Date of Meeting:	8 September 2016
Subject:	**INFORMATION REPORT** – **Harrow Health Help Now Patient App/Website**
Responsible Officer:	Javina Sehgal – Chief Operating Officer for Harrow Clinical Commissioning Group
Exempt:	No
Wards affected:	All
Enclosures:	None

Section 1 – Summary

This report sets out to inform the Board on the CCG's development of a self-care and signposting smartphone App and accompanying website which will promote the management of health conditions and signpost services which improve wellbeing.

FOR INFORMATION

HarrowCOUNCIL
LONDON

Section 2 – Report

One of the priorities of the 'Harrow Health and Wellbeing Strategy' is to reduce unwarranted variation in the management of long term conditions such as diabetes, cardio vascular disease and respiratory disease. It was identified that the development of a mobile application which focused on empowering patients to learn more about health conditions and effectively manage them would be beneficial for Harrow residents.

In March 2016 the CCG sought quotes from app developers and chose the South East London Commissioning Support Unit (SECSU) as the preferred choice. They provide an 'off the shelf' App solution that has been implemented in 22 other CCGs. NHS England have confirmed that it was a major contributing factor in reducing A&E attendances.

The app and website will cost £31K and will include updates for 1 year. There is an additional £4K cost identified in order to implement the feeds into the app. Work is being done to negotiate this cost.

The scope of this project is to develop a mobile healthcare application and website, to aid the above objective, whilst providing an innovative and effective interface for users. The intention is to design and develop an application in 5 months and align a communications / marketing strategy to provide residents with key information and promote the uptake and utilisation of this application. The core functionality will include:

- Symptom checker
- Directory of local NHS services (including hours of service, distance from device and maps) linked in with 111 Directory of Service(we need the full form of acronyms
- Directory of associated council services to signpost Harrow residents to other services that prove useful. (Social Care depts.)
- Book GP appointments & repeat prescriptions
- Journey planner –Urgent Care Centre / Walk in Centre's and General Practices- same here
- Provide user feedback
- Signpost voluntary organisations
- Provide a Health Wallet (to save useful contacts, appointment dates, notes)
- A 'live' feed which would give patients an idea of the waiting times at the Walk in Centres/Urgent Care Centres and here within Harrow

    Potential Development areas once implemented

- Share data with a patient's GP (if an individual is in agreement)
- Book Harrow GP appointments & repeat prescriptions
- Provide a Health Wallet (to save useful contacts, appointment dates, notes)

- Opportunity to further customise the App to accommodate the local healthcare/social care environment

High-level milestones for project

JUNE 2016	Attend the Harrow Patient Participation Network (HPPN) and East Harrow Hub public meeting as an AOB to demonstrate the app and discuss the proposal in order to gather input and suggestions.
	Clinical lead assigned to the project
JULY	
	Attend the Local Authority event on Information, Advice and Advocacy strategy
	In July work commenced with the preferred provider South East Clinical Commissioning Unit.
	Discussions with EMIS (GP clinical system), Urgent Care Data team to agree method to have 'live stream
	Contact voluntary organisations and council to have appropriate links included
	Development commenced
AUGUST	Development continues
SEPTEMBER/OCTOBER	User acceptance testing of both the App and website
	Demonstration to CCG
	Attend HPPN to demonstrate
	Implement communications strategy
	App and Website released

Section 3 – Further Information

We would like to return once the app is completed to demonstrate the functionality of the App and to take comments and suggestions on what other features could be included in future iterations.

Section 4 – Financial Implications

There is no funding implication for the Local Authority as the CCG has funded this project.

Section 5 - Equalities implications

Was an Equality Impact Assessment carried out? Yes

The findings focused on the fact that a multi-lingual option should be included as soon as the functionality is available. It was identified that having the ability to do this for the top 5 spoken languages in Harrow would improve appeal and usage.

The developer has stated that they are working on the ability of the App being available in languages other than English and hope to have this available in mid 2017.

Section 6 – Council Priorities

The Council's vision:

Working Together to Make a Difference for Harrow

Please identify how the report incorporates the administration's priorities.

- **Making a difference for the vulnerable**

Having the App and website will greatly improve the visibility and signposting of key support services, both health and council that can support residents. For example, having information about mental health services and Female Genital Mutilation (FGM) will be featured

- **Making a difference for communities**

Using the App will promote in communities a change in behaviours in terms of how people care for their own conditions and how they access the appropriate services.

- **Making a difference for local businesses**

Not applicable

- **Making a difference for families**

The App will bring all health and associated council services together in one convenient and easily accessible place so that families can get the latest advice on a condition, what to do if they need immediate health assistance and how they can support a member of their family that has a complex condition

Harrow Health and Wellbeing Strategy

'*local priority of reducing unwarranted variation in the management of long term conditions'*

The development of the Harrow Health Help Now App and website directly addresses this area as use of the app will encourage the user to follow the clinically approved pathway and suggestions with regards to managing a condition and seeking the appropriate help.

Harrow CCG Corporate Objectives

'Objective 1: Improve the health and wellbeing of the local residents of Harrow'

The App will greatly improve sign-posting and shape how residents access health services and those provided by the Local Authority which overlap. The inclusion of a symptom checker will encourage the user to be proactive in seeking the appropriate medical advice from a professional.

'Objective 2: Engage patients and the public in decision-making'

Throughout the process we have engaged patients to seek their view on what would be useful to have in the App by attending 3 patient group meetings. A member of the HPPN is supporting the project as a 'super-user' to assist with testing. There are plans to attend patient events which are held on weekends so that we can raise awareness of the App's benefits.

'Objective 3: Manage resources effectively'

As mentioned earlier in the report, the App is a key lever in reducing the inappropriate use of A&E and urgent care pathways. The App will be key in creating a shift of historical cultural dependence on the A&E department into on where residents are able to look at all the services which are closer to home that can meet their medical need.

STATUTORY OFFICER CLEARANCE
(Council and Joint Reports

Not applicable

Ward Councillors notified: **NO**

Section 7 - Contact Details and Background Papers

Contact: Kwesi Afful, Programme Manager, Harrow CCG
kwesiafful@nhs.net

Background Papers: List **only non-exempt** documents relied on to a material extent in preparing the report. (eg previous reports) Where possible also include electronic link.