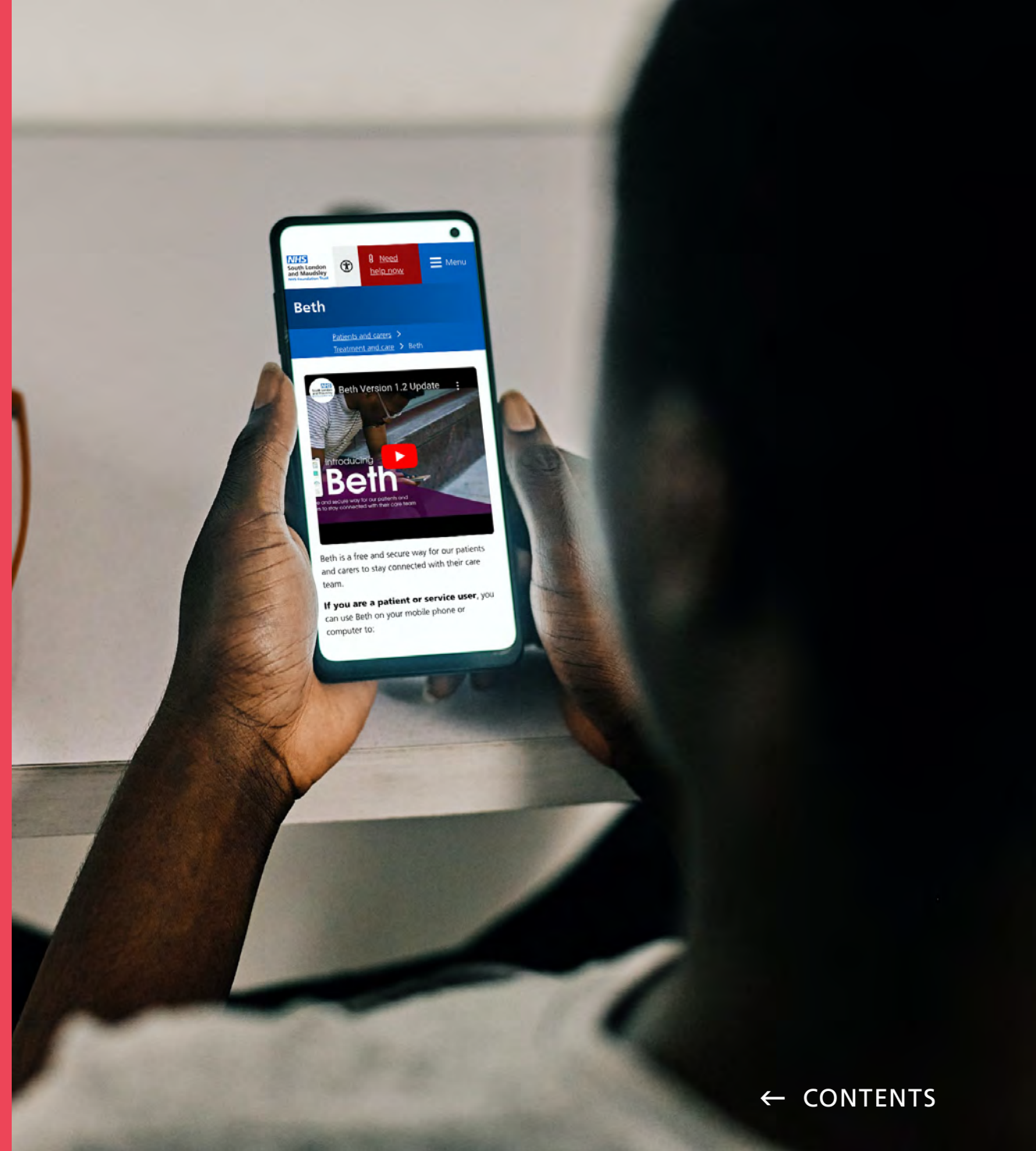


# Beth

An online platform to integrate physical and mental healthcare



## The problem

Digital technologies, such as websites and apps, have the potential to integrate physical and mental healthcare by improving access to high-quality information, recording and displaying data from clinical records, as well as enhancing communication with healthcare providers.

It can be difficult for service users to access their own information held in hospital records, which could be a barrier to more self-directed, personalised and effective care. Physical health information for the public is readily available online, however it can be difficult to find, and there is uncertainty around the quality of information. Improving user access to high-quality digital health resources has the potential to improve people's ability to manage their own care.

Beth, named after the Bethlem Royal Hospital, is a mobile-friendly website which enhances interaction and information sharing between South London and Maudsley NHS FT staff, service users and carers. Beth went live in South London and Maudsley NHS FT in June 2020.

## What we did

Building on the existing infrastructure of the Beth platform, the IMPHS project funded and supported two development phases.

In phase one, we enhanced the support available to service users and carers by integrating Beth with the South London and Maudsley NHS FT's electronic patient record system so service users can access the physical health parts of their electronic health record, self-management tools and links to external resources. In phase two, we developed a News and Events message board, which enables clinicians to share resources and events with their caseloads.

The IMPHS team engaged with several service user forums and led a focus group which highlighted service users' needs and preferences.

Our development phase means that service users can now:

- › Access their physical health information as recorded in the Trust's health care records; as well as having links to access approved physical health information and resources;
- › Message the care team and find out how to contact them;
- › See articles posted by clinical teams, The Recovery College, and volunteers via a 'News and Events' message board;
- › Receive tailored notifications via 'tags'.

## Main impact and findings

Beth's launch has coincided with the pandemic-driven shift to remote working and has 1,278 users (313 service users and 965 staff). Further work is being undertaken to increase use of the platform. The following points were also considered in implementing at the Trust:

- › Clearly articulating the user requirements - ideally co-designed with clinicians, service users and carers;-
- › Underpinning engagement with a range of communication methods, including imagery, videos, and jargon-free language;
- › Accompanying implementation with a culture and behaviour-change plan, such as supporting staff to develop the right skills, knowledge and confidence - but not underestimating the scale of the task;
- › Implementing clear governance and aims, which help to mitigate against scope creep;
- › Embedding evaluation into the programme.

*More information on Beth can be found in the NHS X Digital Playbook: <https://transform.england.nhs.uk/key-tools-and-info/digital-playbooks/>*