



End of Grant Report for funder

Why did we start the work?

Back in April 2020 due to COVID-19 we realised that we needed to make improvements to our digital systems, to support how we are receiving referrals into the system, working on contracts for the NHS, with requests for mental health support increasing, waiting lists getting longer, people being stuck in the system we realised we needed to see how our patient systems could support us to deliver secure virtual face to face appointments, share case notes between therapists and providers and support the work of the admin team from point of referral, through to triage through to appointment booking with a therapist.

Original idea – the original idea was to see how we could make the main patient management system work better for us but through workshops with Dev we discovered we needed to think differently as looking into a new system for us that works within NHS requirements is more work (miroboard attached) -

https://miro.com/app/board/o9J_l2X76c/

Where we are at now:-

Our idea has evolved to ensure we are able to support any one who wishes to access mental health therapies through us self-refer through our website – see attached

https://miro.com/app/board/o9J_lXgys7w/

We have developed this to the point where it can start to be tested in the live environment – due to happen mid September 2021, we need to continue working with to see how information is flowing, how does it work, are there any glitches, are there further steps we need to include in the flow, further discovery work needs to be factored in to account for anomalies such as – Did not attend/no response from customer – how we deal with this – do they get a further appointment? Follow up?

Testing of the process as it is currently, what monitoring info we want from it and how we need to enable it to integrate with our patient management system and other software we use – we need to develop it further so that we can share wellbeing tips/videos with anyone who has self-referred and is waiting for an appointment, we are able to gather their info for the admin team, the admin team will be able to review info that has been supplied and book in a triage appointment for the person, whilst service users can track their journey.

We need to further develop the type of messaging we use to engage with our service users whilst they are waiting for appointments.

Outputs:-

Having a useable product:-

- Admin system - How does the admin team internally access, view and triage people as they move through the system?
- Having the referral resource tool live on our website – end of September
- Notifications - Building on the basic notification structure we're implementing.

Outcomes:-

- The need for service users to be able to track their referral request – this will be live as of end of September 2021
- Training of admin staff on new system – mid-September
- Support to other Consortium members to utilise the same sort of tool – to be confirmed – hosting costs may be a factor.
- Link in the further work of the Consortium wider – so that other members supporting delivery of mental health services can also use the tool – not developed further as funding/budget is required to see how this could work.

Current funding has taken us to the point where we will be provided with a Discovery report, user testing reports, working prototype and wireframe that can guide any Digital agency to continue the development ensuring the work is not lost.

We will be provided with training/user manual and the information can be shared wider with other Consortium member organisations

The tool is not yet live on our website – when it is we can provide links to the tool for part of the information needed by Catalyst.

There is the need for a 3-month lead in time before we can undertake further work – funding will need to be in place before we can continue this.

A lot of the work we do is reliant on grant funding/budget – the tool we have developed needs further funding to enable us to have it as an adaptable tool that can enable our Consortium to work more collaboratively and streamlined.