

Our ref: IG/FOI/FOI.137.24

20 December 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information, which was received on 09 December 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require. For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request:

I am aiming to gather information on all digital technologies used for adult mental health services. I would appreciate as much detail as possible regarding the following questions:

1. Please state any digital technologies, e-therapies, internet-delivered therapies, online or digital therapies, digitally enabled therapies or digital therapeutics for adult mental health problems that your Health Board service have been procured, contracted or are paid for by the service for use by service users. For example, these might include, but are not limited to, internet-delivered cognitive behaviour (CBT) with or without therapist support, smartphone applications, web applications or programmes, wearables (including devices or sensors) or extended reality technologies (i.e. virtual reality, augmented reality). Please format this as a list indicating which have been procured, contracted or paid for by the service.
2. Additionally, please state any digital technologies, e-therapies, internet-delivered therapies, online or digital therapies, digitally enabled therapies or digital therapeutics for adult mental health problems that your Health Board service uses or recommends to service users. For example, these might include, but are not limited to, internet-delivered cognitive behaviour (CBT) with or without therapist support, smartphone applications, web applications or programmes, wearables (including devices or sensors) or extended reality

technologies (i.e. virtual reality, augmented reality). Please format this as a list indicating which are recommended and which are used by the Health Board.

Please Note: we distinguish between 1) used and recommended and 2) procured, contracted or paid for by the service based on the following:

- Procured, contracted or paid for by the service - these are technologies from suppliers that have been formally agreed and paid for by the Health Board to use in service.
- Used or recommended - these are technologies that have not been formally procured or contracted but might be suggested to service users (e.g. a list of technologies given upon referral, while on the waitlist for treatment, upon treatment commencement or completion) or used by clinicians in service.

3. For the period of 2023/24, please provide any data monitoring information you collect on the technologies listed above. For example, the number of people that have been recommended or reported using the technologies, how long they continued to use the technology or whether there was a reported benefit from their use. Please state where this data is collected from (e.g. the technology providers or from the service).

4. Please list any separate Community Mental Health Teams (CMHTs) that run services on your behalf or in connection with your Health Board.

5. Please state any organisations or third parties (e.g. ORCHA) you may have partnered with or commissioned to create or provide an App Library.

6. For the period of 2023/24, please state the total number of people your Health Board treated for common mental health problems, including how many were treated for each problem.

Please provide the information you hold in the form of a PDF, .CVS or .DOC as you see fit.

Powys Response:

Q1. & Q2. Powys Teaching Health Board (PTHB) host the Online Cognitive Behavioural Therapy CBT Service, delivered nationally for patients across 7 health boards. The service is funded by Welsh Government and the Online CBT Service uses the digital platform SilverCloud® by the company Amwell. The platform is an internet-based service, that can be accessed via a web browser or through the SilverCloud® app. The offer is a range of mental health and wellbeing programmes which are based on CBT-principles. All patients receive support through the programme by a PTHB staff member, and therefore we describe the service as a "guided self-help" approach.

Q3. Please see the list below for the data monitoring information we collect on the technologies listed above.

- Referral numbers
- Patient referral information (DOB, GP, Health Board)
- Referrals per referring team/ health board
- Patient demographics (age, gender, ethnicity)
- Patient clinical outcomes

- Status (no. of discharged, active, invited referrals)
- Programme update (space from depression, anxiety, stress, etc.)
- Number of activation calls made to patients
- Status outcome (completed service, partially engaged/completed, did not activate etc).
- Module feedback (finding the modules, relevant, interesting, helpful, helpful to make progress)
- End feedback, both qualitative and quantitative data.

This data is collected by the service within the service patient management system. Some of this data is also available on the technology providers platform (SilverCloud®) and aligned with PTHB data / Information Governance requirements.

Q4. & Q5. Not applicable for Online CBT Service.

Q6. Please see the response below for the number of people PTHB treated for common mental health problems broken down by calendar years and financial year.

Calendar year stats:

- 2023 and 2024 (to date 18/12/24) saw a total of 11,996 self-referrals, and 1,412 referred-in referrals.
- Blended service saw an additional 225 referrals from August 2023-to date (blended dates are taking to align with the current blended contract which is a commissioning arrangement with the 3rd sector organisation Ponthafren Consortium).
- A total of 13,633 acknowledging partial figures for blended.

Financial year stats:

- April 2023 to March 2024 saw a total of 5,822 self-referrals, 591 referred-in referrals, 123 blended referrals.
- A total of 6,536 referrals for April 2023 to March 2024.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via powysfoi.foi@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Louisa Kerr

Assistant Director for Mental Health and Learning Disabilities

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.