

NHSx - Digital Playbook for Mental Health

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Purpose:

- to develop a resource that pulls together digital solutions to support care along pathways
- to support clinical teams to reimagine and redesign care pathways by showcasing tried and tested technologies to solve real-world problems
- to respond to system requests to learn what digital solutions are out there that can manage high demand
- to provide a collaborative resource developed alongside National Clinical Directors and Royal Colleges that is clinically sound
- to enable the spread of digital pathways based on real-world experience



Engagement

- Identify priority pathways
- Workshops with clinicians



Development

- Research into existing digital solutions
- Initial consultation with clinical leads and stakeholders



Sign off

- Shared with national leads/advisors
- Final sign off



Launch

- Launch Digital Playbooks on NHSx website and with relevant Royal Colleges

Digital Playbook - Mental Health



- Surfaces best practice, framed to maximise impact and influence on clinicians to drive digital transformation
- Emerging important themes
 - Electronic prescribing
 - Remote monitoring
 - Mobile working
 - Patient held records
 - Composable apps
 - Dashboards/predictive analytics
 - Administrative process automation

Digital playbook - Mental Health

- Digital care pathways can be tailored to the needs of patients and provide continuity of care. The digital playbooks have been developed to support clinical teams to explore and redesign care pathways by showcasing tried and tested technologies that solve the challenges faced by individuals. Explore the digital playbooks to find out about challenges faced by individuals and discover their solutions and best practice.

ADD IN NEAR THE TOP:

We welcome feedback on the playbooks, including ideas and suggestions. Please email dnhsx@nhs.uk

Key Disclaimer: - use legal disclaimer

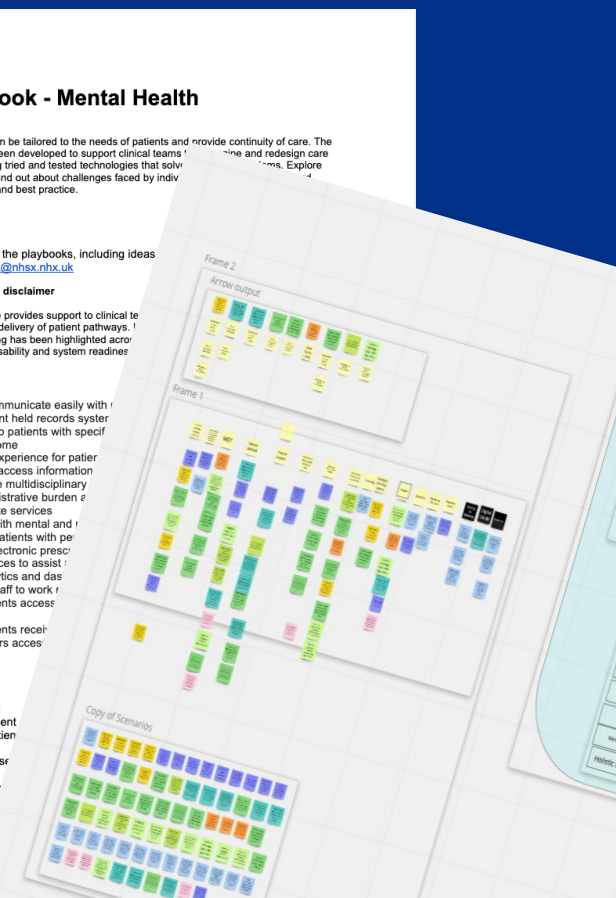
Mental Health: This resource provides support to clinical teams to explore and redesign care pathways that support the delivery of patient pathways. Key learning has been highlighted across engagement, governance, usability and system readiness.

Scenarios:

1. I want to be able to communicate easily with my carers
2. I want to create a patient held records system
3. I want to be able to help patients with specific needs to access support from home
4. I want to improve the experience for patients
5. I want to help patients access information
6. I want to enable remote multidisciplinary support
7. I want to reduce administrative burden
8. I need to provide remote services
9. I want to help people with mental health problems
10. I want to provide patients with personalised care
11. I need to set up electronic prescribing
12. I need digital services to assist with care
13. I want to use analytics and dashboards
14. I need to enable staff to work flexibly
15. I want to help patients access services 24/7
16. I want to help patients receive care
17. I want to help carers access services

Mental Health pathway:

1. Primary care/IAPT
2. Referral management
3. Community/Outpatient
4. In-Patient
5. Speciality specific services
6. Crisis services
7. Mental health in primary care
8. Holistic management



Digital playbooks: supporting design of digital pathways



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

The digital playbooks have been developed pathways by showcasing tried and tested playbooks to find out about challenges face discover their solutions and best practice.

Playbooks

- Cardiology digital playbook
- Musculoskeletal (MSK) digital playbook
- Respiratory digital playbook
- Eye care digital playbook

The playbook landing page can be found here:
<https://www.nhsx.nhs.uk/key-tools-and-info/digital-playbooks/>

Eye care digital playbook
How to use digital ways of working to improve outcomes for patients

This resource provides support to clinical teams and organisations that are looking for digital tools that support the delivery of patient pathways. We concentrate on ophthalmology pathways and how to share diagnostics and undertake monitoring at home. We welcome feedback on the playbooks, including ideas for further case studies. To get in touch, please email dnhx@nhs.nhs.uk

Scenarios

- Communicate with professionals and patients**
Digital tools to support communication between eye health care professionals or with patients
- Improve referrals to eye care services**
Digital solutions to support optometrists refer easily and efficiently into secondary eye care
- Set up a virtual clinic**
Digital solutions to set up a virtual remote service utilising diagnostics and imaging data
- Set up a remote (video) clinic**
Digital tools to facilitate remote consultations between clinicians and patients
- Sharing clinical information across organisations**
Digital solutions to ensure clinical data and images are fluidly transferred into the right system and patient record for optimal patient care
- Home diagnostics**
Digital self-monitoring tools to support remote clinic and patient self-assessment

Pathway

- Eye care pathway**
Explore case studies at different steps along the eye care pathway

Case studies

- Remote tele-ophthalmology: advice and guidance for urgent eye conditions using Android (adults)**
NHS Grampian's Eye Health Network developed in 2016 apps and website as part of the National Ophthalmology
- Remote tele-ophthalmology: advice and guidance for urgent eye conditions for iPad/iPhone (children)**
NHS Grampian's Eye Health Network developed in 2016 apps and website to enable home visual acuity testing.
- Remote home vision monitoring of macular disease**
Moorfields Eye Hospital NHS Foundation Trust uses technology to allow remote vision monitoring specific to macular disease.

Users can scroll through different scenarios, care pathways or a library of case studies

Clinically identified significant problems and their solutions linked to in the case studies

Solutions set out along the pathway

Case studies grouped for ease

...and finally



HUGE THANK YOU!

Patient and Public Voice Partners

Mind

NHSE

MH CXIOs

NHSx team

- Digital Playbook Link

<https://www.nhsx.nhs.uk/key-tools-and-info/digital-playbooks/>

- Email address for playbook updates/more information:

dnhsx@nhsx.nhs.uk

- Usability survey Mental Health ePR users

https://klasresearch.az1.qualtrics.com/jfe/form/SV_0Tx0oZYw2E1KhDM