Headline Sponsors:

Graphnet Transforming Care

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PATIENT ENGAGEMENT STAGE

Stage Sponsor: PATIENTS KNOW BEST®
The Patient's Company

The MindMeds App

Co-developing a Mental Health Medicines app with Lived Experience Members

NHS

South West London and
St George's Mental Health
NHS Trust

The Challenge

Medication adherence are as low as

- 50–60% in depression

- 35% for schizophrenia and bipolar affective disorders

- Negative health impact
  - Exacerbation of their illness, relapse and complications
  - re-hospitalization, poor psychosocial outcomes
  - reduce effectiveness of subsequent treatment
  - wastage of limited health care resources
  - substance abuse
  - suicide

*Farooq S, Naeem F. Tackling nonadherence in psychiatric disorders: current opinion. Review. Dovepress. Neuropsychiatr Dis Treat. 2014;**10**:1069–1077*
Mibel F, Heikki E, Mari L. Non-compliance to medication in Psychiatric patients. Tuku University of Applied Sciences. 2013.
*Colom F. And VE. Non-adherence in psychiatric disorders: misbehaviour or clinical feature? Acta Psychiatr Scand. 2002;**105**:161–163*
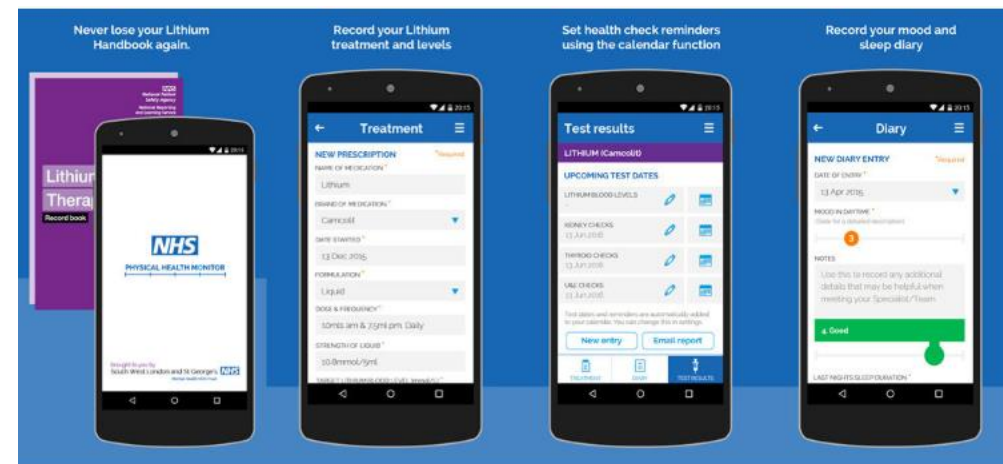
The Backdrop
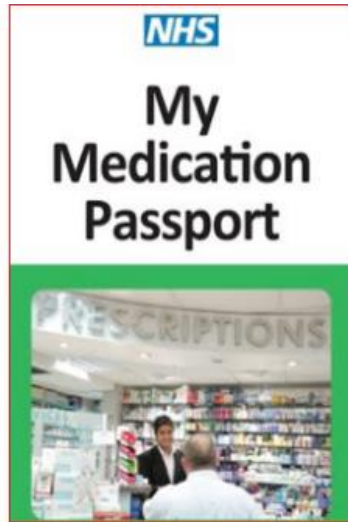
Medicines Passports

Medication Diaries

Lithium App
- Widely used for monitoring
- Easy access
- Durable

Next step…….

Aims & Objectives

- To co-design and develop an app with lived experience members

- To create a product that empowers service users

- To enable service users record to important aspects about their medicines and symptoms

- To use as a tool to have meaningful conversations with clinicians around their medicines and build this into our pathways

- To use a sustainable approach to provide high quality of care

Prevention

Empowerment of patients and staff

High value care

Reducing carbon (reducing waste)

Royal College of Psychiatry Top Ten tips on Sustainability in Psychiatry

Co-Production & Involvement

"Delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours"
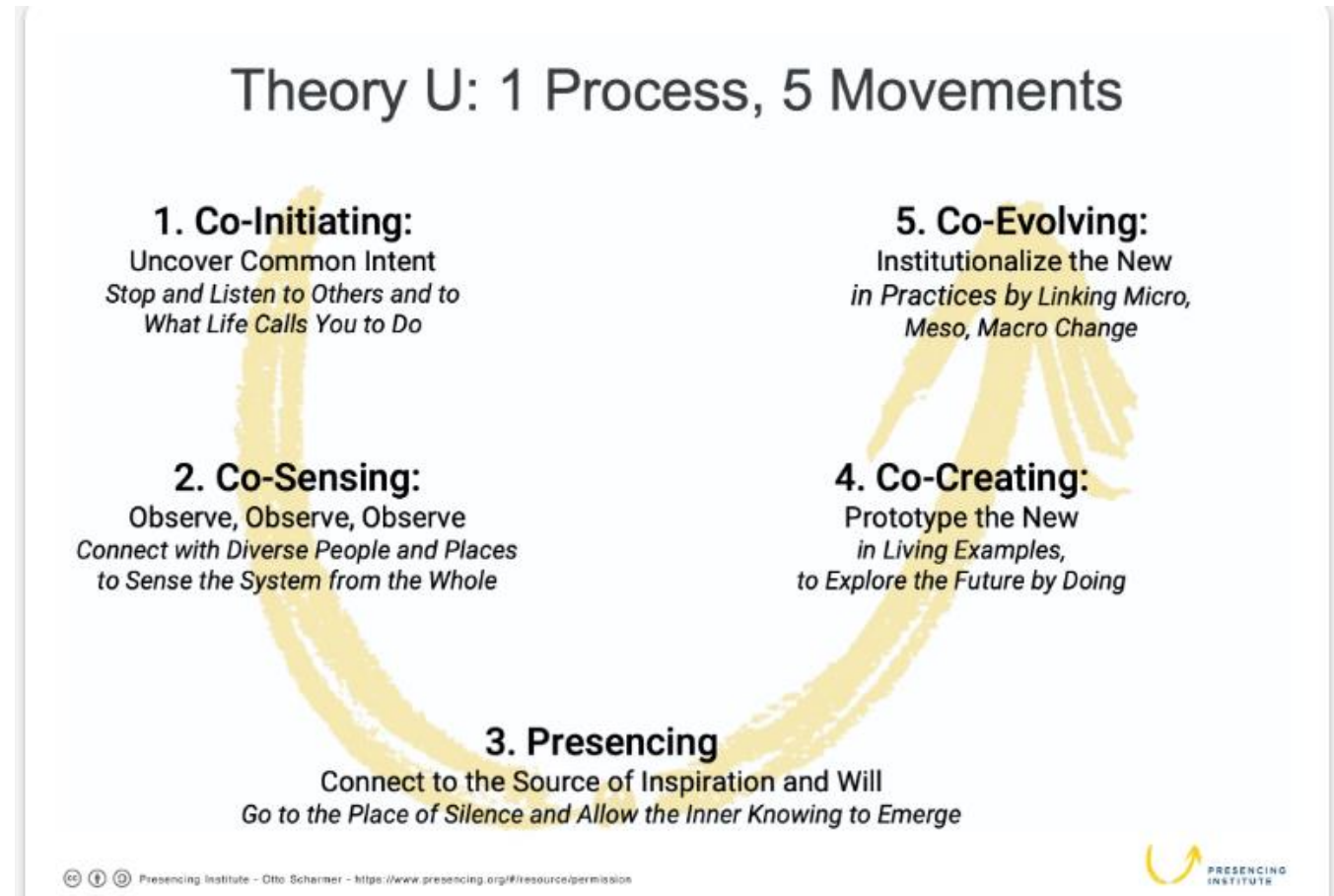*Boyle and Harris 2009*

"The active inclusion of the perspectives of service users collectively in the design, commissioning, delivery and evaluation of services, as well as in policy development"
Together / NSUN Service User Involvement in the delivery of mental health services –
May 2014
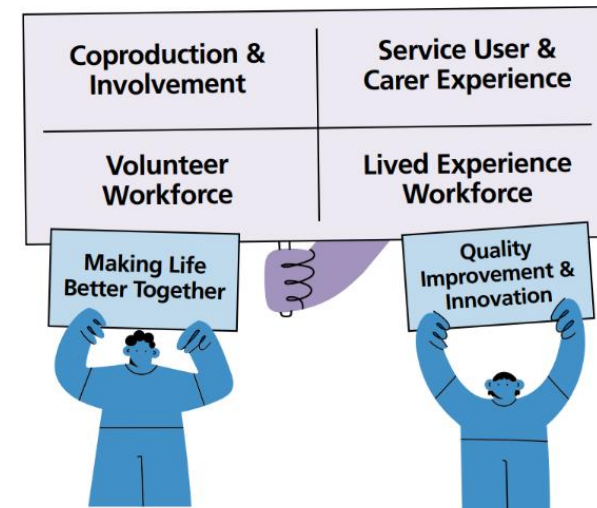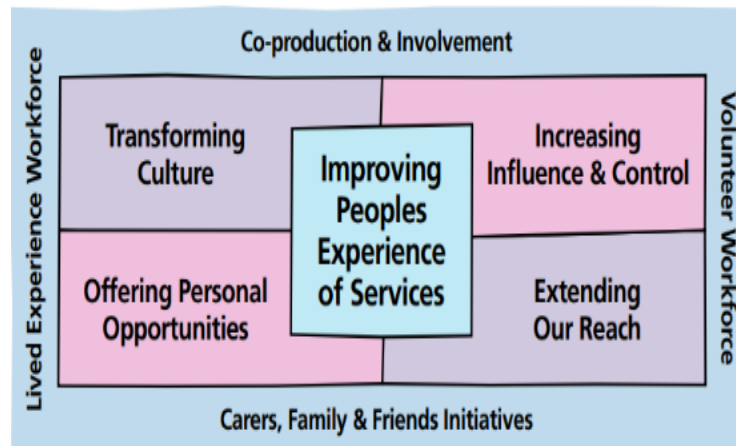
Methodology

- ***Design thinking principles*** We needed to understand **the user's perspective** and how this could benefit them.

- ***Cognitive diversity*** and collaborative improvements in both content and design

- ***Stakeholder Engagement*** allowed us as clinicians and lived experience members test for robustly for benefits, bugs and ease of use.

- ***3 Sprints of development***
  - *Design and test dummy app*
  - *Feedback, review and amend*
  - *Finalise, safety check and deploy*

Theory U: 1 Process, 5 Movements

1. Co-Initiating:
Uncover Common Intent
Stop and Listen to Others and to What Life Calls You to Do

5. Co-Evolving:
Institutionalize the New
in Practices by Linking Micro, Meso, Macro Change

2. Co-Sensing:
Observe, Observe, Observe
Connect with Diverse People and Places to Sense the System from the Whole

4. Co-Creating:
Prototype the New
in Living Examples, to Explore the Future by Doing

3. Presencing
Connect to the Source of Inspiration and Will
Go to the Place of Silence and Allow the Inner Knowing to Emerge

Presencing Institute - Otto Scharmer - https://www.presencing.org/#/resource/permission

PRESENCING INSTITUTE

Scharmers Theory U model
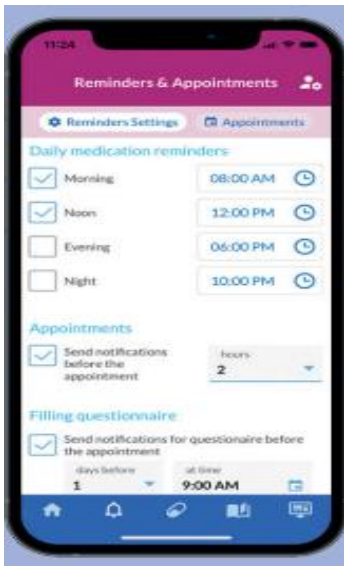
MindMeds App Features

User interface
- Intuitive user interface
- Visual alerts for values outside recommended ranges
- Graphical display of user-entered data (i.e. wellbeing scores)
- Available for Android and iOS

Make Records
- Sleep and daily moods
- Test results
- Evaluation questionnaires eg. GASS, LUNSERS, ASEC Keeping a diary of the user's wellbeing, and any symptoms

Customisable reminders
- Medicine intake according to the user's prescribed intake plan
- Doctors' and other specialists' appointments
- Submitting questionnaires
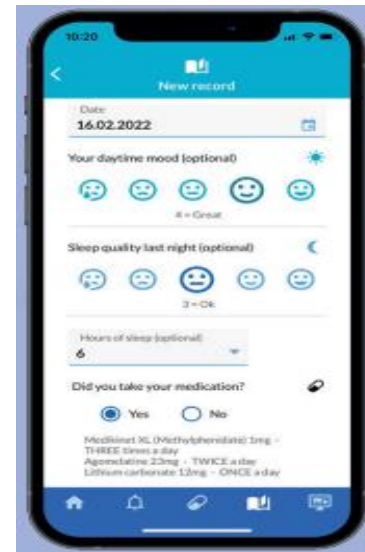- Reminders can be added to a device calendar (iOS or Android
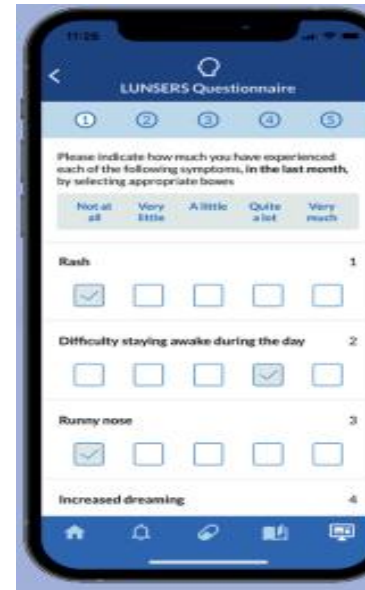
Data privacy & security
- User's data is stored exclusively on their mobile device
- Protected with PIN/biometrics
- Data export functionality controlled by the userUnique tracking of everyday experiences

Benefits

- Patient empowerment
- Improved adherence
- Increased awareness of
  - ➢ Mood
  - ➢ Sleep
  - ➢ Side-effects
  - ➢ Symptoms
  - ➢ Physical health test results and monitoring

- Ability to track information to help you manage your health and wellbeing
- Enable easier and more structured discussions with care provider
- A companion tool to support working with a therapist

Awareness & Roll-Out!

"Opportunity to support the development of and test a new app for mental health medicines and monitoring that is currently being built alongside an external company"

"Boost in recovery and confidence and your voice can and does make a difference" *Lived Experience Member*.

"Working together with a shared vision as equal partners meant service users were able to help staff think outside the box, look for future innovations and learn from real experience and identify their own blind spots." *Seema Shah, Chief Pharmacist.*

- Over 400 downloads

- Governance and Implementation group

- Embedding into clinical review process

- Wider systems integration e.g. EPR, NHS App

YOUR SECURE HANDHELD MENTAL HEALTH MEDICATION RECORD

MindMeds

Reminders & Appointments
Set reminders for medication, appointments and questionnaires

My Medicines
Record your current medicines and useful links

My Wellbeing
Track my sleep, mood, symptoms, weight and BMI

My Monitoring
Record blood & other test results, wellbeing charts, side effect & risk questionnaires

Use MindMeds app to stay connected with your healthcare team using the sharing feature, with complete control over what you share and when.

Android   IOS

For further information, please contact SWLSTG Medicines Information team on 020 3513 6829.