

Case Study: Let's Talk Wellbeing Service Nottinghamshire Healthcare NHS Foundation Trust

Introduction

Let's Talk Wellbeing Service provides psychological assessment and treatment (talking therapies), for clients who have depression, anxiety, panic, phobias, obsessive compulsive disorder (OCD), trauma and stress. The support given is heavily reliant on therapists via a mix of one-to-one appointments; group workshops; online and telephone-based support. It also depends on administrative back-up to send information via email/post.

There is little opportunity for feedback from patients about the materials they have received, especially if sent through the post. Clinicians may not know until the next session whether their patients have received and read the information.

Objectives

The study sought to:

- Reduce the number of cancellations caused by communication/information gaps
- Make sure patients had enough time to prepare for the next session.
- To improve patients' knowledge about their condition so they are more motivated about their health and better able to self-care.
- Personalise the service to individual patient's needs.
- When COVID-19 hit and lockdown happened, the team had to find a new way of sustaining delivery of a quality service to their patients.
- Freeing up the Administration Team so they could undertake more value-adding work than collating and posting information packs.
- Obtain data from patients service usage and feedback to improve content quality and delivery of the service.

How does Recap Health work?

Patients often lack good information about their diagnosis, treatment options and support needs. This affects their ability to cope well after discharge from hospital. Clinicians may provide some basic information to their patients, but there is no way of assessing whether they have viewed the materials or how useful they have been.

Recap Health addresses both these issues. Through a simple to use digital platform, clinicians share relevant educational information (videos, links to trusted third party web pages and leaflets), with their patients. Because it's digital, they can easily see whether the information has been viewed by each patient and what their patients say about the usefulness of the materials they have received.

Methodology

It took only a few weeks to collate NHS and externally sourced material into a number of information packs sorted by treatment e.g. low mood – **get active, feel good**; anxiety – **dealing with worry**. The packs contain a mix of media – videos, leaflets, booklets, links to webpages and work sheets for patients to complete. This was loaded into the Recap Health library.

Clinicians conducted telephone or video consultations to assess the needs of each patient before inviting them to register on the Recap Health digital platform. Information/activity packs were then prescribed to individual patients.

- **87% of clinicians registered (222 from 254)**
- **86% of patients registered (3567 from 4314)**

Patients logged on to the platform whenever they wished to access information provided and clinicians could see whether they had viewed the content.

Clinician Feedback on using Recap Health:

"I have found Recap Health to be easily accessible, convenient and easy to use. Information can be transferred quickly and securely to the client via their email address. Recap Health has a vast range of resources, reading material, self-help books, YouTube appropriate clips, and video recordings that support different needs and learning styles.

I have found it to be an excellent resource for staff and their clients/patients."

Jane, Clinical Lead

Results

Let's Talk Wellbeing Service started using Recap Health in November 2019. 12 months later, 222 practitioners regularly send vital educational information direct to more than 3,567 clients and/or their carers or relatives.

- Clients receive timely information, giving them time to prepare which has resulted in fewer session cancellations.
- Therapists have been able to use in-session time more efficiently because less time is spent on reviewing previous materials.
- Patients trust the information because it has been prescribed directly by a practitioner they know. Materials are directly related to their individual condition and needs.
- Content feedback from patients has helped to improve the quality and range of content prescribed by the service. with 86% of patients rating Recap Health as 'very useful' or 'useful'.
- Clinical staff can prescribe resources to patients without going through the Administration Team, resulting in improved efficiency.
- The number of calls into the Administration Team has been reduced because patients have access to information/resources 24/7, without the need to contact the service.
- The Administration Team can focus on processing referrals, patient letters and booking appointments rather than sending information to patients. A reduction in paper/print/postage costs should follow.
- Using Recap Health has enabled continuous treatment during the COVID-19 pandemic when physical meetings have not been possible.
- Recap Health has enabled the team to address COVID-19 anxieties experienced by many patients, using the platform to prescribe a booklet about COVID-19 and its effects on the Let's Talk Wellbeing Service.
- Personnel restrictions in administrative services has had no effect on providing materials to patients. Recap Health has enabled clinicians to send relevant materials to patients immediately, and at no cost.

Feedback from patients received via Recap Health:

"It's reassuring to know I am not alone in what is happening to me. Also, I am so pleased this help is available, can't thank you enough."

"Really good to have something to help me consolidate what I have discussed with the therapist earlier in the day."

Conclusion

The results show that there are opportunities to use Recap Health to personalise the Let's Talk Wellbeing Service. In addition, it has enabled improved efficiencies within the clinical and administration teams.

Patients have been able to access materials from trusted sources whenever they want. Their feedback on content has given clinicians data they can use to improve the service, data they would not have had before.

During the pandemic Recap Health has enabled continued delivery of the service, when face-to-face meetings and group sessions have not been possible.

Clinician Feedback on using Recap Health:

"Recap Health has enabled clinical staff to immediately prescribe resources to patients without going through the admin team, which has improved efficiency and increased access to these resources more quickly than going through the admin team and being emailed.

Patients have access to these resources whenever they wish to access them without the need to get in touch with the service, this has reduced the number of calls into the admin team requesting for resources.

Our Admin team is able to focus on processing referrals, patient letters and booking appointments rather than sending information to patients. It is anticipated we will see a reduction in paper, printing and postage costs."

Lianne Bowles, IAPT Business Manager
Nottinghamshire Healthcare NHS Foundation Trust
Let's Talk Wellbeing Service