help

Early intervention & prevention
Intervening in escalating risk with targeted intervention & structured/ongoing support

Getting More Help

Managing Severe Risk
Kooth practitioners are trained and qualified to hold high risk users, and support them onward to specialist services

Getting More Help - Crisis Management & onward signposting



We have a robust process for high risk and incident management too. Our focus is supporting the service user and implementing any learning across the Kooth ecosystem. *Available on request.*

CYP (10-25 years) anonymously self refer and register, coming to Kooth with a range of presentations, and huge variation in risk and severity.

Kooth is designed to be as flexible as the Thrive model it follows in this regard. Our model, **iRESPOND**, allows assessment, engagement, management, and onward support of CYP presenting in these stages of the Thrive framework.



Prevention and treatment

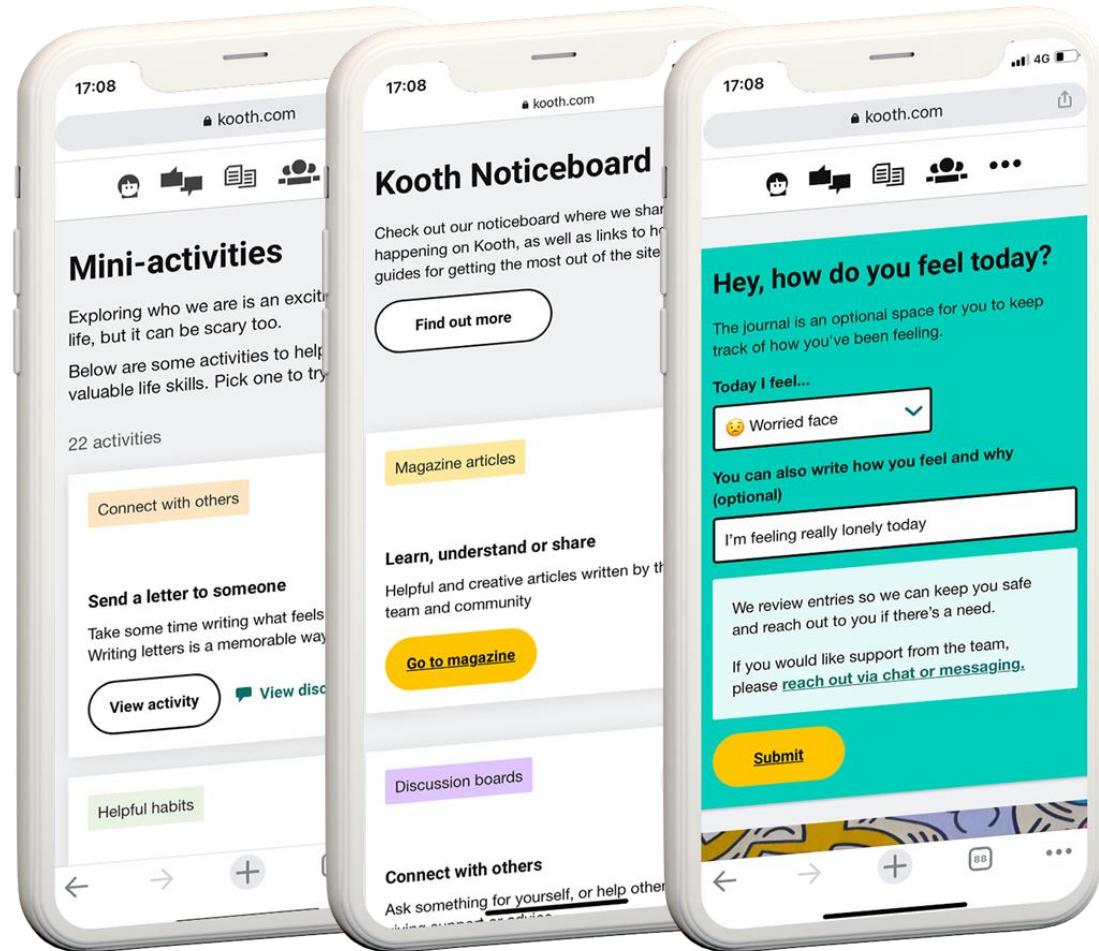
Prevention

Universal self-help and community support reduce escalation



Assessment & Treatment

Early help for mild, moderate & complex needs, **including crisis management.**



Collecting stakeholder feedback, ensuring regulatory compliance & support

Innovation & Incorporating Feedback

Our tech and product teams are in constant conversation with our participation and clinical teams, building in feedback from service user groups and integrating learning from specific case studies.

Developments:

Peer-Support (Community) Measure

Developed with external academic partners, the measure is designed to capture service user outcomes when engaging with our community content.

Technological Innovations

- a new iteration of our case management and counselling platform
- Exploration of AI moderation and practitioner support

Regulation & Compliance

DTAC in progress - working with ORCHA towards completion.

NICE Evidence Standards Framework in upcoming compliance strategy as we continue to iterate and improve.

We are CQC exempt but **moving towards meeting all of the key criteria through internal audit** (well led, safe etc.) and have entered extended discussions to get reviewed.

ORCHA Baseline Review score: 83% including 90%+ on accessibility.

Support

Users are able to engage with practitioners through asynchronous messaging for support with the platform, content, and usability.

Similarly, commissioners and stakeholders meet regularly with our Customer Success team to discuss any support requirements.



Data Analytics, Security & Integration

Bespoke monthly reporting

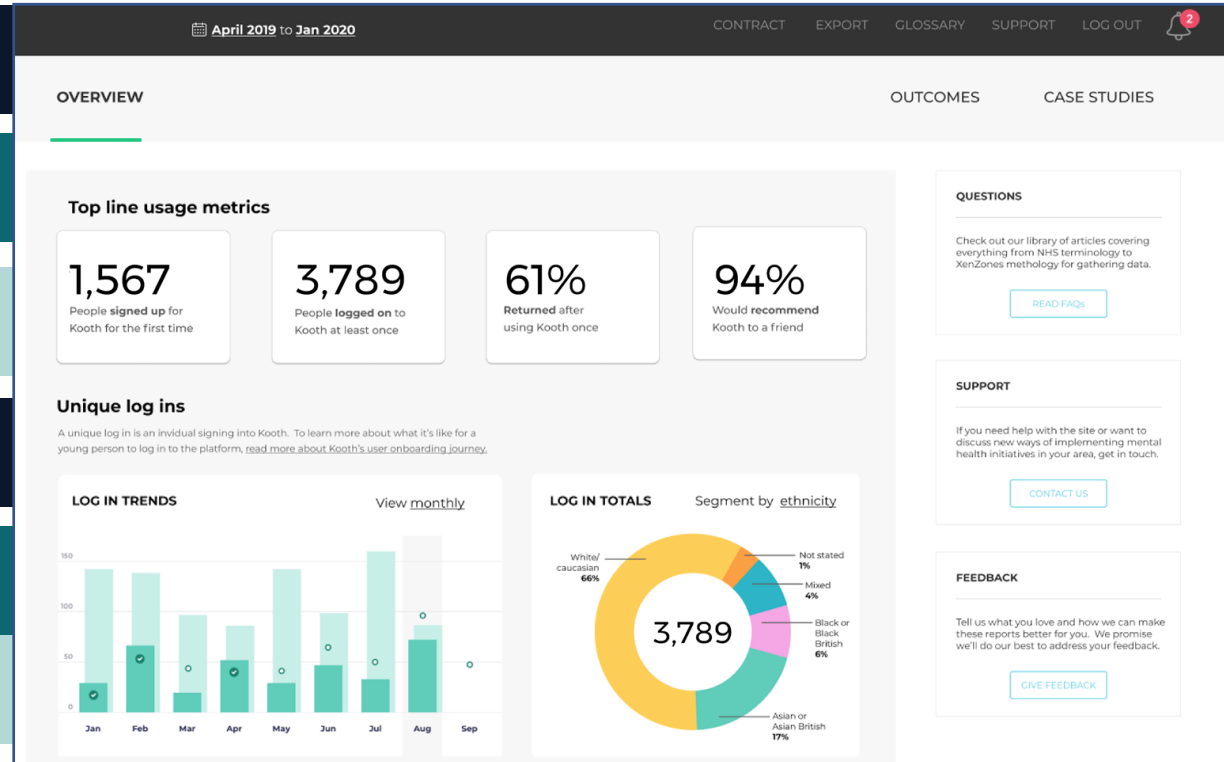
Presenting Issues

Usage Statistics

Trends and Insights

Article views and Peer to Peer activities

Informs broader wellbeing programme alongside MHSDS access figures



We meet the NHS DSP Toolkit Industry Standard for data security, informing a data security strategy led by our DPO and propagated. We are also registered with the ICO.

Our platform is easily integratable with local systems and we work closely with CAMHS providers and Foundation Trusts to develop robust pathways for CYP

Thank you

- Thank you to the innovators who have presented to us today
- We will be back in touch to let you know the outcome of today's event

Innovators to leave the event

Polling

- We would now like to invite you to take part in a digital poll using Mentimeter
- Please log on to www.menti.com
- Input code 4449 8007
- 6 questions

Next steps

Today:

The project team will circulate the event slides and collate your feedback

Next Week (up to 30.11.22):

Post event engagement:

Please discuss today's event with your teams, we welcome your ideas, questions and thoughts on the digital innovations and today's event.

We would encourage you to think about your current digital transformation portfolio and the alignment of this work

Details of how to contribute further will be sent with the slides.

December – March 2023

Procurement activities

2023 - 2024

Implementing a solution/solutions

Evaluating outputs

Secure further funding

Scale/Implementation

Thank you...



Direct contacts:

Next steps

- Joanne Cormack – Programme Manager, MLCSU

Joanne.cormack1@nhs.net

Innovation Exchange event

- Phillip Stimpson – Senior Innovation Lead, AHSN

Phillip.Stimpson@nottingham.ac.uk

