

# Online platform for virtual working with patients and carers supports self-management and more personalised care

[South London and Maudsley \(SLaM\) NHS Foundation Trust](#) provides care and specialist services for around 1.3 million people across Southwark, Lambeth, Lewisham and Croydon. The Trust has over 800 beds across more than 50 inpatient wards and provides services in 4 main sites and 88 sites.

## Additional resources

- [Beth website](#)
- [More about Beth on the SLaM website](#)
- [How Beth can help patients and carers \(video\)](#)

## Mental health digital playbook

How to use digital ways of working to improve outcomes for patients

### Scenarios

**I want to be able to communicate easily with patients and help them to access support**

Digital tools and patient held records system to help patients access support from professionals and peers; provide patients with personalised care and digital information to aid recovery.

[NHSx Digital Playbook Mental Health: Beth](#)

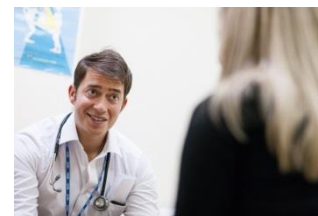
Changing  
Lives

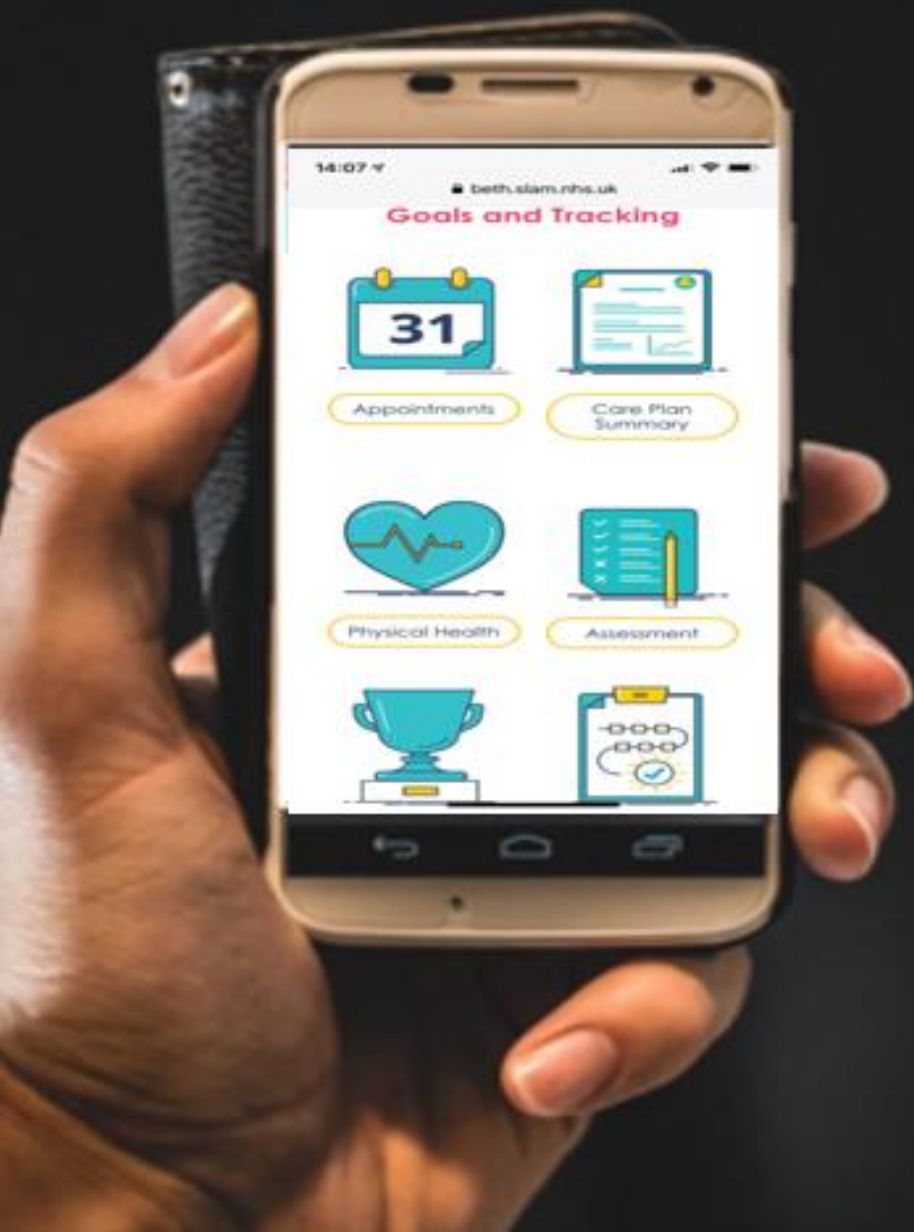


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# Beth

Our Personalised Health Record (PHR) launched in July 2020





- Connect with care team
- Mental health self care
- Choice and autonomy

[beth.slam.nhs.uk](http://beth.slam.nhs.uk)



# Introducing Beth

a free and secure way for our patients and carers to stay connected with their care team

# Digital transformation

- ✓ Bring care closer to patients
- ✓ Empower people to access self care and self management digital resources
- ✓ Use remotely collected patient outcome measures to inform care
- ✓ Improve safety by improved communication with patients and carers
- ✓ Improve the efficiency in staff's workflows and reallocate resources
- ✓ Staying connected

# Journey



**Global Digital Exemplars**

Empowering people

**NIHR** | Maudsley Biomedical  
Research Centre

Maudsley  
Charity  
Backing  
Better  
Mental  
Health.



SLaMrecoverycollege

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# Feedback from service users

Communication with care team

Finding appointments

Sleep and mood trackers

See who is in my care team

Can share my crisis plan with my family and in an emergency

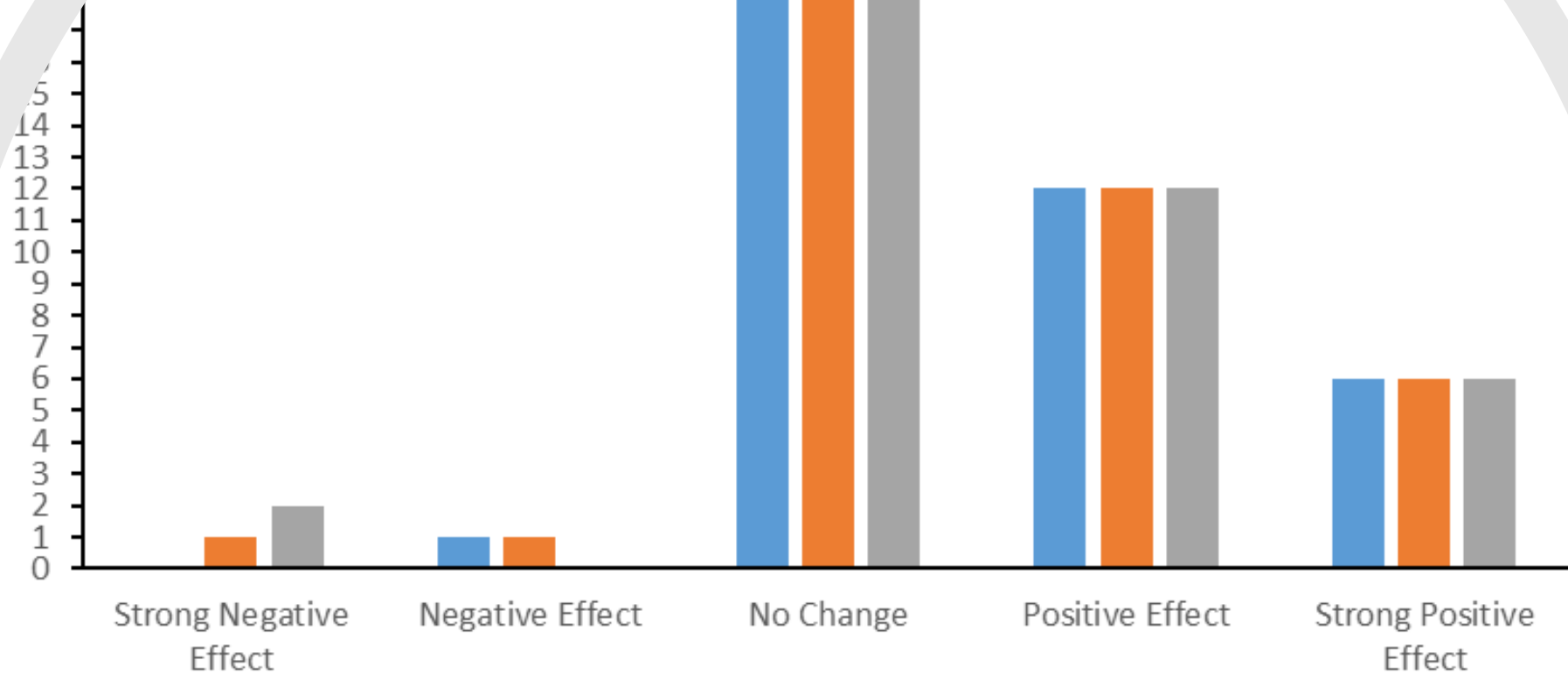
## Future features

- Mobile app
- Physical health tracker/wearables
- Appointment reminders
- Medication
- Chat room

## Main barriers

- Digital exclusion, training/practice, awareness





- My choice and autonomy
- My safety
- My ability to access help when I need it

# Feedback from staff



FULLY ALIGNED WITH  
CARE PROCESS MODEL



INTEGRATED WITH EPR  
AND COMMUNICATION  
TOOLS



COMMUNICATION WITH  
CLIENT – PARTICULARLY  
APPOINTMENTS



SHARING CARE PLANS

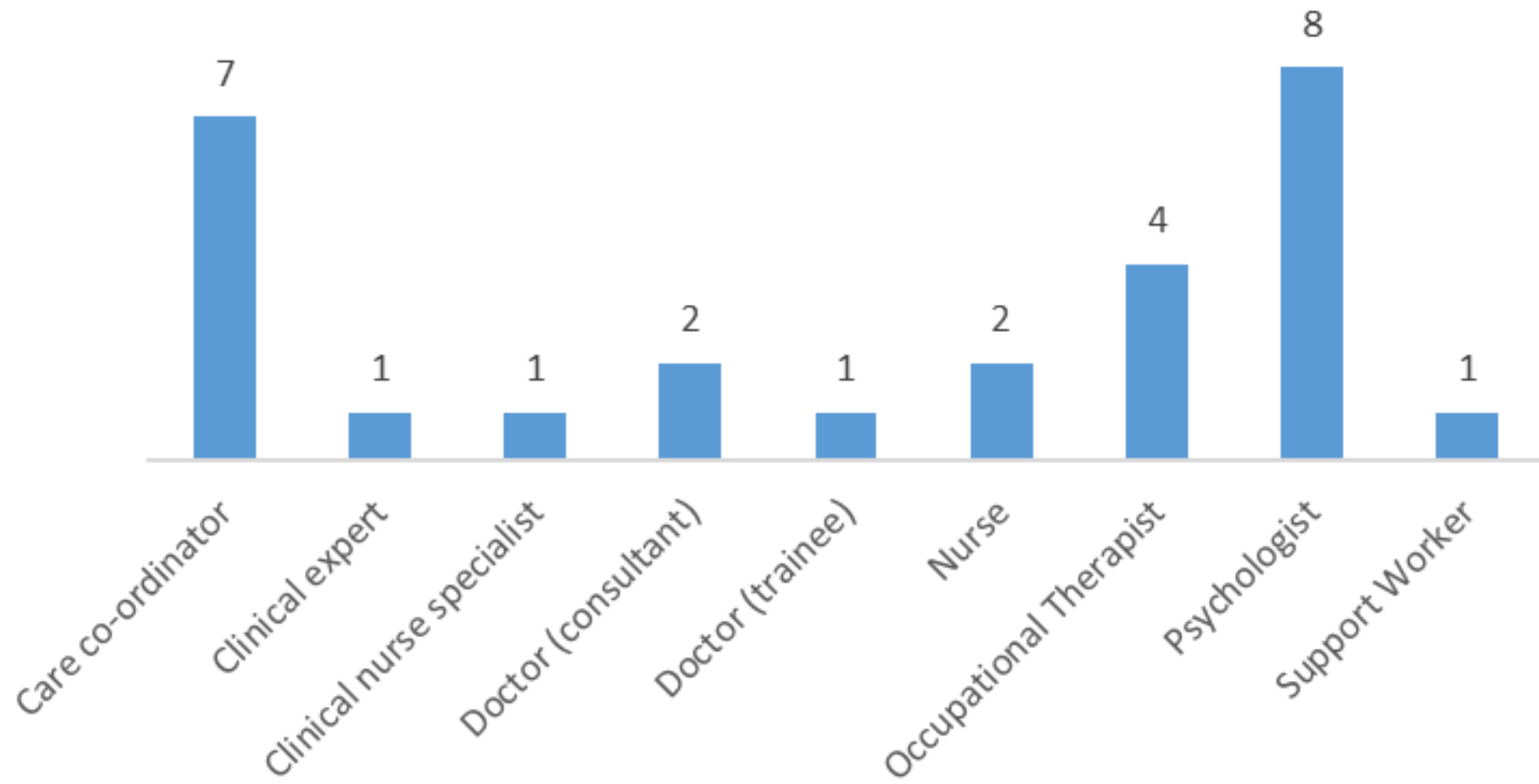
## Future features

PROMs and PREMs  
Documents

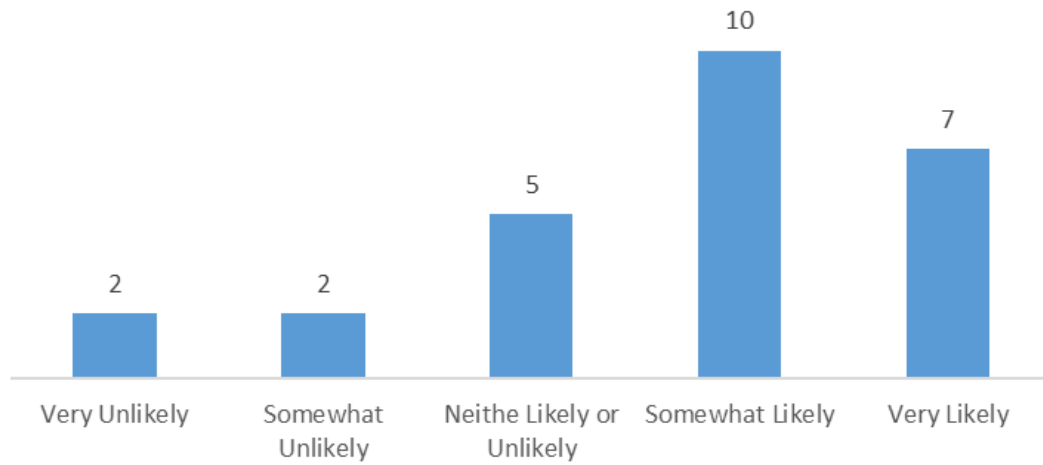
## Main barriers

- Lack of training/practice
- Lack of time

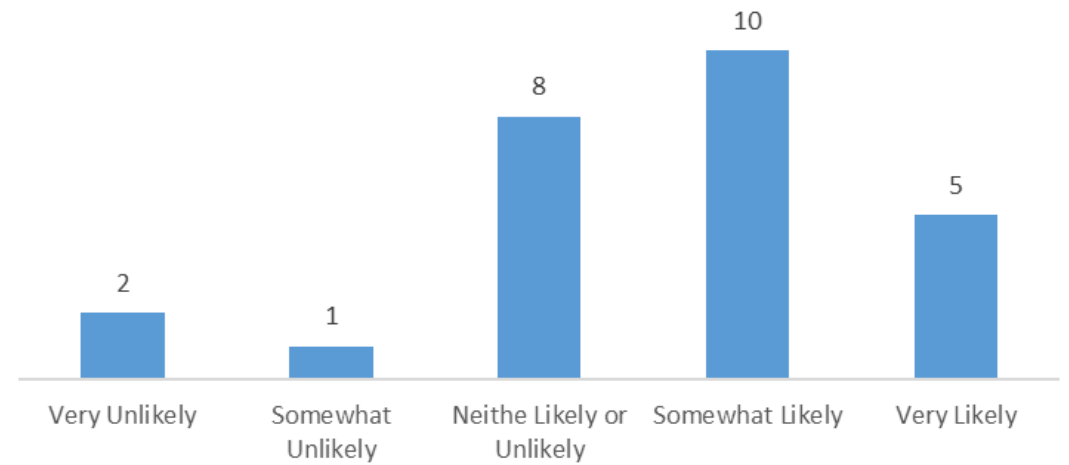
## Job Role



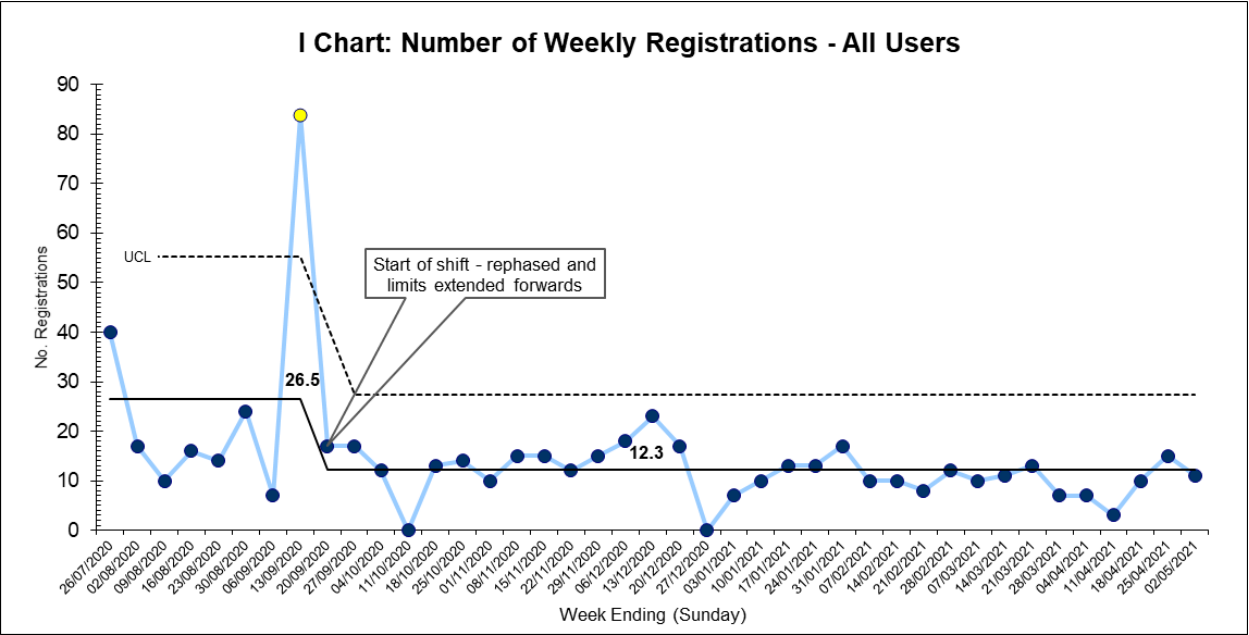
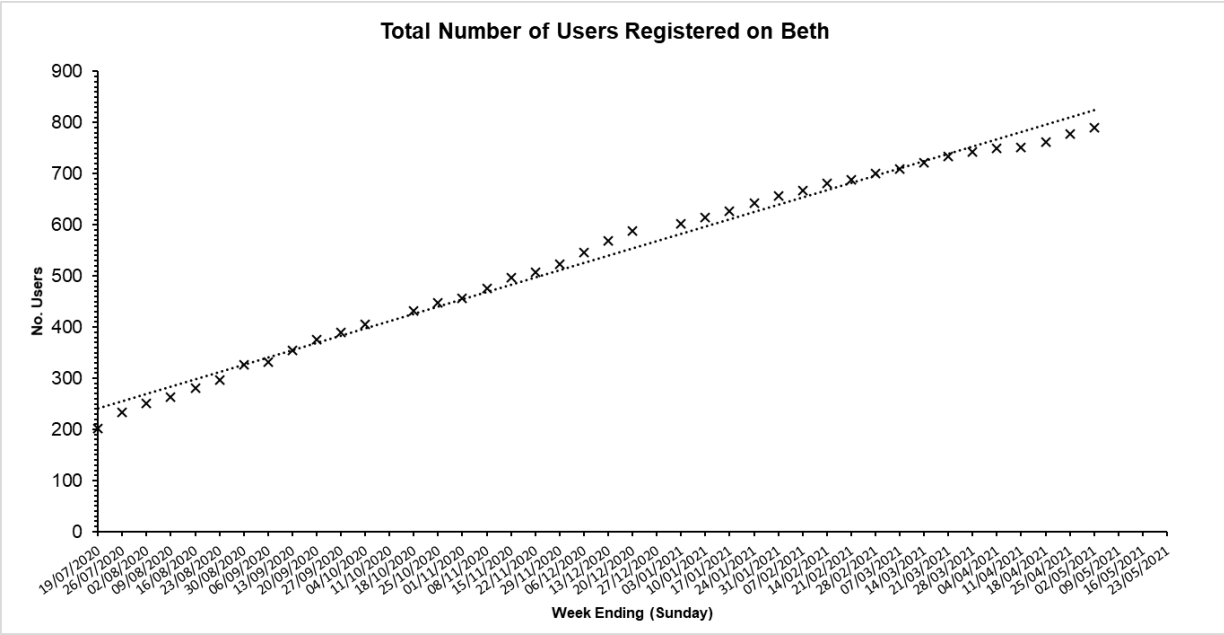
How likely are you to recommend Beth to patients and carers you work with?



How likely are you to recommend Beth to your colleagues?



# Current uptake and trends



Total 968 users  
Connected to  
records

262 patients

706 clinicians

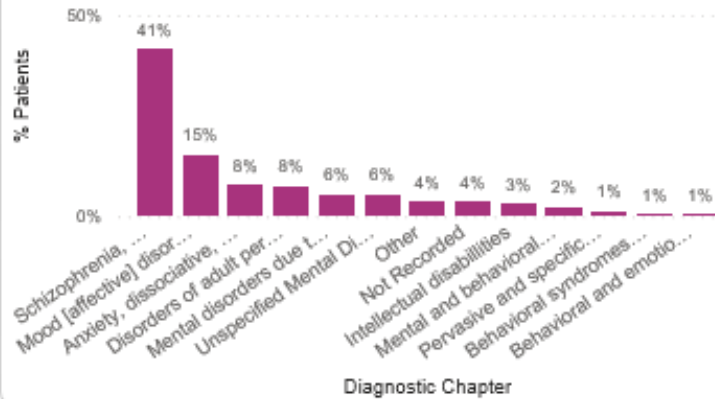
High uptake after  
release

sustained uptake

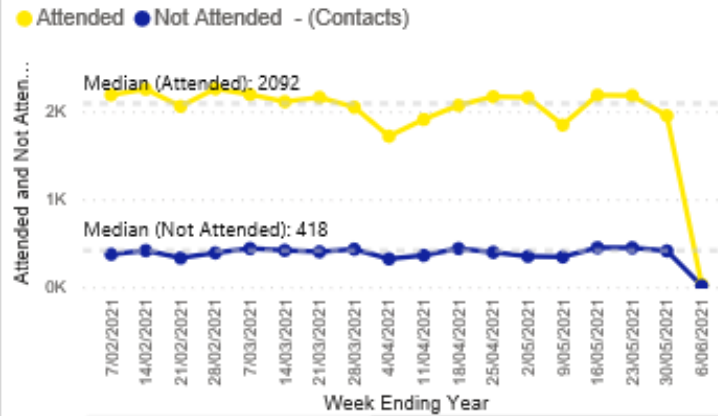
# Activity by Consultation Type

This dashboard page shows the volume of patients with latest diagnosis together with the age categories. Additionally the days since last attended contacts are shown.

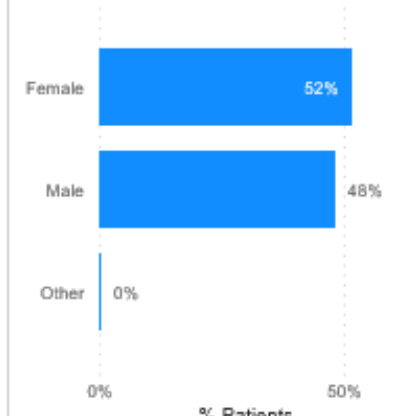
## % Patients by Diagnostic Chapter



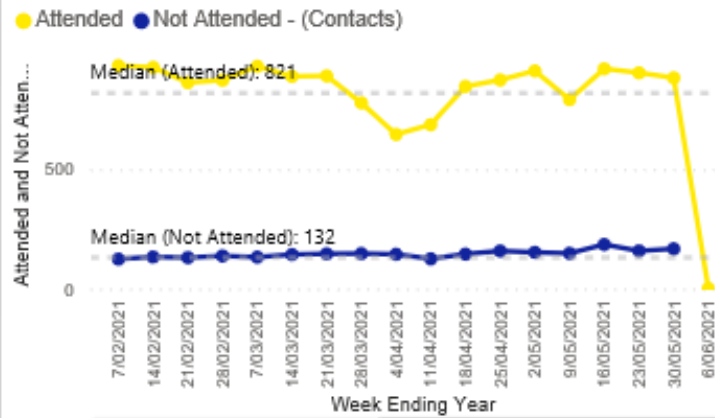
## Telephone Contacts



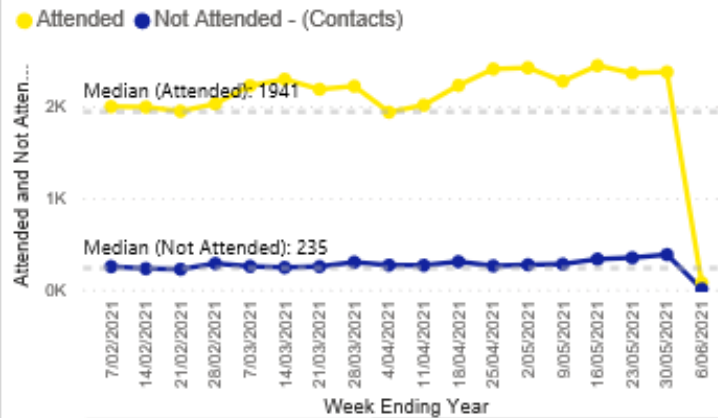
## Gender



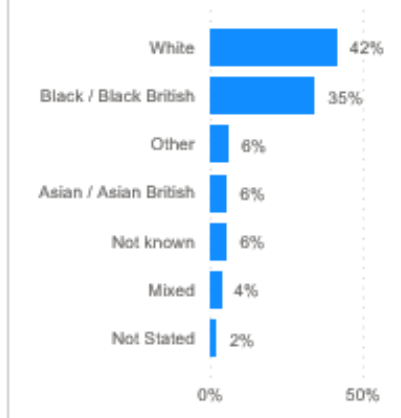
## Video Contacts



## Person Contacts



## Ethnic Group





# Deming – “Data is for Learning”

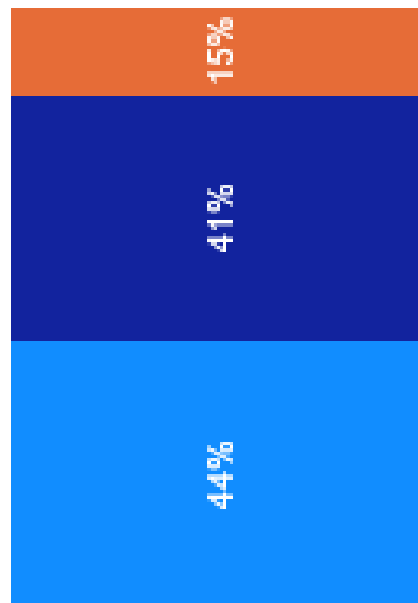


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## Contacts by Consultation Medium (Type)

Consultation Medium ● In Person ● Telephone ● Video



29/08/2021

## Video Contacts

● Attended ● Not Attended - (Contacts)

