



# Notes & questions from iaptus user group

7th November 2018



# Welcome

## Mayden's Operations Director Chris Eldridge

- These events are really important to us at Mayden. We're very grateful that so many of you travel to join us and we really value your time. The opportunity to talk with you and to understand your challenges is vital to enabling us to continue to support you in the months and years ahead.
- IAPT is one of the most pioneering mental health services at scale anywhere in the world, and you have a lot to be proud of. The principles you've honed are being copied all over the world.
- Of course that's not to say there are not challenges: demand and access targets continue to increase, and it's clear that funding is not keeping up.
- We are here for one reason: to support you, as you support your patients.
- This year, 85% of our developers have been out to visit our customers. We believe that the best software is developed in collaboration with users - when we have a clear insight into how the system is used in daily practice, and into the unique pressures you face. So a huge thank you to all who have hosted our developers - we hope you find the visits as useful as we do. Our team always returns to the office with enthusiasm and new ideas on how iaptus can support your work.
- Rarely are things right first time, which is why we've chosen to update iaptus 3 or 4 times a week rather than once every 3 to 6 months. One thing that we really want to do is provide more opportunities for you to feedback and for us to share and iterate ideas. Let's take small steps forward to try something, see what works and then improve it together.
- We believe that we're supporting you best when you're able to spend more time seeing patients and less time entering data, running reports, carrying out day to day admin and other manual operations. We want to make sure that the technology you use works with you and for you.
- Today we'll show you some the things we've been working on recently. We have some fantastic new features on the way, and would love your feedback.
- Our two aims for today are first that you leave with a deeper knowledge of how you can get the best from iaptus in the present, and secondly that we at Mayden leave with a deeper understanding of how the product can evolve to best meet your needs going forward.

# Efficiency Tools

## POFO Jenny F

- One way that technology can support you is by streamlining administrative tasks and minimising the time you spend on them.
- “Efficiency tools” are innovations designed with the intention of reducing administrative work, and improving the way that services are delivered - so you can spend as much of your time as possible on patient care.
- Bulk Actions is a feature that allows you to select a group of individuals and communicate with them all at once, either via email or SMS. Whereas previously you would have to communicate with patients individually, now you can group patients by criteria of your own choosing (eg a certain demographic, people attending group sessions, people in a certain stage in care pathway like waiting lists or between sessions etc) which saves a huge amount of time.
- This feature allows you to streamline regular communications such as welcome emails using existing templates. It also enables you to send one-off communications in bulk when faced with unexpected events which disrupt your service.
- One area where Bulk Actions may prove of particular importance is in improving patient engagement. We are currently working on a Randomised Control Trial (RCT) with the Behavioural Insights Team (BIT) as to the impact of communicating with patients while they wait to access services. The messages are sent via Bulk Actions to those on waiting lists, and let patients know how their referral is progressing, providing transparency into what is going on behind the scenes. The trial intends to determine whether this type of operational transparency could reduce people dropping out, and to find out whether there is any impact on outcomes for patients. The trial is ongoing, and we will share results when they become available. A huge thank you to those services that are taking part in the trial with us.
- In order to use this feature effectively you will need to ensure that the contact details, communication preferences and consent for your clients are up to date.
- **The feature is free of charge - if you would like to enable it, just raise a support log and your account manager will be in touch.**

# Communication Tools

POFO Fiona Dawson

- Collaboration is one of the founding values of iaptus, which was created in collaboration with clinicians at ELFT back when the IAPT programme began. To this day we seek to gain user input in everything that we do. Through our relationships with CCGs, service leads, clinical staff and administrators, we are always working to increase understanding of the pressures that services face.
- Digitisation and automation can benefit services in a multitude of ways: from cost savings, to repurposing precious time and resources.
- We mentioned “efficiency tools” earlier as a subset of the features that we develop. Another feature type we actively seek to develop is “communication tools”. These features help streamline communications, whether between healthcare professionals, systems, or providers and patients. Our latest development in this area is called Hybrid Mail.
- Hybrid Mail is a new communications option that is saving our customers money, time and effort... and that signifies the end of manual envelope stuffing! It is also a significant step that services can take toward going paperless.
- Hybrid Mail allows letters to be sent from iaptus via a secure and accredited mailhouse.
- A letter can be created in iaptus as normal, which is then transmitted digitally to a mail-house. The mail-house then prints the letters, puts them into envelopes, sorts and sends them via Royal Mail. The mail-house also tracks the letters and confirms delivery.
- This approach is commonly used across the NHS and is proven to significantly improve efficiency, particularly with regards to staff time and postage costs.
- Hybrid Mail is safe, secure, and easily integrated into your current workflows. You can even continue using the same letter templates.
- After assessing various potential partners for this project, we have elected to work with Docmail, a company that already holds contracts with a large number of NHS Trusts across England as well as with other clinical systems.
- The cost of the service is pay-as-you-go per letter, determined by factors such as whether you wish to send via first or second class, with single or double sided printing, and in black and white or colour. The cost of sending a typical appointment letter is priced at roughly 49 pence, leading to significant savings each year.
- Docmail has kindly offered a £10 free trial to each iaptus service to test out the system and how it works.
- **If you would like to find out more about Hybrid Mail and to take up the free trial please contact your account manager.**

### **Update on Prism**

- Prism is our groundbreaking, secure hub that allows therapists to refer patients for online psychological treatment and to receive progress notes and outcomes data directly back into the patient record in iaptus.
- New providers being added all the time and over 30,000 clinical contacts are recorded per quarter.

**Contact your account manager via the support log to get set up.**

### **Update on online referrals**

- Online referrals is a feature that allows patients (or healthcare professionals) to refer into your service via your own website.
- Online referrals was launched two years ago and processes over 200,000 referrals each year.
- We recently supported the team at NHS Digital with a project to improve access to IAPT services via online referrals from the NHS Choices website.
- You can read more about this project [here](#).

We're continually working to add functionality to all of our features. If you would like more information on these or any other features, please contact your account manager.

## Developments from iaptus innovations

### iaptus Product Owner, Claire Tuckey

- At our user conference two years ago, we launched iaptus innovations - a space for all iaptus users to put forward their ideas for improvements and new features, which could be reviewed and voted on by the whole community.
- Since its launch, we have been incorporating these suggestions into our product development roadmap and have deployed suggestions on:
  - ICE (clinical safety requirements)
  - follow on appointments
  - recovery flags - searchable and reportable

We have also made other smaller changes based on your suggestions, which have made a big difference in usability:

- locked symbol
- datepicker
- searching by risk
- adding date to risk labels
- We are beginning to work on changing the design of iaptus to improve access and make it more simple to use.
- We are currently working on updating the diary in iaptus. The diary is one of the most frequently used, and also most complex areas of the system as it impacts many other parts of iaptus, so we wanted to make sure that any work we do to the diary is considered carefully, and developed in ways that we can reap the most benefits for all users. The innovations submitted, and our conversations with users over the last year have driven the design and functionality of the new diary.
- The project had three main aims, with a focus on ensuring that changes worked for both new and experienced users:
  - to make improvements to Availability
  - to add the ability to create recurring events
  - to add the ability to create recurring appointments
- The diary update includes an improved time picker, which shows the user and end time and calculates duration.
- It also includes repeated appointment functionality with clash detection that highlights any booking clashes, and then enables you to easily pick a different slot. There will also be responsive fields with radio buttons and a searchable dropdown.
- All of these changes will be ready to go live within iaptus in early 2019, and a test version will be available for everyone to try out and get used to before it goes live.
- More details will be announced soon.

## Improving iaptus innovations

### User Interface & Experience Designer, Gosia Karski

- iaptus innovations was developed as a way of allowing users to put forward their ideas for improvements and new features, which could be reviewed and voted on by the whole community.
- It was launched two years ago. To date 557 ideas have been contributed by over 2500 registered users, with a total of 2519 votes spread across 69 pages.
- This level of engagement is invaluable to us in helping us determine which areas of iaptus you feel need development, but due to the design of the site and the quantity of suggestions received, it had become difficult to manage.
- Rather than develop the current site further ourselves, we have made the decision to work with a third party whose expertise is in the development of feedback software - so that we can focus our time and attention on developing iaptus itself.
- Having rigorously assessed the options, we have elected to work with UserVoice.
- UserVoice is a dedicated designed feedback system that is developed by US company UserVoice Inc. The system is used by world-leading software houses, including Microsoft (for feedback on Word, Excel, Outlook and Xbox) and Adobe (for their Photoshop software).
- The software will be linked to iaptus, and you will access the new innovations in exactly the same way that you do now - via a link in the top right of your screen.
- Our Information Governance and Security team has thoroughly assessed this software and the companies policies and are confident in the provider, their processes and compliance with GDPR.
- As with the current iaptus innovations, absolutely no patient data will be submitted to or stored on the new platform. This software is solely for the purpose of us communicating with each other about all developments that you would like made to the system, and for us to gather your thoughts on upcoming projects. Support requests and bug fixes will continue to be made through the support log.
- We want to take the opportunity to make sure that this new system is not just a place where we listen, but where the conversation is two way. With UserVoice, we're hoping that we can share our progress on your ideas, and you'll be able to quickly feed back with what you like and what you'd like to change.
- We also hope to share prototypes of new features with you, for you to play with and share your thoughts on.
- We need you to challenge and direct us in order to develop the best possible software to meet your daily needs.
- The whole team here is really excited about how much more collaborative this will be and the potential it offers us to work much more closely together in the future. We will let you know as soon as the new innovations is live and ready to be used.

## WORKSHOP SESSIONS

### Superuser Training

Account Manager, Isabel Harrison

- This was a short session on superuser training. If you would like further information about superuser training, please contact your account manager.

### Dashboards Training

Account Manager, Jane Wrigley

- This session provided an an overview of the MDM Workbook within Dashboards, focussing on how to run and interpret key reports. If you would like more information on this, please contact your account manager.

## Helping us to help you

User Interface & Experience Designer, Gosia Karski;  
Software Developer, Marta Pleszyńska

- We believe that the best way to build software that truly supports our customers is in conversation with them.
- This workshop allowed us to do just that, and was aimed to build our understanding of the different activities and responsibilities that fall to different groups of iaptus users, with a view to identifying how the system can be further developed in order to better support those groups.
- Having identified various different user types, we undertook a few exercises to find out more about the tasks and actions required by each role, and then organised them by frequency and importance.
- We also made a note of which systems and tools are required to complete each of these tasks, in order that we can consider how iaptus could integrate with them, essentially to make your life easier.
- This workshop represents one piece of a larger body of work that will help us to continue build the iaptus product roadmap. We're in the process of analysing all of the data gathered, and will be in touch soon to inform you of the results and about our next steps.

# Communication Preferences

Product Owners, Claire Tuckey and Jenna Midcalf;  
Business Development, Philippa Kindon

- In this session, we asked how can we better communicate with you, our users. Discussion points included the types of information that we share, how we share it, and how often.
- Key takeaways from the session included:
  - Industry relevant information is welcome, especially if it might help services to save money
  - It was generally agreed that email communications sent about updates to the system were a little long, but useful.
  - It was felt that better use could be made of the support log prompt in regards to sharing information and contacting users.
  - It was felt that users have been kept up to date on issues that have been logged.
  - It was agreed that the newsfeed needs to be more visual as messages can blend in to each other and all look the same.
  - It would be useful to highlight visually when a part of the system has changed, with some users wanting notice of changes even if they don't affect the front end, in order to be prepared for any issues.
  - Updates should be consequence focussed. Some would prefer updates go to everyone, others think it should come via the training team. It was noted that not all users have training teams.
  - SMS updates and Twitter are of limited use to our users because many do not have a work phone.
  - Users like the responsiveness of the tortoise button.
  - Short surveys are welcome, especially if they involve a prize.
  - Some users are disappointed that they have to go through the support log rather than direct access to account manager, but do appreciate the very quick responses and the smiley face feedback.
  - We need to tailor our communications to the individual level, understanding your specific role, and therefore the level of detail you need on various topics, as well as the most useful format you could receive it in.
  - In order to do this, it would help us to better understand how each organisation works internally in terms of your own communications so we can support efforts to make sure the right people get the right info at the right time.
- If you have any suggestions about how we can improve the way that we communicate with you and your colleagues, please get in touch with your account manager as we would love to hear your thoughts.

# Standardised Digital Assessments

Product Owner, Jenny Talbot;

Software Developer, Oliver Musgrove-Wethey

- This session provided an overview of a new project we have been working on toward standardising digital assessments. The session was hosted by Jenny T - product owner for Analytics, who is responsible for organising and scheduling in work around new service imports and dashboard developments - and by Oliver, a developer on iaptus. Between them they have 15 years of experience working with IAPT.
- The goal of the project is to improve the efficiency of the referral process and lead to improved outcomes for patients.
- In summary: If we know the type of information being collected during the assessment process, we can improve the workflow for therapists and admin staff therefore improving the efficiency of services. We can also model this data to provide statistical evidence-based support to therapists when making treatment decisions, which should hopefully lead to improved outcomes for the patient.
- All of the work around this project is to streamline workflows and to reduce the amount of time admin staff and therapists have to spend on tasks that slow or delay the therapeutic process. We want the project to give therapists evidence to support the decisions they make, ensuring that patients get the best care possible.
- The IAPT programme is a standardised framework of care with a standardised dataset, a set of recommended treatment options and durations, and standardised outcome measures. What it does not have is a standardised assessment.
- At Mayden, we believe that the best way to build software is in collaboration with its users. We recognise that we don't have the clinical knowledge that you do, and we need your help to fully understand the assessment process and how we might standardise it. We would like to build an assessment framework which is flexible enough to be incorporated into every IAPT service's workflow, but which also gives the assessment process a common structure.
- Jenny and Oliver shared our progress so far and demoed the first prototype of how we are planning to implementing machine learning to aid therapist decision support.
- They invited feedback and suggestions as to which parts of an assessment can be standardised into a digital assessment, and as a result of our conversations, we now have a much stronger understanding of the data that is collected at assessment stage. Based on the feedback received we have started to further develop the machine learning prototype, and have been able to assess the iaptus workflow from self referral to assessment and prediction. We are now in the process of applying for funding to support phase two of the project early in 2019.
- We're planning further discussions to explore the assessment process in more depth and to provide input into our machine learning prototype, and would like to involve a range of people with different areas of expertise. If you or your colleagues are interested in participating, please do [get in touch](#) and let us know.