

<b>Reference:</b>	FOI.16164.24
<b>Subject:</b>	Digital technologies used for adult Mental Health Services (MHS)
<b>Date of Request:</b>	9 December 2024

**Requested:**

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:
  - a. *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.
  - b. *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.

## **Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

As the information requested for question 6 is not collated and recorded centrally, the UHB would need to undertake a manual trawl of all adult Mental Health (MH) patient records, for the 2023/24 financial year, to identify any information that may fulfil your request.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the accessible information it holds below.

1. Up to July 2024, the UHB had procured a licence for a self-help website; this was branded as ‘IAWN’ within the UHB. However, this licence has since lapsed and the UHB is in the process of recommitting to this licence.

The IAWN website offered a range of self-help guides, which have been developed by NHS clinical psychologists with extensive experience in treating MH conditions, who created evidence-based strategies and interventions aimed at promoting mental well-being. The website is hosted and owned by ‘Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW), who maintain, update and issue the licence to utilise the resources.

The guides have benefited from contributions from service users and healthcare staff, ensuring that they reflected real-life experiences and incorporate diverse perspectives.

In a twelve (12) month period from July 2023 to June 2024, over two thousand (2,000) people accessed the website, with all guides being accessed regularly. Users can interact with the guides directly on the UHB’s website, typing into a guide and saving their own personalised version. This feature allows individuals to tailor the content to their specific needs and preferences.

2. The UHB’s adult MHS utilises the SilverCloud option via a hyperlink that is provided within correspondence sent out to patients who have been referred to the Local Primary Care Mental Health Support Services (LPMHSS).
3. The UHB does not hold a data set for the information requested. SilverCloud is hosted by Powys Teaching Health Board (PTHB), who undertake data collection of referrals and service users.

Patients primarily self-refer into the service or more recently, the UHB has been participating in a pilot programme to refer patients; to date, the UHB has referred nineteen (19) patients. PTHB share updates on the referrals with each Health Board on a monthly basis. However, for self-referrals, these are limited to the number of self-referrals received and no feedback is given,

whereas for professional referrals, some additional data regarding the patient's engagement in treatment is shared.

In order to access the information requested, it is recommended that you submit this part of your request to PTHB for response. The Freedom of Information team within PTHB is contactable by email on: [powysfoi.foi@wales.nhs.uk](mailto:powysfoi.foi@wales.nhs.uk)

4. As this information is already within the public domain, the UHB has applied an exemption under Section 21 of the FoIA, as the information is accessible by another means. The UHB's MH sites are available on the UHB's website:

For ease of reference, please click on the link provided below, which will take you directly to the MH hospitals and sites webpage:

[Mental health - Hywel Dda University Health Board](#)

5. The UHB's Primary Care Liaison Service (PCLS) has a profile with **Organisation for the Review of Care and Health Apps (ORCHA)**, which staff can access to support patients at tier 0.
6. Section 12 exemption applied. However, under Section 16, the UHB provides, within the table below, the number of accepted adult MH referrals received by the listed services, during the 2023/24 financial year.

MH service	Number
Community Mental Health Team	5,274
LPMHSS	3,060
Integrated Psychological Therapy Service	922