

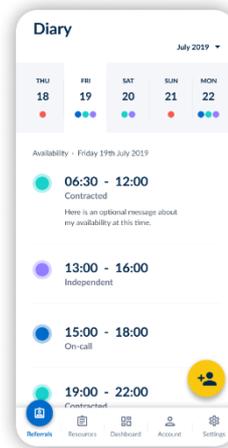
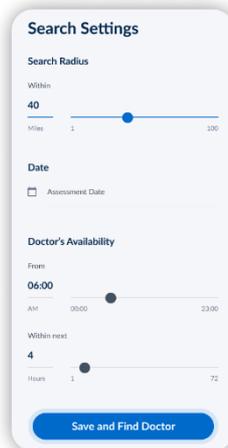
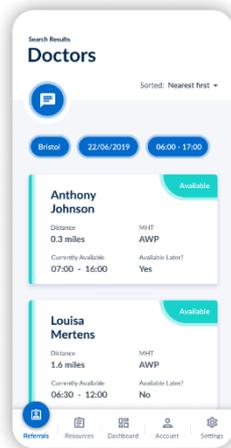


S12 SOLUTIONS



The **AHSN** Network England

NHS Innovation Accelerator



Implementation Toolkit

S12. Solutions

Mental Health

App and website enabling quicker and easier Mental Health Act (MHA) assessment set-up and claim form creation and submission.

What is the NHS Innovation Accelerator (NIA)?

- An award-winning national accelerator supporting committed individuals ('Fellows') to scale high-impact, evidence-based innovations across the NHS and wider healthcare system
- An NHS England initiative delivered in partnership with England's 15 Academic Health Science Networks (AHSNs) and hosted at UCLPartners
- Launched in 2015 to support the delivery of the Five Year Forward View, the NIA is highlighted in the NHS Long Term Plan, published in January 2019

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What is it?

S12 Solutions is an app and website, which makes Mental Health Act (MHA) assessment set-up and claim form processes quicker, simpler and more secure. Approved Mental Health Professionals (AMHPs) can search for available, local section 12 (s.12) approved doctors, and filter results by other criteria such as languages and specialisms, before contacting their shortlist and make arrangements via the platform. The platform facilitates claim form creation and submission, replacing the current paper-based process.

Service users are assessed sooner by the best available assessing team, minimising distress and risk. Allowing AMHPs to have more time to prepare for assessment and enabling doctors to get fairer access to and more control over their s.12 work. Police also spend less time waiting with service users in section 136 scenarios, reducing the risk of unlawful detention.

What's the problem?

- Mental Health Act (MHA) 1983 - is a law which allows people to be detained in hospital, without their consent, if they have a mental illness and need treatment. An individual can only be kept in hospital if certain conditions are met. A Section 12 approved doctor is trained and qualified in the use of the Mental Health Act 1983, usually a psychiatrist. They may also be a responsible clinician.
- The current paper-based MHA assessment set-up method routinely delays assessments because there is no easy way for AMHPs to identify available, local doctors. Paper lists of doctor details are often out of date, inaccurate and not checked against the national database of s.12 approved doctors.
- The inefficient claim form process results in absent or duplicate payment and sensitive service user information being sent insecurely.
- The Association of Directors of Adult Social Services (ADASS) reported in 2018 that difficulty finding doctors was the second most common cause of delay. Research undertaken by the Royal College of Psychiatrists found that assessments have a profound impact on service users, who report feeling disempowered, unsafe, disrespected and treated unfairly.
- Assessment delays can leave service users waiting for care, often in distress or at risk, while also detrimentally impacting the emergency services and places of safety, including A&E departments.
- The Department of Health and Social Care recognises these problems, and is aware of and interested in S12 Solutions' work.

What's the evidence?

- S12 Solutions was trialled and then commissioned in Cumbria and South West London. [The trial demonstrated:](#)
 - Reduced time for users to wait for assessment, and the possible distress, anxiety and risk experienced by them and their families
 - Increased the time AMHPs had to prepare for assessment, improving the experience for service users, and reducing the likelihood that AMHPs will work beyond their contracted hours
 - Cost savings for services in terms of saving AMHP assessment and data entry time, administrator time, and police and place of safety resources
 - That new doctors were being invited to undertake assessments thereby expanding the workforce
 - An improved ability to arrange assessments that were best fit for the service user
- It's estimated that S12 Solutions generate a total annual cost saving per Sustainability and Transformation Partnership (STP) of £214,055 with 60 mental health technicians, based on process efficiencies and cost savings generated by saving AMHP assessment and data entry time, administrator time, and police and place of safety resources ([Investment justification](#)).
- S12 Solution's data and reporting is the only one of its kind in the market place. S12 Solutions Limited owns all intellectual property rights for the software/applications created.
- S12 Solutions have a valid notification with the Information Commissioner's Office to cover personal data processing. The Data Security and Protection (DSP) Information Governance toolkit has also been completed.
- S12 Solutions is being processed for inclusion within the NHS Apps Library. The Digital Assessment Questionnaire¹ has been completed and approval is pending. An application for G Cloud 11 procurement framework² is in the process.
- Additional cost-saving evidence can be found here.

¹ [Digital Assessment Questionnaire](#)

² [G Cloud procurement framework](#)

How can I adopt S12 Solutions?

Each region is configured differently so the pricing structure is flexible. This includes initial set-up, platform access for all users, the claim form process, technical support, national database checks, and access to S12 Solutions' reporting suite.

S12 Solutions' account management team will work with a site to develop a training schedule and stay on the site for as many days necessary to cover the geography. Training materials will be shared during these sessions. The account manager will work with the site in an ongoing basis post-launch, to discuss user data and to make sure the area is fully utilising the platform. A customer service manager will be observing user data, to identify individuals that might be struggling, and provide further training if required.

If you would like to move forward with S12 Solutions please contact [Amy Manning](#) directly, to arrange a call to talk through specific area requirements and options. A quote will then be prepared and if agreed, a contract and payment schedule will be issued. Once these documents are complete the deployment process would begin.

S12 Solutions is now part of NHS England's Evidence Generation Fund.

Who else is using it?

S12 Solutions is receiving support from Wessex, Kent, Surrey and Sussex, Health Innovation Network, West Midlands, Yorkshire and Humber, Innovation Agency and South West AHSNs, and SETsquared. The Department of Health and Social Care is aware of and interested in the platform. S12 Solutions is also in the NHS England's Mental Health Act Digital Plan.

S12 Solutions has commissioning agreed in Surrey, Sussex, Hampshire, Southampton, Merseyside and Cheshire, Peterborough and Cambridgeshire, and are working with these teams to set up and launch the platform. The team also has business cases at various stages in other areas of the country.

~~Version two of the platform is due to go live in July 2019 and can service 500 managing authorities, 150,000 doctors, 4,000 AMHPs and 10,000 GP practices. Due to England, Wales and Northern Ireland sharing very similar MHA assessment practices, the platform has potential to cover these areas also.~~

Endorsements

“We have often found it extremely difficult to find s.12 doctors in an expedient manner when we have had a high volume of referrals. Doctor availability has improved significantly since the app was launched, which has led to a reduction in delays to assessments” - **Dominic Marley, Approved Mental Professional Lead for the London Boroughs of Richmond and Wandsworth, Team Manager, Wandsworth Borough Council**

“As an AMHP I have found the app really helpful. It gives me more information about the s12 Doctor and their location, it is more up to date than my previous written list.” - **Approved Mental Professional Lead Cumbria**

“Our out of hours teams regularly struggle to find s.12 doctors from 4/5am onwards. Many of the s12 work full time or only during the day so don't want to come out at this time. However, the app has helped us identify a number of doctors who are available during these periods. This has led to a reduction in delays to assessments during these time periods.” **Approved Mental Professional Lead**

Letters of support from:

- Amy Scammell, Acting Director of Strategy and Commercial Strategy SW London AHSN
- Tom Fairclough, Mental Health Programme Manager, NHS Liverpool CCG
- Alison Griffiths, Programme Manager, Wessex AHSN
- Claire Murdoch, National Mental Health Director, NHS England
- Sonya Mclean, Mental Health and Transformation Commissioning Manager for Crisis Care, Hampshire and the Isle of Wight STP



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