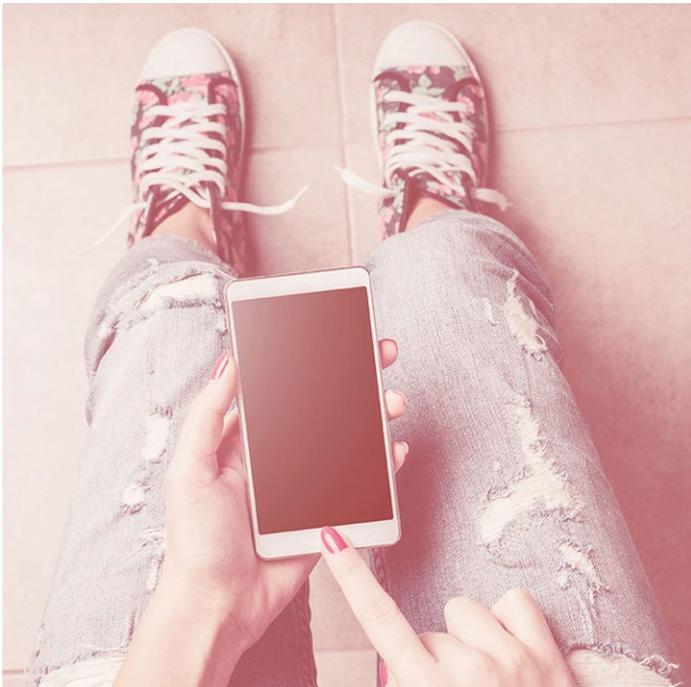
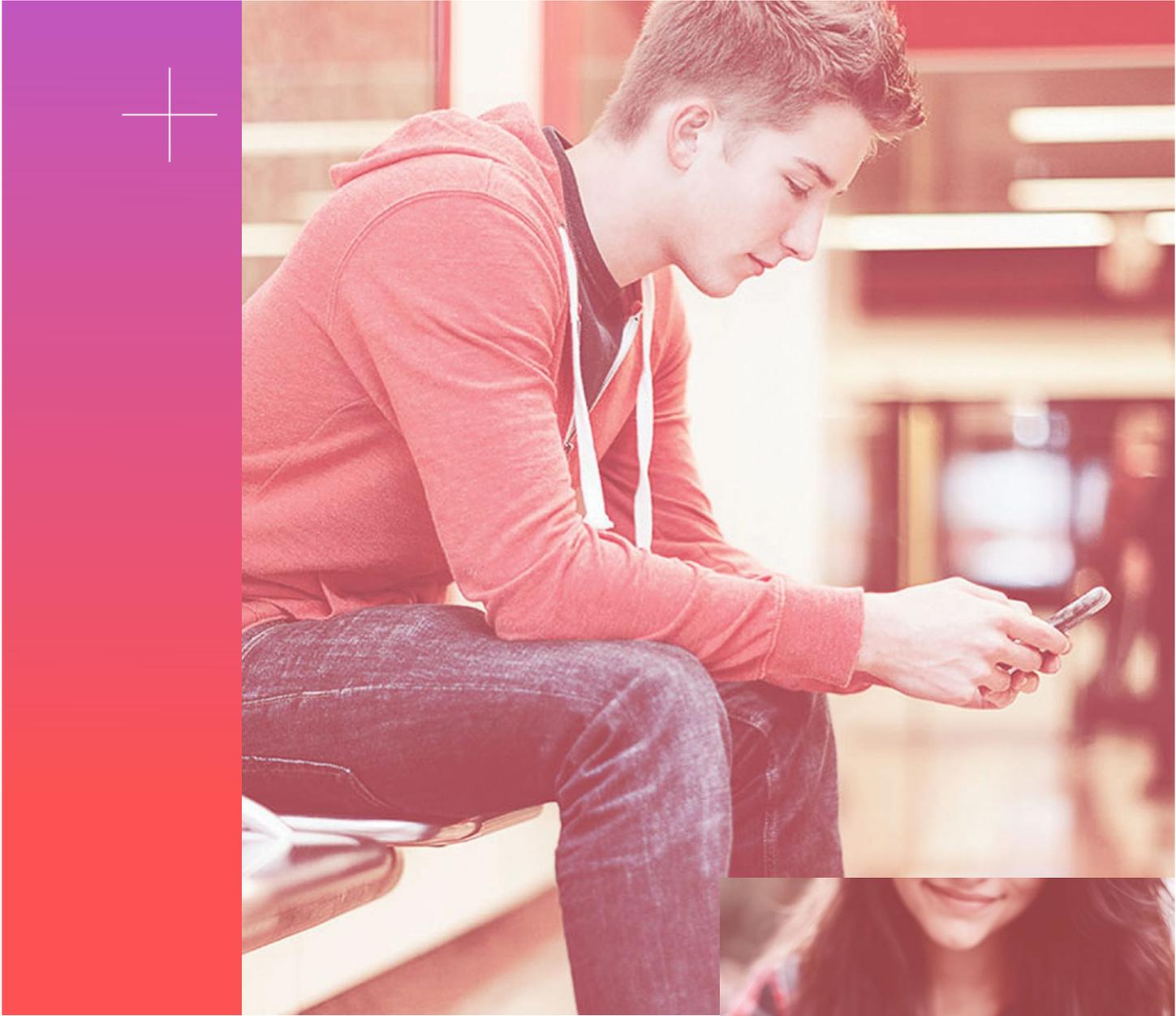




Impact Report 2018/2019





Contents

An award-winning year	4
Impact in numbers	5
What service users say	6
What staff users say	7
Improving outcomes	8
Quality assured care	9
Supported implementations	10
UK spread	11
Contact us	12

An award-winning year



It's been an incredible year for the ChatHealth messaging platform and the 1,500 healthcare professionals who use it to provide more confidential help and advice to service users. Staff co-designed the web application to include a range of safety features that help ensure no message goes unanswered, so managing the clinical risks of messaging with service users in frontline healthcare environments is now more safe and secure than ever.

It's six years since ChatHealth launched helping just 4,500 pupils in three secondary schools to communicate with school nurses. Four years ago, it started to be adopted by other organisations and NHS Trusts; it is now used by 35 teams across the country. More recently, health visiting teams are using ChatHealth to support new parents and carers, and the first perinatal mental health team has launched a ChatHealth service to support the mental health and wellbeing of mothers during pregnancy and baby's first year.

Achievements this year

Adoption by school nursing teams reached

40%
across England

Adoption by health visiting teams reached

11%
across England

100%
uptake in the East of England

means there is ubiquitous access for all 11-19 year olds in the entire region.

Accepted into NHS England's Innovation Accelerator programme which supports the spread of high-impact, evidence-based innovations across the NHS.



Peer-reviewed paper published in Royal College of Nursing journal, Primary Health Care.



Won poster presentation at the Queen's Nursing Institute conference.



Innovation Awards Winner for category and overall winner in the county where ChatHealth is longest established.



Impact in numbers 2018/2019

ChatHealth is available to:

nearly
2 million
young people

Parents and carers
of more than
1 million
children and young people

1,530



healthcare professionals
trained so far

90,000

messages received
from service users



115,000

messages sent by
healthcare professionals

17,000

conversations
between service users
and staff

Top contact types

Young people

Onward referral, stress/
anxiety, sexual health,
self-harm, low mood

Parents and carers

Infant feeding, general health,
constipation/stool queries,
appointment request

Busiest times of day for contact

●
Young people:
3:30pm

●
Parents and carers:
10:30am & 3:30pm



Types of services using ChatHealth

- School nursing
- Health visiting
- Young people's mental health
- Perinatal mental health
- Sexual health
- Substance misuse
- Young people's specialist

35

organisations
using ChatHealth



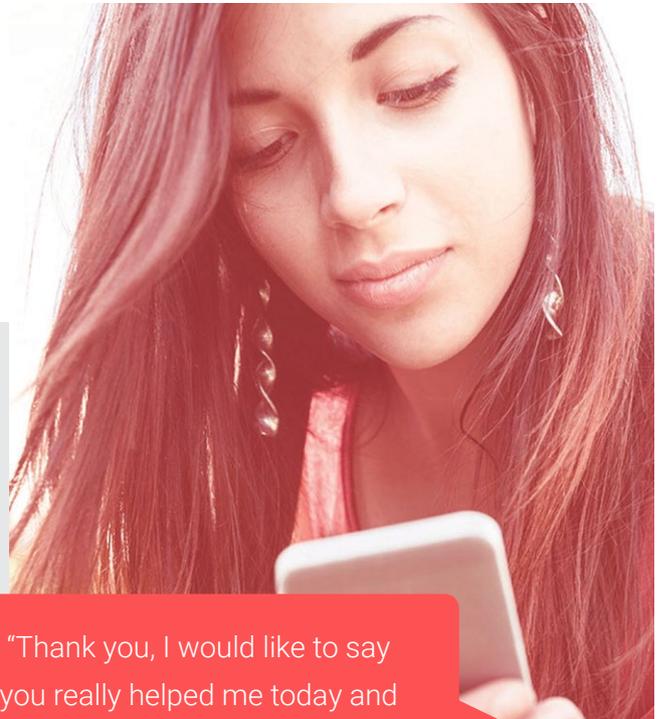
What service users say

Almost 3,000 service users gave feedback about ChatHealth this year. This ensures they remain part of the co-design of ChatHealth. Every ChatHealth service across the country has the option to ask their service users for feedback following their messaging contact.

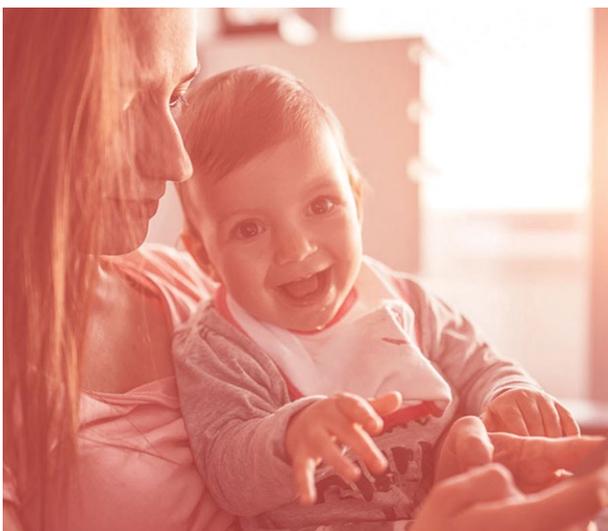
90%

of young people scored ChatHealth as 4/5 or 5/5

One young person who spoke to a nurse about feeling suicidal fed back that the support was a "5/5 really good service"



"Thank you, I would like to say you really helped me today and I don't know what I would have done otherwise."



96%

of parents and carers scored ChatHealth as 4/5 or 5/5

"Thank you! Very handy and I'd definitely recommend using it to other mums."

"Responded so quickly and answered all questions thoroughly. I felt anxious this morning but now I'm happy with the advice I've been given and know when to seek additional help. It has prevented an unnecessary appointment at the GP today. Very valuable service."

What staff users say

More than 1,500 staff across the UK help manage ChatHealth daily; they are an intrinsic part of the development of the service and platform. This year's annual staff survey was completed by 265 staff in December 2018. They gave feedback about their experiences of using ChatHealth:

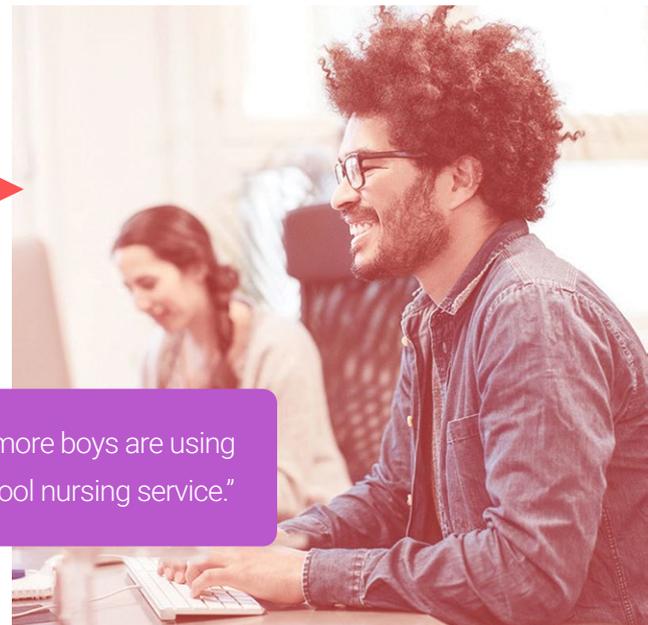
- **88%** of staff reported that they **promote ChatHealth at 1:1 sessions**
- **72%** of staff users stated that they think **service users know about ChatHealth**
- **65%** of staff reported that they think **ChatHealth has increased the reach of their service**
- **49%** of staff reported that they **ALWAYS promote ChatHealth**
- **Posters and cards are a common way** for organisations to promote their ChatHealth service
- Other popular ways to promote include merchandise, events, GPs/health centres and through other partner agencies



"Our duty team continues to show enthusiasm for ChatHealth and our service user feedback continues to be positive. We really value ChatHealth."

"Many more boys are using the school nursing service."

"We reach a different cohort of young people by ChatHealth than the young people who a school nurse or other professional would refer to the service. I often think that they are the young people who on the surface appear to be coping but underneath it all are really struggling."



Improving outcomes

This year, Change Leads that have been responsible for implementing ChatHealth in nine adopting organisations provided feedback about the impact of the new service in their area and how it has created better health outcomes and improved efficiencies.

All Change Leads reported that:

- ChatHealth has **achieved their original driver** for implementing the service
- ChatHealth has **increased reach and access** for their service users
- The biggest challenges are **staff cover and promotion**
- They have been **well supported** and received a consistent level of engagement by the ChatHealth team

Case study

Resource

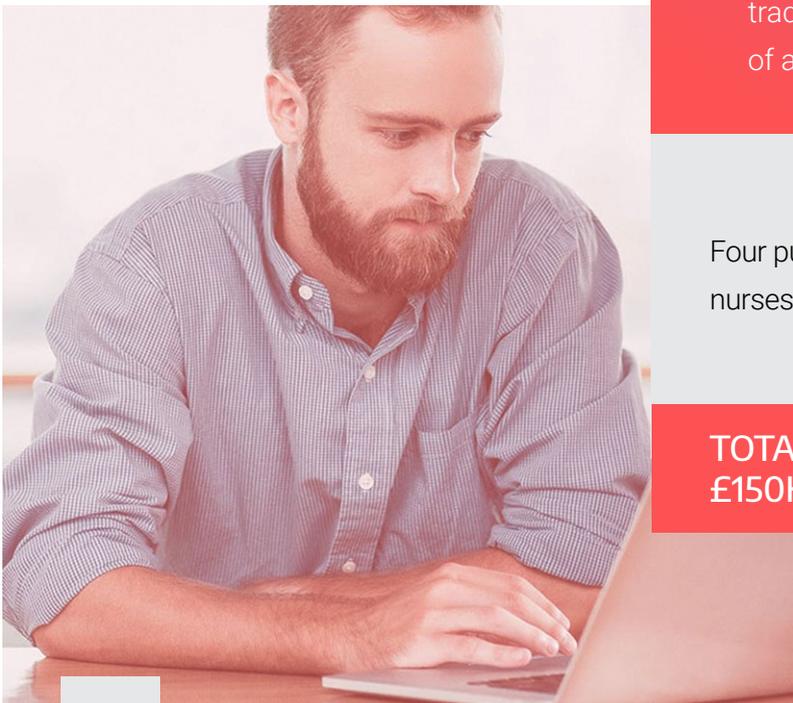
- ChatHealth service staffed with 0.5WTE staff from within existing capacity
- Combined cost of service (salary and product licensing) is £10k less than WTE post

Reach

- Population of 85,000 pupils
- Delivered 600 contacts throughout the year

Results

- Reduced unnecessary face-to-face contact that would have been more resource intensive and more costly to taxpayers
- Would have required four more staff using traditional methods to deliver the same number of additional contacts, costing £150k



Cost Comparison

Four public health nurses

0.5 public health nurses, plus ChatHealth licences and set-up

TOTAL COST
£150K p/a

VS

TOTAL COST
£36.4K p/a

Quality assured care

Robust processes for ensuring the clinical quality and safety of ChatHealth are still central to our work. We continue to be assessed for technical quality and undergoing independent evaluation.

Risk management review

Each year, we review our compliance with the information standard “Clinical Risk Management: its application in the manufacture of Health IT Systems”, which assures we:

- Identify and mitigate clinical risks
- Document processes for clinical safety
- Test for issues that could affect clinical safety

Further improving quality

We’ve continued to define best practice via monthly consultations with the staff user community alongside the introduction of tools to help user teams deliver the highest quality of care, including:

- Updated standard operating procedure
- Quality audit tool
- Competency checklist
- Reflection templates
- Example message templates
- Quarterly one-to-one calls

Technical quality

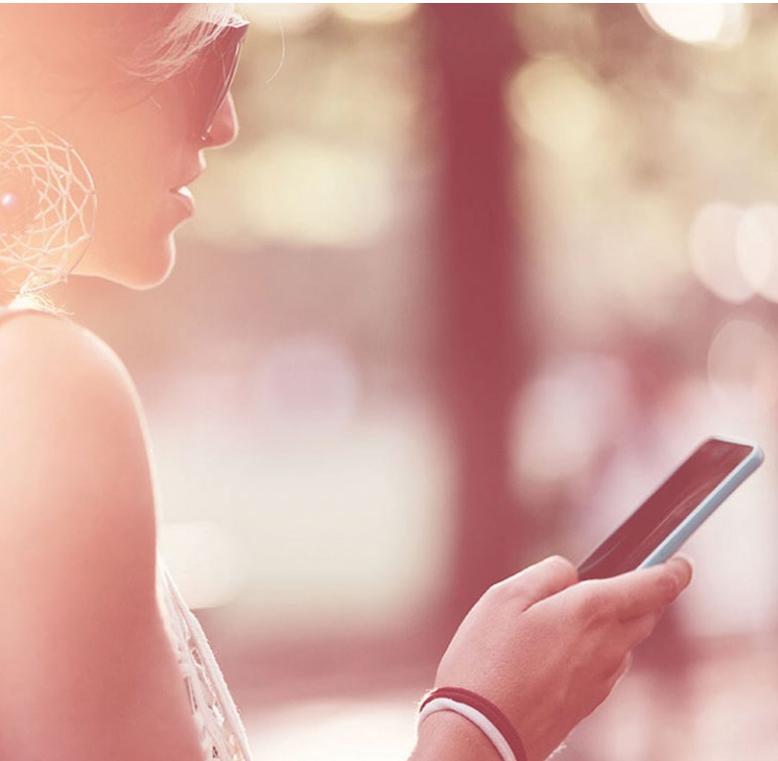
This year ChatHealth began its re-validation assessment with ORCHA, the world’s leading health app evaluator, which has been appointed by NHS Digital to ensure all products in the NHS app library continue to comply with NHS standards and have solid evidence of efficacy. ChatHealth also became GDPR compliant this year as documented in our new data privacy impact assessment.

Independent Evaluation

Having previously been assessed by NICE under its pilot health application briefings scheme, ChatHealth was this year evaluated as a test case for the new NICE evidence for effectiveness framework.



Supported implementations



This year we have continued to evolve and refine the implementation process to ensure it is as slick, straightforward and efficient as possible for adopting organisations. There are three workstreams during the implementation: IT, marketing and clinical, which include:

- Dedicated conference calls at the start of each workstream
- Fortnightly catch-up calls thereafter to prepare for launch
- Two face-to-face sessions
 - Introductory session for the whole workforce and any stakeholders
 - Face-to-face training session for all new ChatHealth users.

<p>Typical implementation is around 12 weeks</p>	<p>12 new ChatHealth messaging services launched in 2018/2019</p>	<p>222 staff help calls resolved by our helpdesk Most popular themes: changes to memberships (28%), support with access (13%), service amendments (12%)</p>
---	--	--

Building strong relationships

We've been up and down the country meeting client teams to review contracts and ensure they are getting the most out of their ChatHealth service. These meetings are a great opportunity to get teams thinking creatively about their promotional activities, share experiences and hear about innovative ideas from the teams on the ground.

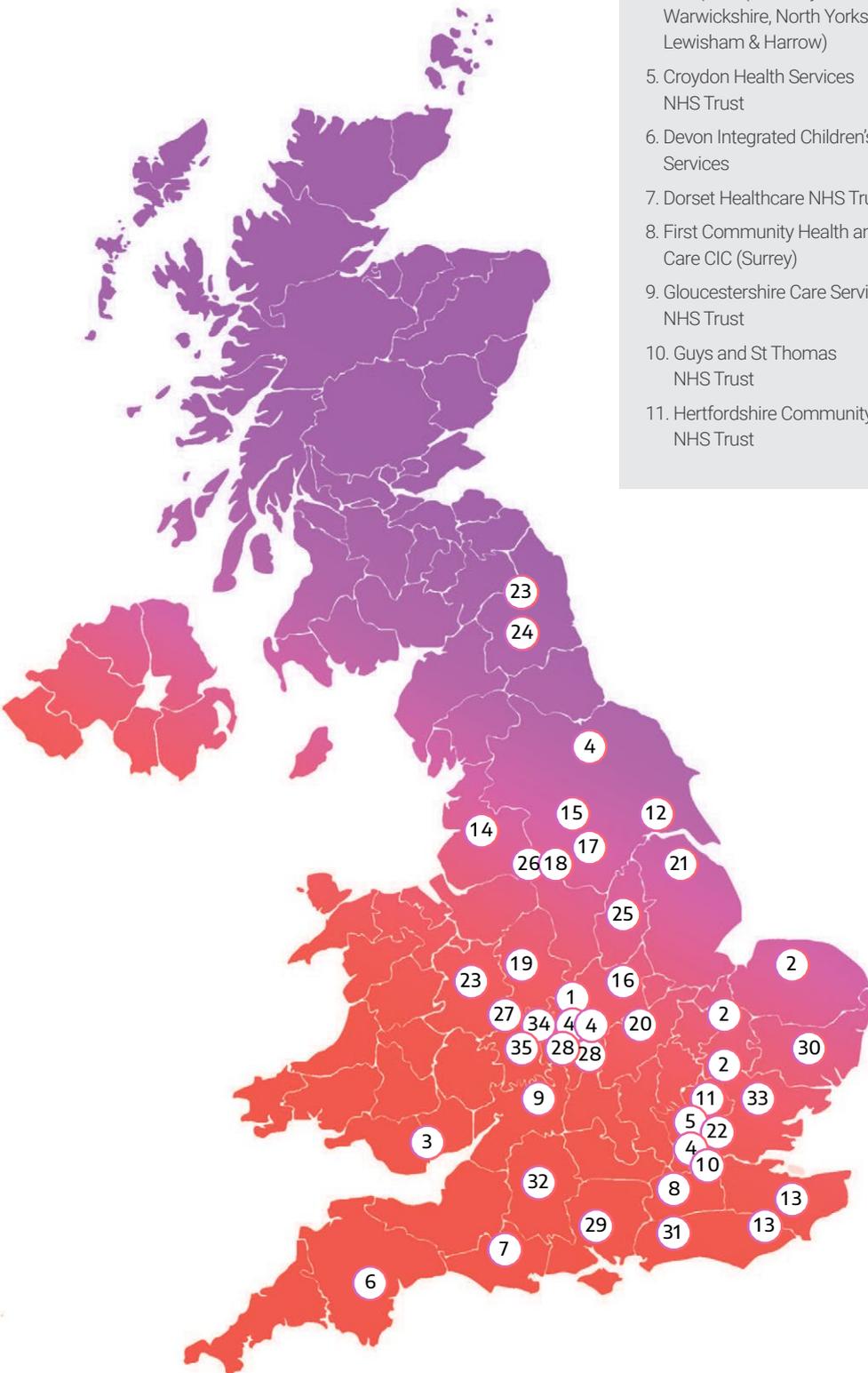
In addition, teams have the opportunity to join national conference calls, held every six weeks with our clinical lead. This enables clients to network with other teams and discuss their ideas together.

What adopters said

"Thank you so much for all of your help and support over the past few months. You have all been amazing. You have a great enthusiastic team of professional, experienced, supportive people."

"Any time I have needed to raise a help call for any technical issue, the response has been very quick and generally quite thorough too."

UK spread



1. Birmingham Community NHS
2. Cambridgeshire Community Services NHS Trust (Cambridgeshire, Luton & Norfolk)
3. Cardiff and Vale University Health Board
4. Compass (Coventry, Warwickshire, North Yorkshire, Lewisham & Harrow)
5. Croydon Health Services NHS Trust
6. Devon Integrated Children's Services
7. Dorset Healthcare NHS Trust
8. First Community Health and Care CIC (Surrey)
9. Gloucestershire Care Services NHS Trust
10. Guys and St Thomas NHS Trust
11. Hertfordshire Community NHS Trust

12. Humber Teaching NHS Foundation Trust
13. Kent Community Health NHS Trust (Kent & East Sussex)
14. Lancashire Care Foundation NHS Trust
15. Leeds Community Healthcare NHS Trust
16. Leicestershire Partnership NHS Trust (Leicester, Leicestershire & Rutland)
17. Locala Community Partnerships CIC
18. Manchester University NHS Foundation Trust
19. Midlands Partnership Foundation Trust
20. Northamptonshire Healthcare NHS Foundation Trust
21. North East Lincolnshire Council
22. North East London Foundation Trust
23. Northumbria Healthcare NHS Trust
24. North Tyneside Council
25. Nottinghamshire Healthcare NHS Trust
26. Pennine Care NHS Foundation Trust
27. Shropshire Community Health NHS Trust (Shropshire and Telford & Wrekin)
28. South Warwickshire NHS Foundation Trust (Coventry and Solihull)
29. Southern Health NHS Foundation Trust
30. Suffolk County Council
31. Sussex Community NHS Trust
32. Virgin Care Wiltshire
33. Virgin Care Essex
34. Walsall Healthcare NHS Trust
35. Worcestershire Health and Care NHS Trust

For more information, contact:

Julie Jones

Client Relationship Manager
Digital Development Team
Leicestershire Partnership NHS Trust

ChatHealth@leicspart.nhs.uk

Office: 0116 215 3262

Follow us on Twitter [@ChatHealthNHS](https://twitter.com/ChatHealthNHS)

Search "Chathealth" on [YouTube](#)

Chathealth.nhs.uk