Using digital technology to access mental health care

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@NIHR_MindTech
NIHR Healthcare Technology Co-operatives

- Catalyst for the development of new technologies
- Focusing on areas of high unmet clinical need
- Working with NHS, service users, academia & industry
Opportunities for Digital Mental Health:

- Psychological therapies are particularly suited to digital delivery
  - Talking therapies
  - Peer support
  - Psychoeducation
- Many people already use digital technology and social networking to support themselves: Facebook, twitter (#bpd #BigMadChat)
- Digital tools & services can provide more flexibility, choice and control
- Mental health is comparatively digitally mature
  - Driven by digital health leaders
    - Service users
    - Technologists
    - Clinicians
    - Charities
The UK is ready for digital mental health (?)
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Technology and NHS Mental Health services

- What’s currently happening in the NHS?
  - Off-the-shelf technology
  - Bespoke solutions
  - Lots of learning…
- What should the future look like
  - And how do we get there?
Video-calling technology to improve access to therapy

- Problem: Low take-up and high drop out of psychological interventions:
  - Adults with health anxiety
  - Children and young adults with depression who have self harmed
- Evidence: remote delivery can be as effective as face-to-face
- Lots of options: cost, security, functionality
- NHCFT are using commercial teleconferencing system
  - Low cost (upfront and on-going)
  - Acceptable to NHS IT and IG (albeit with teething problems & glitches)
  - Functionality has potential to enhance the session
    - Recording
    - Sharing worksheets
    - Ability to see face, body language, improved rapport
Video-calling technology to improve access to therapy

The Pros and Cons of Video-therapy

Potential for additional benefits

Vs.

Potential for frustrating costs
Technology for Peer Support
Technology for Peer Support – Big White Wall

What's on your mind?
I feel afraid to say this to anyone I know
I can't put my feelings into words
I want to understand the way I feel
I want to talk with others who feel like me
I want to feel better

Get through your troubles on Big White Wall. Be safe, open and anonymous. 95% of members say they feel better as a result.

Existing members, login
Email or Member name:
Password:
Login
Forgotten your password?

New members, get started
Big White Wall is free in some areas through the NHS:
Enter your full UK postcode
Check

Home front
Big White Wall is free for:

MindTech Healthcare
Technology Co-operative

National Institute for
Health Research
Technology for Peer Support – Big White Wall

- Online peer support network – Moderated 24/7, anonymous
- Guided support courses: anxiety, managing negative thinking, smoking
- Commissioned by a number of CCGs, direct sign-up available (£24pm)
- Being used in different ways:
  - Public Health approach: geographical population
  - In combination with IAPT: Pre, during and following
- MindTech evaluating both approaches:
  - Does it improve access?
  - Do people use it (short and long-term)
  - Improve outcomes and support recovery?
  - Reduce healthcare costs?
  - How can it best be implemented and taken up?
Technology for Peer Support - Elefriends

Elefriends is a supportive online community where you can be yourself. We all know what it’s like to struggle sometimes, but now there’s a safe place to listen, share and be heard.

Sign up

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National Institute for Health Research
Technology for Peer Support – Elefriends (Mind)

- National supportive online community
- Started as Facebook group
- Some moderation by Mind. Users don’t have to be anonymous
- Some evaluation by University of East London:
  - Clear sense of community, trust and safety
  - Often used because of lack (and perceived inadequacy) of traditional services
- Leeds and York are working with local Mind to build a local, closed version – to enhance their existing peer support services

- Berkshire Eating Disorder Service have built their own network: SHaRON: Support Hope and Recovery Online Network
Text messaging to re-design services
ChatHealth

- 13% of young people try to hurt themselves at some point
- Young people can’t always get help when they need it
- ChatHealth: School Nurse SMS messaging service (and app):
  - Secure, confidential, anonymous (unless young person decides to identify themselves - ~50% do)
  - Not 24/7: Users are signposted to crisis intervention out of hours (police, Samaritans, etc.)
Text messaging to re-design services
ChatHealth

- Service dealing with 11% more contacts for same number of staff
- Moving people on more quickly to appropriate services.
- One nurse can handle all in-hours messages from across the county
- If the user decides to identify themselves info can be added to EPR
- Owned by Leicester Partnership Trust – licencing to other trusts

“You can feel judged by someone by talking face to face, so if you can text them it’s private” Young person

“young people want to contact us by social media and it’s easier to answer the questions, you’ve got time to think and speak to colleagues and other agencies” School Nurse
What other technology exists for MH?

Lots and lots and lots of Apps…

- Some evidence-based, most are not
- Many free, others require subscription, in-app purchases
- Majority focused on:
  - Self Management and Anxiety, Depression, Stress
- Increasing in complexity and sophistication
- The potential is huge
App developed by the NHS: Silver Linings

- Developed by Birmingham & Solihull Mental Health FT/ Appadoodle
- Funded by NHS innovation Grant
- Young people with psychosis:
  - Tailored to individuals:
    - Set metrics for recovery
    - Individual targets:
      - Sleep
      - Paranoia
- Digitised Content
  - Replacing leaflets/workbooks
- Users control data
  - Can choose to share with clinicians
What other technology exists for MH: Apps

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But the market is underdeveloped:

- How to identify apps are effective and are value for money (for user or NHS)?
- Rewarding evidence-based products that meet user needs
- No way of prescribing apps
- NHS England/NICE are working on an accreditation system – due late 2015
What should the future look like…

- Real choice for Patients, Providers & Commissioners
- Access to a variety of evidence-based digital tools and services
- Services that blend technology with ‘traditional’ services
- User-led engaging products that provide 24/7 and long-term support
- A digital (mental) health market that encourages innovation and attracts creative and talented developers
- Rapid learning from all of the data that digital makes it so easy to collect

So how do we get there…?
Chris Eldridge
Director of Operations
Mayden

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Prism: The online therapy hub for IAPT, powered by iaptus®

iaptus: 70% of all IAPT referrals are recorded in iaptus

Coverage of iaptus across England

Find out more by contacting Chris Eldridge, Mayden's Director of Operations on 01249 701100 or chris.eldridge@mayden.co.uk
For more information

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2015 Annual MindTech Symposium on technology and mental health:
3rd December, Royal College of Physicians, London.