



Bringing exceptional healthcare to **anyone, anytime, anywhere**



**New adventures in Clinical Psychology: *New partnerships and new challenges in the digital sphere***

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#digitalhealth #mentalhealth

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## Rationale for digital mental health services



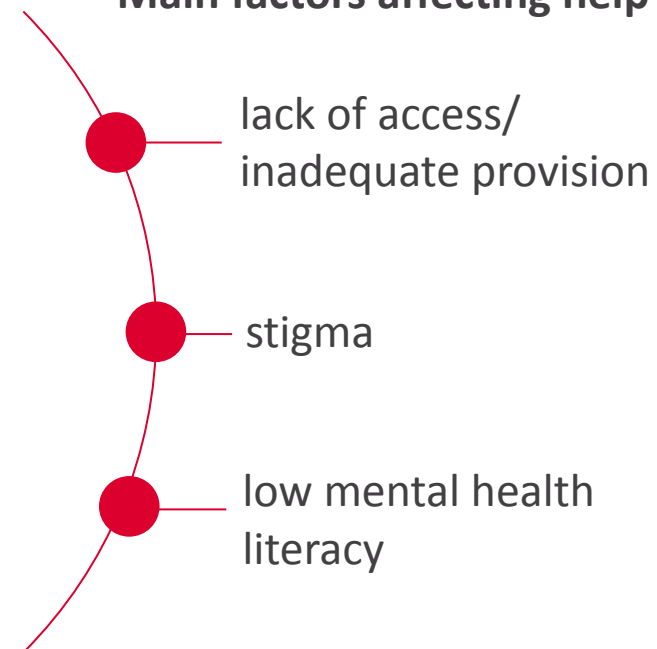
# Young people's help seeking behaviours

**18% - 34%**

**Young people**  
with high levels of depression  
or anxiety symptoms seek  
professional help

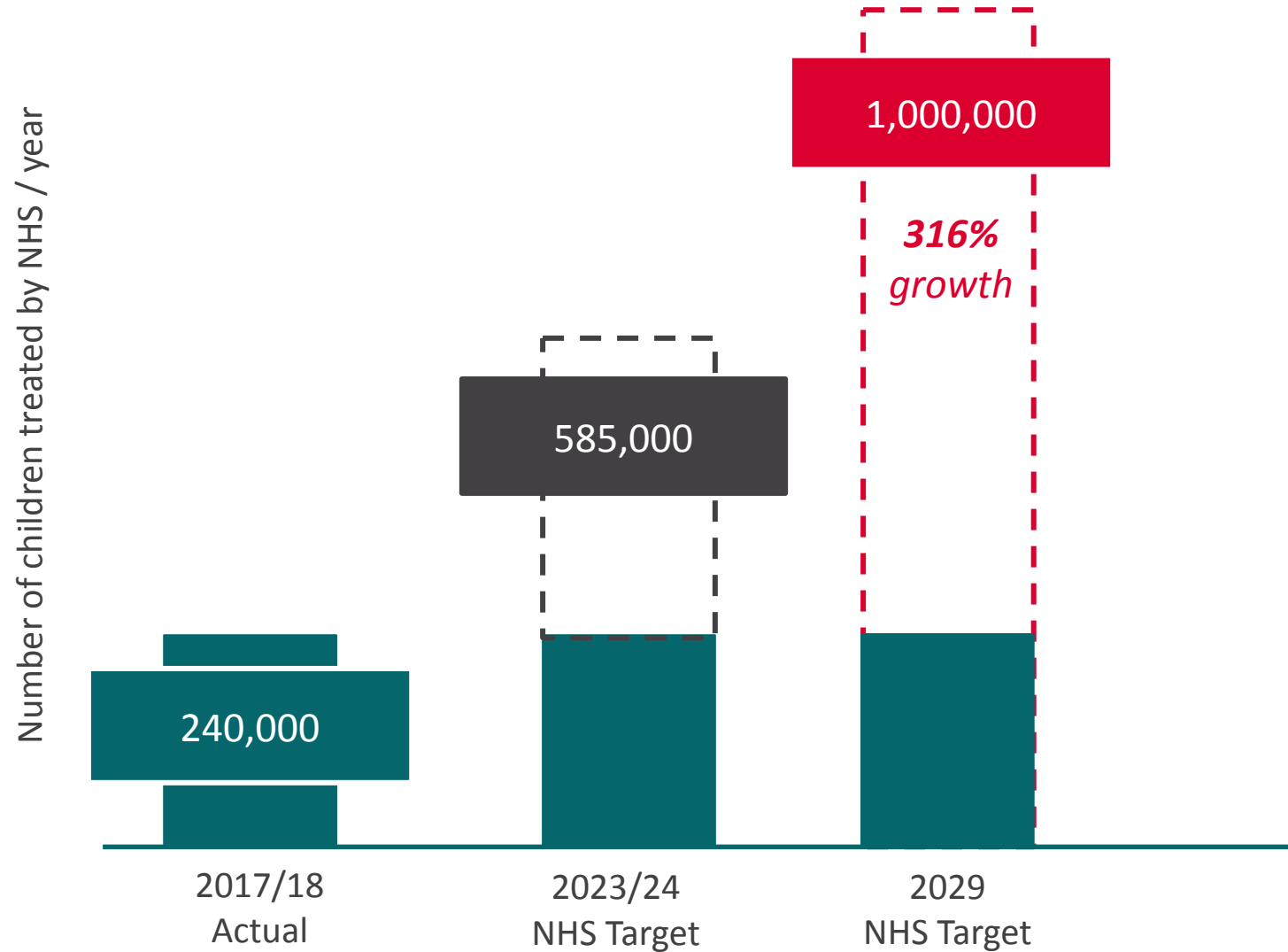


## Main factors affecting help seeking



## The Challenge

*NHS target to treat 1m children with mental health conditions by 2029*

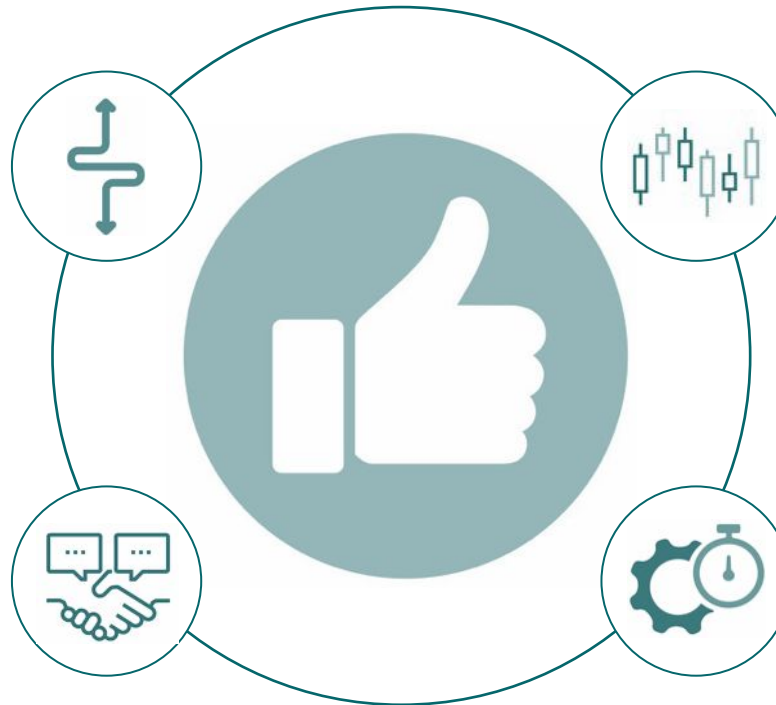


# A digital solution / Internet-based care?

## *Potential advantages of internet-based care*

*Greater flexibility, convenience, and reduced stigma as appointments can be attended from home, longer hours, 7/7*

*Some people are better able to engage with clinicians online*



*Easier to meet fluctuations in demand and mitigate reductions in clinical capacity*

*Greater efficiency due to reduced travel & overheads*

# Evidence base for 'digital' approaches

Good clinical outcomes for range of 'remotely delivered' / 'web-based' / 'computer' / 'online' / 'digital' & 'internet' therapies.



Steep growth in the development of internet-based psychological therapies, particularly internet CBT (iCBT). iCBT outcomes equivalent to f-to-f CBT.

Most studies of iCBT have been conducted with adults, but a meta-analysis of 13 RCTs with children and adolescents indicates iCBT is also effective for this group<sup>1</sup>

<18



Meta-analysis of 569 studies concluded telepsychiatry is comparable to f-to-f services in terms of reliability of clinical assessments & treatment outcomes, patients are satisfied, it reduces costs, and no adverse events<sup>2</sup>

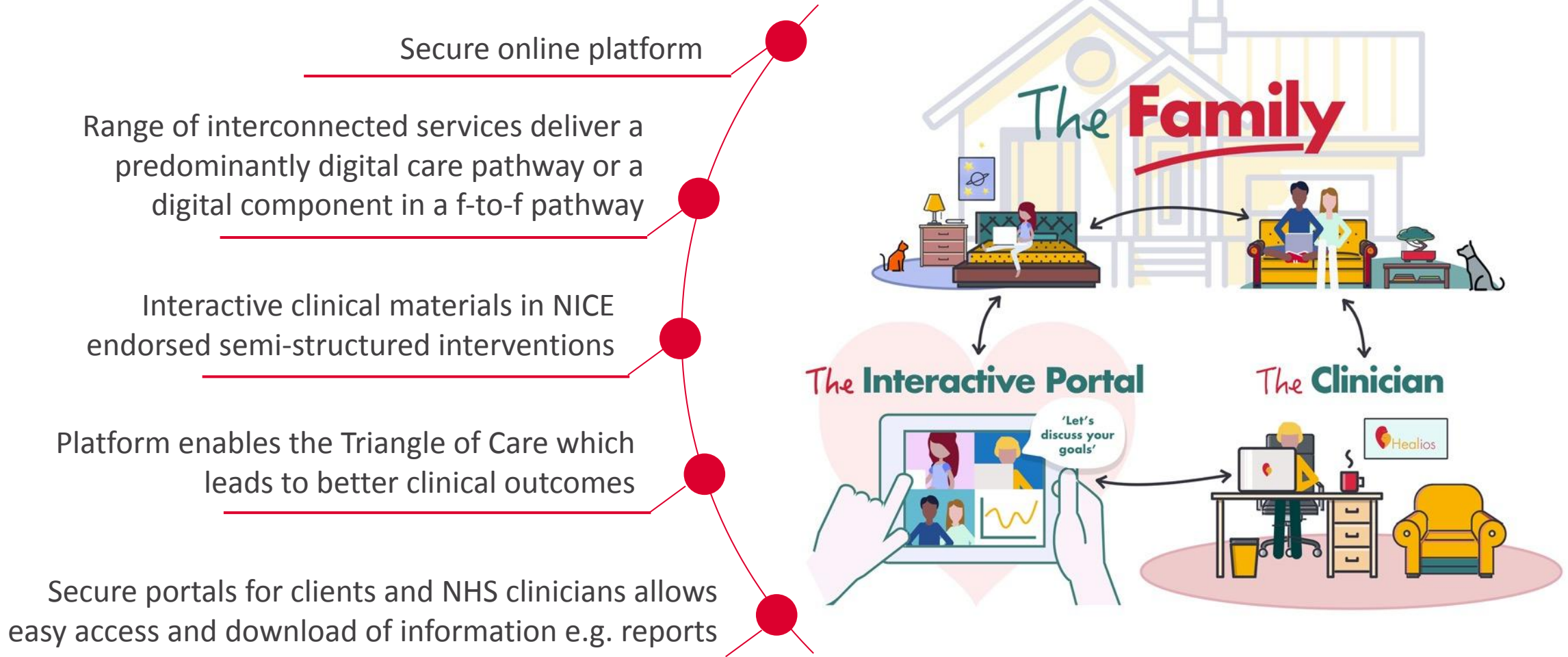




Creating a comprehensive digital stepped care service  
including online equivalents of Tier 3 CAMHS services



# Healios innovations enable seamless delivery of integrated care pathways with the NHS



# Healios services for Children and Young People: *Bringing entire digital pathways across CAMHS services*

## Prevention

*Getting Advice*



+ 2 clinical  
Step-up  
levels

- ✓ Emotional health & wellbeing
- ✓ Resources to build knowledge, skills & resilience
- ✓ Guided self-help through virtual coach
- ✓ Monitor mood & wellbeing

## Early Intervention

*Getting Help*



- ✓ Mental Health assessments
- ✓ Neurodevelopmental screening
- ✓ Asynchronized clinician text/video triage via ThinkNinja
- ✓ 3-6 Goal focused intervention sessions (**CBT based**)

## Specialist Intervention

*Getting More Help*



- ✓ Autism & ADHD assessments
- ✓ Autism & ADHD interventions
- ✓ CBT for anxiety &/or low mood
- ✓ Adapted CBT for specific difficulties
- ✓ Family Intervention
- ✓ Family Based Therapy

## Recovery & Resilience

*Getting Risk Support*

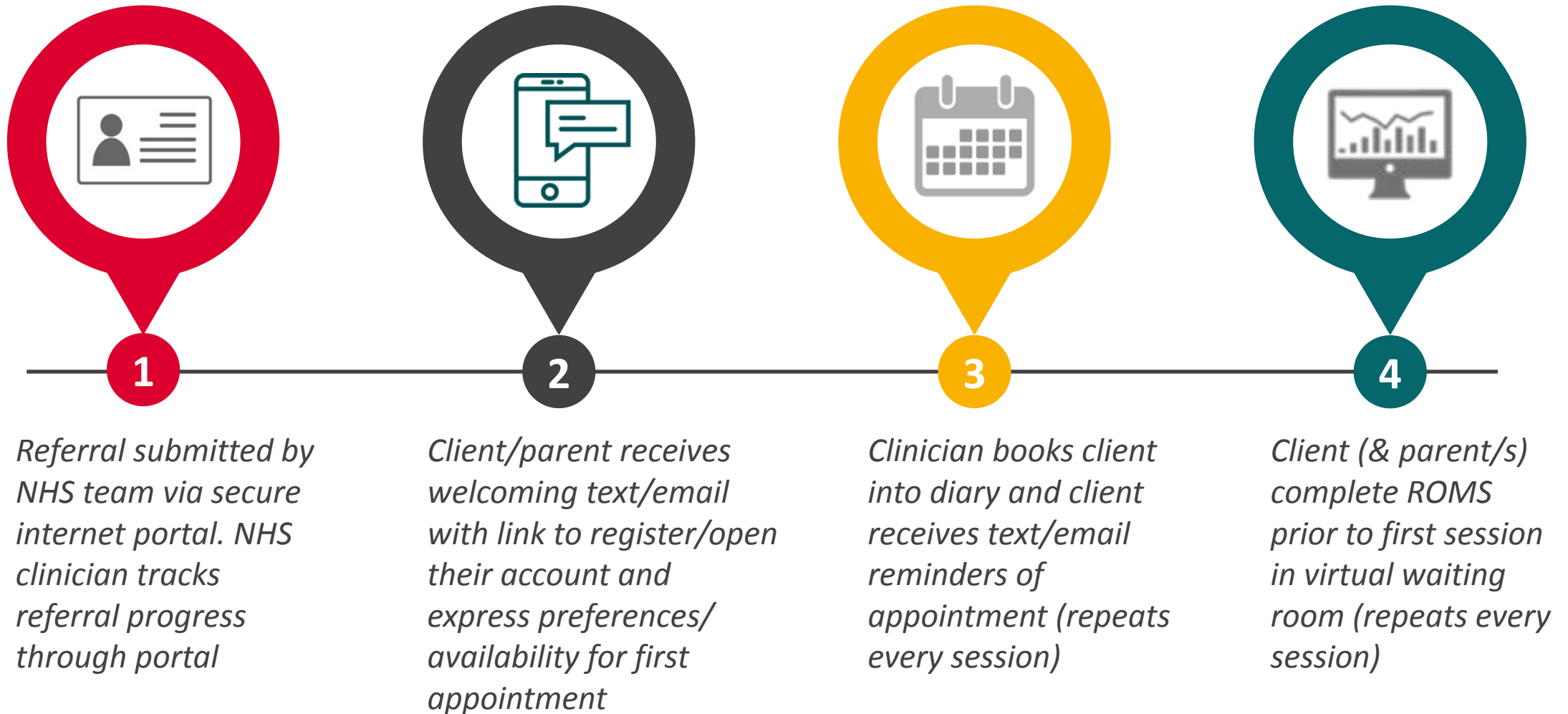


- ✓ Goal focused intervention (FI based)



## How it works with NHS clinical teams

### *A simple client referral and onboarding process in delivery of digital services*



A photograph of a Black woman with short curly hair, wearing a black t-shirt and a pearl earring, hugging a young Black child with curly hair from behind. They are standing in front of a rough, textured wall made of stone and plaster. The woman's eyes are closed and she has a gentle smile. The child is also smiling and looking towards the camera. A solid red rectangular overlay covers the bottom third of the image, containing the text "Feedback on our services" in white.

Feedback on our services



# Therapy services feedback

*"Friendly, confident, professional clinicians who made us feel comfortable and supported"* Parent

*"The interaction was at good standard and the respect was well shown. I found them easy to talk to due to their easy going manner."*

Young person

*"Very approachable, clear connection and easy to talk to the clinician. The reminders of the appointment were timely and informative. Really impressed with this service."* Parent

*"It was easy and felt more comfortable and relaxed being at home."* Young person

*"It was much more convenient for me and my family, it was handy doing it from home, as it fitted in with our busy lives."* Parent

*"I found this service very good, easy and would recommend. Asked the right questions and I felt like I was being listened to"* Parent

*"Talking face to face was easier than I thought, I didn't have to be under pressure in a room with a stranger."*

Young person

*"Empathetic manner. Sessions were on time. Video worked well.."*

Young person

*"Very easy to talk to parties on your platform, bit like FaceTime. They made us feel relaxed.."*

Young person

# Autism assessment feedback

“ I wanted to let Healios know that the process was a positive experience, all clinicians were very helpful and supportive from start to finish. I am also thankful for the remote service as it felt less intimidating for me and allowed my mother in Australia to be part of the process. Thank you for the amazing support ”

“ Throughout my whole time with Healios I have felt like I am truly listened to and treated with so much respect and kindness I will forever be grateful! This battle has been years but as soon as I was contacted by Healios from the very first meeting I just knew everyone who works here truly care and listen to everything you have to say. I have tears in my eyes typing out just how amazing all the people I have had contact with throughout this process and cannot thank you enough! Amazing service I am SO happy with it! Thank you once again! ”





# Reflections on going digital

# The challenges and solutions of working online for some clinicians

*Though this is working through channel that feels natural to a 'digital native'*

## Challenges

Ability to establish and manage the therapeutic frame & boundaries (?effective physical charge)

Engagement / developing a therapeutic connection via the internet (?perception)

Adapting to new systems/ use of clin materials/ tools while creating therapeutic relationship

Managing risk when the YP is not physically present/ in a different locality

Feeling isolated working remotely

## Solutions/Adaptations

The affective charge of the virtual therapy room is different but also powerful & non-threatening

A more active, lively presence & enhanced attention required. But easier to involve parents

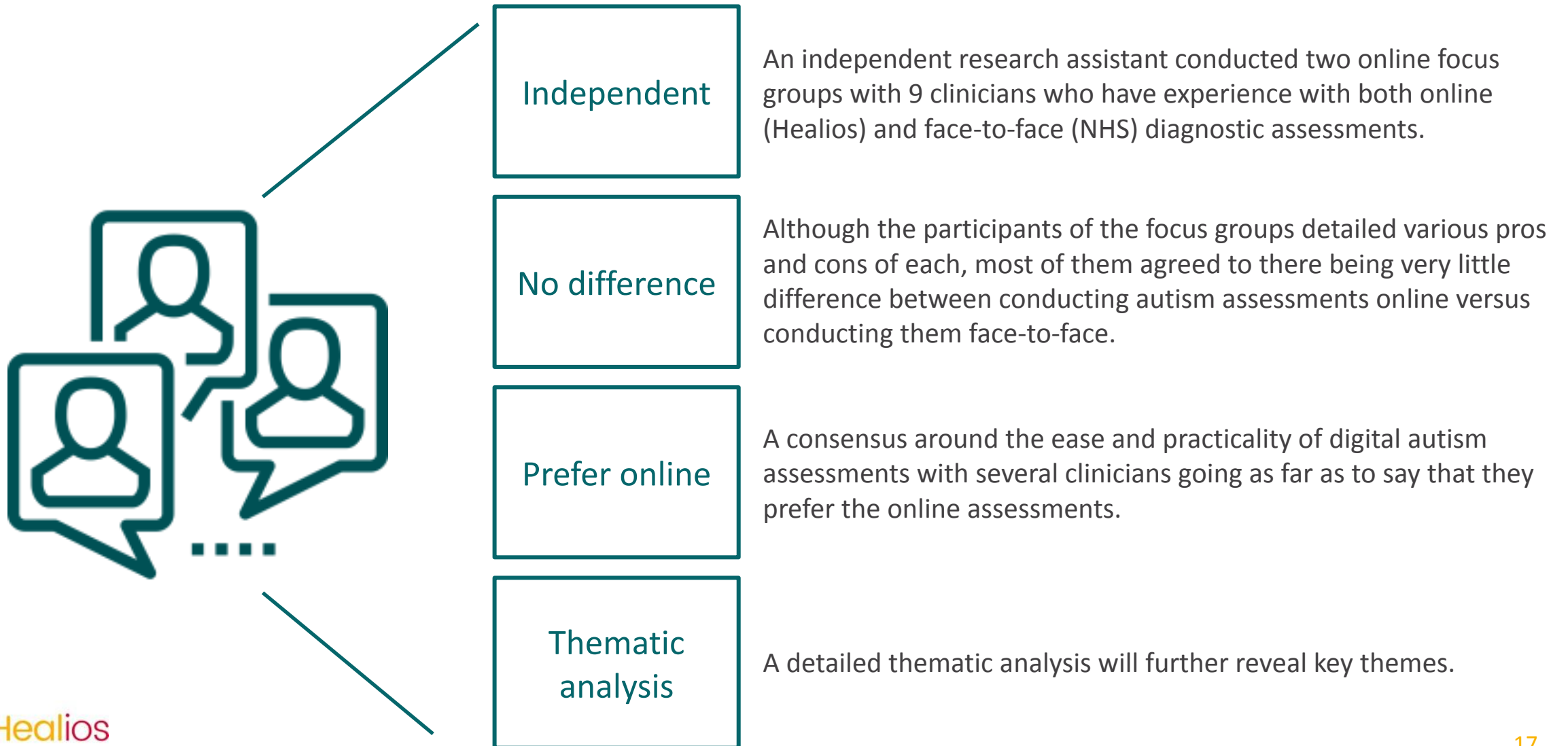
With practice, online working facilitates the collaborative use of therapeutic materials

Risk is managed effectively in conjunction with the local NHS services

Connecting digitally (as well as attending away days)

## Focus group: Views on online and face-to-face autism assessments

*Further research will compare the results of the 2 modalities*







# Reflections on my first year as Head of Clinical Services

# Achievements in 2019

24

*Our services have been commissioned by CCGs and 24 mental health trusts and implemented in 42 projects, working with 70 clinical teams.*

17

*Delivered 17 types of digital psychological services and nearly 11,000 clinical sessions*

5

*Selected in 5 NHS England trailblazer sites that are piloting new models of care to achieve the CAMHS 4-week access and waiting times targets*

>100

*Grown to over 100 staff across a four clinical division structure with division managers, clinical leads & supervisors, creating a best-practice infrastructure*

**Healios continuous improvement: Feedback ↔ New systems & processes**

Many Healios leadership positions are staffed with clinical psychologists



Head of clinical  
services

CBT Lead

Perinatal CBT Lead

Autism Lead

Labs Innovation  
Lead

ADHD Lead

Assessment Lead

CBT Supervisor

Autism supervisor

*Clinical Psychologists are ideally suited to working in a dynamic digital environment where their range of skills (clinical delivery, research/ audit & service development/ innovation) are valued*





# Predictions for the 2020s & examples of new digital innovations

# My predictions for the NHS

**More MH  
apps**

*Stand-alone or supported?  
Stand-alone or blended with  
standard care?*

**More  
telemedi-  
cine**

*More use of telemedicine/  
teletherapy given clinical  
equivalence and cost savings*

**More  
hybrid  
pathways**

*Development of clinical  
pathways which integrate  
digital solutions*

**Digital  
therape-  
utics**

*Technologies to monitor client  
data in real-time, detect  
day-to-day behavioural &  
biological changes in condition,  
improve engagement &  
adherence, and promote a more  
active role in their own  
healthcare.*

EMPOWER Early signs Monitoring to  
Prevent relapse in psychosis and  
prOmote Wellbeing, Engagement and  
Recovery

Andrew Gumley, University of  
Glasgow





ThinkNinja: developing the features of our psycho-educational prototype to create a 'therapist in your pocket' for 11-18-year olds?



## ThinkNinja

Combines cognitive behavioural therapy principles and motivational interviewing, with design, artificial intelligence, gamification and interactivity for a unique user experience

Visit [thinkninja.io](https://thinkninja.io) to find out more





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