

# **REPORT FOR: HEALTH AND WELLBEING BOARD**

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**Date of Meeting:** 12 January 2017

**Subject:** **INFORMATION REPORT – Harrow Health Help Now Patient App/Website – Update.**

**Responsible Officer:** Javina Sehgal – Chief Operating Officer, Harrow Clinical Commissioning Group

**Exempt:** No

**Wards affected:** All Harrow residents

**Enclosures:** Health Help Now – Governance paper.

## **Section 1 – Summary**

This report provides an update for the Health and Wellbeing Board on the CCG's development of a 'self-care' and 'signposting' smartphone App and accompanying website which will promote the self-management of health conditions and signpost to services which improve wellbeing.

**FOR INFORMATION**

## **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 etc. It was agreed that the development of a mobile application (phone, tablet) which focused on empowering patients to learn more about health conditions and effectively manage them would be beneficial for Harrow residents.

Since the last update to the September Health and Wellbeing Board, the App has been developed and was launched on Monday 28 November 2016. The App was developed with a significant amount of patient and public involvement during both the initial and final testing phases.

The App and website were launched on Monday 28 November across a number of app stores e.g. Google and Apple and on the internet.

The following features are available to help Harrow residents to fully benefit from health and associated services provided by organisations such as the Local Authority, voluntary and charitable organisations:

- Symptom checker
- Directory of local NHS services (including hours of service, distance from device and maps) linked in with 111 Directory of Service
- Directory of associated council services to signpost Harrow residents to other services that prove useful. (Social Care depts.)
- Journey planner – based on your home address or current location within Harrow
- Provide user feedback
- Signpost voluntary organisations
- Provide a Health Wallet (to save useful contacts, appointment dates, notes)

As mentioned in the initial paper considered at this board in September, a carefully coordinated and structured plan of patient and public engagement was undertaken over the last 3 months.

The following groups/organisations were seen in person to feedback at all stages of development to seek views and collate suggestions.

- Local Authority - Infinity Project and Communications
- HASVO - Somali Group
- Citizens Advice Bureau
- MIND
- AGE UK
- MENCAP
- Healthwatch
- London Ambulance Service Harrow

## Patient Groups

- Youth Action Group
- Harrow Patient Public Network
- St Peters Medical Patient Group
- Enderley Road Patient Group
- Interfaith Committee Group
- Harrow Pharmacy Committee

## Schools

- Stanmore College
- Harrow College

To help promote the App and website, 3 short viral videos were produced along with a 1 minute video specifically targeting young people. These will be played in every GP Practice, Walk-In Centres and Urgent Care Centres.

Stanmore College will show the videos to all 12000 pupils as they think the App will benefit students.

## Governance

As part of the CCG's commitment to ensuring that the app is embedded as 'business as usual' a clinical assurance group will be formed by Jan 2017. The attached enclosure details how the group will work to review the information on there currently and work on ways to help the tool evolve based on feedback.

## Potential Development areas once implemented

- Share data with a patient's GP (if an individual is in agreement)
- As part of the CCG's commitment to encouraging early intervention, a dedicated section for young people which will cover both physical and mental health.
- 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.
- Book Harrow GP appointments & repeat prescriptions.
- Opportunity to further customise the App to accommodate the local healthcare/social care environment.

**There will be a practical presentation of the App at the Health and Wellbeing Board January meeting.**

## **Section 3 – Further Information**

We would like to return to a future HWBB once the app is completed to demonstrate the full 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 App being available in languages other than English and hope to have this available by June 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 and family carer's 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 – Harrow Patients Participation Network 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 (Not required)**

<b>Ward Councillors notified:</b>	<b>NO</b>
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### **Section 7 - Contact Details and Background Papers**

**Contact:** Kwesi Afful, Programme Manager, Harrow CCG  
[kwesiafful@nhs.net](mailto:kwesiafful@nhs.net)

**Background Papers:** Report to Health and Wellbeing Board 8  
September 2016