

County Overview and Scrutiny Committee

08/03/2021

	Item No:
Report Title	Digital Mental Health Services for children and young people (CYP), parents and carers – engagement / procurement
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Paper for:	Decision		Assurance	X	Discussion		Information	X
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Recommendations

The Overview and Scrutiny Committee is requested to note the engagement activity that is being undertaken by NHS Derby and Derbyshire Clinical Commissioning Group (DDCCG) for the procurement of a Digital Mental Health offer for CYP, parents and carers.

Report Summary

This report is to provide OSC with requested information about digital service development.

National prevalence data suggests that approximately 10% of CYP will have a diagnosable mental health condition; this equates to approx. 22,000 children in the DDCCG area. Recently there has been a further increase in demand for provision as a result of the impact of COVID-19, with significant rises in Eating Disorders, self-harm and suicide ideation amongst CYP.

To increase accessibility NHS England requires digitally enabled care to be used more widely. In response to this DDCCG commissioned Kooth, a universal digital mental health service for CYP and Qwell, a universal digital mental health service for parents and carers. The services were commissioned on a proof of concept basis up to the 31/12/2021.

Key purpose of the current CYP MH Digital services

- Improve the emotional wellbeing and mental health of CYP, parents and carers by providing an early response to emotional wellbeing and/or emerging mental health needs through low level/targeted/short-term intervention
- Target CYP, parents and carers that are hard to reach and do not engage

with services through traditional routes

- Provide an online counselling and support service 7 days a week, 365 days a year from 12noon to 10pm Monday to Friday and 6pm to 10pm Saturday and Sunday
- Provide an accessible, safe, secure, moderated website with online community features
- Use recognised assessment tools, and set clear outcomes with people using the service.

Service Evaluation

Kooth activity contributed to 14.2% of our total CYP Mental Health access targets in 2019/20 and since launching, Kooth and Qwell have been logged into over 40,000 times. The majority of logins for both services occurs out of office hours (office hours are 9am – 5pm). Users rate their personal goal achievement out of 10, before and after intervention; in Derbyshire we have seen an average goal movement of 5.5. Feedback from users and primary care is positive and there is widespread support from partners for the continuation of a digital offer in Derbyshire.

As the current services end on 31/12/2021 DDCCG have commenced a procurement exercise to continue offering digital mental health services. As part of the procurement DDCCG are engaging with CYP, parents and carers to ensure that the digital offer continues to meet the needs of the people who will be using it.

Procurement Timeline

- Patient engagement: Feb - March 21
- Draft spec + sign off procurement documentation: Mar - May 21
- Invitation to Tender period: May - June 21
- Tender evaluation period: June - Aug 21
- Contract Award: Sept 21
- Mobilisation: Sept - Dec 21
- Service Starts: Jan 22

Engagement Activity

MH:2K Report 2020 – Citizen Researcher's aged 14-25 years consulted with their peers and identified the need for CYPMH services to be accessible to BAME, LGBT and underrepresented groups. Also identified that in Derbyshire there needs to be a more robust offer below specialist CAMHS which can be accessed easily. MH:2K then facilitated a digital mental health offer workshop with a number of their Citizen Researchers.

The aim of the workshop was to gather feedback on the current digital mental health services, find what other services might be available and understand what a good service could look like. The Citizen Researchers were also asked to review the online Kooth survey; similarly Healthwatch reviewed the Qwell survey, prior to them being launched.

Online survey – On 16/02/2021 DDCCG launched an online survey targeting CYP,

parents and carers across Derbyshire and asking them to provide feedback on the current digital offer. The survey will be open until the 12.03.2021 and has been sent out to CYP, parent and carer related organisations covering Derby and Derbyshire, patient experience organisations such as Healthwatch and will be promoted via DDCCG's social media platforms.

Once the survey has closed and the responses have been analysed the data will be added to the feedback from the MH:2K workshops and be used to inform the design of the digital offer and the service specification.

MH2K have also been asked to select a representative to be part of the procurement panel and provide advice throughout the procurement process.