Independent Evaluation of the
S12 Solutions Platform
in Hampshire & Southampton

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## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Slide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Background</td>
<td>4</td>
</tr>
<tr>
<td>System Challenges for Hampshire and Southampton</td>
<td>5</td>
</tr>
<tr>
<td>What is S12 Solutions?</td>
<td>6</td>
</tr>
<tr>
<td>Pathway Overview</td>
<td>7</td>
</tr>
<tr>
<td>Headlines</td>
<td>8</td>
</tr>
<tr>
<td>Evaluation Process</td>
<td>9</td>
</tr>
<tr>
<td>Data Overview</td>
<td>10</td>
</tr>
<tr>
<td>Setting the Scene</td>
<td>11</td>
</tr>
<tr>
<td>Impact of S12 Solutions on AMHPs and MHA Assessment Team Set Up</td>
<td>16</td>
</tr>
<tr>
<td>Impact of S12 Solutions on AMHPs and AMHP Morale</td>
<td>26</td>
</tr>
<tr>
<td>Impact of S12 Solutions on s.12 Doctors</td>
<td>29</td>
</tr>
<tr>
<td>Impact of S12 Solutions on Claim Form Processing and Payment of s.12 Doctors</td>
<td>35</td>
</tr>
<tr>
<td>Impact of S12 Solutions on Governance Processes</td>
<td>41</td>
</tr>
<tr>
<td>Summary of Key Findings</td>
<td>45</td>
</tr>
<tr>
<td>What Helped and Hindered Implementation?</td>
<td>46</td>
</tr>
<tr>
<td>Feedback on the S12 Solutions Support Team</td>
<td>47</td>
</tr>
<tr>
<td>Impact of S12 Solutions on Efficiency Savings</td>
<td>48</td>
</tr>
<tr>
<td>Key Findings</td>
<td>49</td>
</tr>
<tr>
<td>Conclusion</td>
<td>53</td>
</tr>
</tbody>
</table>
Hampshire and Isle of Wight Sustainability and Transformation Partnership (HIOW STP) launched the S12 Solutions platform in Southampton in October 2019, closely followed by Hampshire in November 2019.

The STP commissioned Wessex Academic Health Science Network (AHSN) to carry out an independent evaluation of the impact of the platform with the intention that if S12 Solutions proved successful over its first year then longer term commissioning may be initiated.

The following slides outline the key findings from the evaluation.

An implementation support guide has also been produced, based on lessons learned locally. It provides information that may be useful to other sites looking to implement this innovation.

The implementation support guide and the full S12 Solutions evaluation report can be found on our website: https://wessexahsn.org.uk/projects/331/s12-solutions-evaluation

During the evaluation, the COVID-19 pandemic developed. We have highlighted throughout the report where this has impacted on the evaluation.
Background

- In most cases when people are treated in hospital or another mental health facility, they have agreed or volunteered to be there. However, in certain circumstances, if a person needs urgent treatment for a mental health disorder and is at risk of harm to themselves or others, they can be detained, also known as sectioned, under the Mental Health Act (1983) and treated without their agreement.

- Before a person can be lawfully detained they need to have a Mental Health Act (MHA) assessment carried out by an assessing team, who must agree that detaining the person in hospital is the best way to provide their care.

- An assessing team consists of an Approved Mental Health Professional (AMHP) and typically two doctors: a registered medical practitioner and a section 12 approved doctor (s.12 doctor).

- AMHPs are authorised by the local authority to coordinate and oversee MHA assessments. They organise the assessing team and carry out the preparation for the assessment in line with the MHA code of practice. Reviewing the patient’s background information, establishing if they are known to mental health services, contacting the relevant people involved, and attempting to identify the person’s nearest relative.

- Sourcing the appropriate doctor(s) to undertake the assessment is often challenging especially if the individual has a need requiring specialist knowledge, such as a learning disability (LD) or they are under the age of 18.

- It is best practice for the AMHP to seek a doctor who knows the patient in a professional capacity (doctor with previous acquaintance), or that specialises in a specific area e.g. LD, Child and Adolescent Mental Health Services (CAMHS), Older Persons or Adult Psychiatry.

- Once appropriate doctors are identified, a suitable assessment time needs to be established when both doctors are available. If an agreed time cannot be found, the search for a second doctor begins again. This searching and seeking process can take several hours, which means a patient can be left waiting for long periods, and the AMHP can lose valuable preparation time.

- After the doctors have confirmed their attendance, the assessment will go ahead at the agreed time and an outcome for the assessment will be reached.

What is a section 12 approved doctor?  
The Royal College of Psychiatrists defines a section 12 approved doctor as ‘a medically qualified doctor who has been recognised under s12(2) of the MHA as having specific expertise in the diagnosis and treatment of mental disorder’.

What is an Approved Mental Health Professional?  
AMHPs typically have a background in social work, occupational therapy, mental health nursing, or clinical psychology. They have to gain Approved Mental Health Professional status to practice. They are responsible for safeguarding the human and civil rights of a person being assessed under the MHA. Ensuring the person is appropriately interviewed, is aware of their rights, has access to an advocate, and is treated with respect and dignity.
System challenges for Hampshire and Southampton

- AMHPs can spend hours working from paper lists trying to find suitable doctors, and then coordinating their availability to attend assessments (particularly for assessments requiring specific specialties).
- The lists of s.12 doctors can be out of date, containing inaccurate information.
- The time lost searching for appropriate doctors can delay assessments, leaving patients distressed and at risk.
- AMHPs may work beyond their contracted hours if an assessment happens at the end of or after their shift because they have not been able to find available s.12 doctors.
- Emergency Department (ED), ambulance, police and place of safety resources are taken up during delays.
- There is no robust process for checking whether the doctor’s s.12 approval status has expired or been suspended.
- The AMHPs are unable to access the full range of s.12 doctors available.
- The lack of s.12 doctors can be a challenge, particularly in more rural parts of the region.
- Doctors can be reluctant to put themselves forward for s.12 work because they have no control over the times they are contacted, and they do not want to receive calls at inconvenient times.
- Delayed or missing s.12 claim payments can disincentivise doctors from participating in s.12 work and create additional work for those administering payments.
- Delayed assessments may increase unlawful detentions, which could increase the likelihood of incident reports/compensation claims.
- s.12 doctors can stockpile paper payment claim forms and submit them in bulk, which can prevent the CCG from budgeting effectively.
- Protracted assessment set up time reduces the time AMHPs have available to prepare for assessments.
What is S12 Solutions?

S12 SOLUTIONS

- S12 Solutions is a mobile application and website created to make MHA assessment set-up and claim form processes quicker, simpler and more secure.

- The platform connects AMHPs with s.12 doctors.
  - S.12 doctors use the app or website to define their availability; adding ad hoc availability or recurring availability, depending on their schedule, as well as sharing the capacity in which they are available at that time, i.e. on-call, working for the trust, or independent.
  
  - AMHPs can then use the platform to build their preferred assessment team by searching for and selecting appropriate doctors based on the doctors’ availability, base location, specialisms, and gender.

  - At the end of an assessment the platform can be used to create, complete, and submit payment claim forms for the doctors.
Pathway Overview

Simplified overview of the pathway from the point an AMHP receives a referral to the point the MHA assessment has been completed:

- **AMHP receives referral for a person in crisis**
- **AMHP gathers information**
  - Carries out background checks
  - Identifies any current or previous mental health presentations
  - Contacts person’s nearest relative
- **AMHP sets up assessment**
  - Books **Doctors** for the assessing team
  - Coordinates any other resources required for the assessment
- **Assessing team travels to assessment**
- **MHA assessment takes place**
- **Assessment Completed**
  - Person is detained under the MHA
  - Person is admitted but not detained
  - Person is discharged
- **AMHP completes claim forms to pay doctors for attending the MHA assessment**

Where S12 Solutions impacts the pathway
274 days since S12 Solutions was launched (9 months)

70 AMHPs registered on the platform

116 s.12 doctors registered on the platform

2,028 s.12 doctor attendances booked for assessments through the platform (approx. 179 a month since January 2020)

Over 1,700 s.12 doctor claim forms submitted through the platform (approx. 254 a month since January 2020)

s.12 approval checked automatically via a link to the Department of Health and Social Care Mental Health Act Register Database, reducing the risk of unlawful detention

Fewer phone calls, texts and e-mails needed to arrange assessing teams

22 out of 29 (76%) AMHPs said they value the effect S12 Solutions has had on their work

28 out of 29 (97%) AMHPs felt that S12 Solutions has given them access to a larger network of s.12 doctors

22 out of 27 (81%) s.12 doctors contacted said they would recommend the S12 Solutions platform to others

More than 3.5 hours of admin time saved for every 50 claim forms processed

Improved governance - patient and staff data is now more secure
Evaluation Process

- The evaluation adopted both quantitative and qualitative methodologies (mixed methods).
- A pre-post approach was used, whereby the impact of the intervention was measured against a pre intervention baseline.
- Following the launch of S12 Solutions, a two month ‘settling in’ period was allowed before any follow up data was collected, so that S12 Solutions could become established within the pathway.
- Data and contextual information was gathered from the local system.
- Baseline and follow up questionnaires were used to obtain feedback from AMHPs and s.12 doctors.

Evaluation Questions:

1. What is the impact of S12 Solutions on the set up of MHA assessing teams in Hampshire and Southampton?
2. Has the innovation impacted AMHP morale?
3. What is the impact on s.12 doctors’ experience of the MHA assessment set up and claim form process?
4. How has S12 Solutions impacted on local governance processes?
5. What is the impact of the S12 Solutions platform in terms of efficiency savings?
## Data Overview

<table>
<thead>
<tr>
<th>Area of Impact</th>
<th>Measure</th>
<th>Indicator of success</th>
<th>Data Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMHPs</td>
<td>Time taken to organise a MHA assessing team</td>
<td>Reduction</td>
<td>AMHP feedback via baseline and follow up questionnaires</td>
</tr>
<tr>
<td></td>
<td>Impact of the assessment team set up process on AMHPs’ morale</td>
<td>Improvement in morale</td>
<td>AMHP feedback via baseline and follow up questionnaires</td>
</tr>
<tr>
<td>s.12 Doctors</td>
<td>Number of s.12 doctors accessible to the AMHP Teams</td>
<td>Increase</td>
<td>Anecdotal Evidence from AMHP Leads</td>
</tr>
<tr>
<td></td>
<td>Doctors’ experience of the MHA assessment set up and payment process</td>
<td>Improvement</td>
<td>Data provided by S12 Solutions Ltd</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>AMHP feedback via baseline and follow up questionnaires</td>
</tr>
<tr>
<td>Claim Form Processing</td>
<td>Time taken to process claim forms</td>
<td>Reduction</td>
<td>Data provided by the NHS Southampton City CCG Finance Team</td>
</tr>
<tr>
<td></td>
<td>Time taken for s.12 doctors to receive payment</td>
<td>Reduction</td>
<td>Data provided by the NHS Southampton City CCG Finance Team</td>
</tr>
<tr>
<td>Governance Processes</td>
<td>Number of points in the process for potential GDPR breaches and risk of unlawful detentions</td>
<td>Reduction</td>
<td>Evidence provided by system stakeholders</td>
</tr>
</tbody>
</table>

Please see the full S12 Solutions evaluation report for further details on the data sources explored and ruled out for the purposes of this evaluation: [https://wessexahsn.org.uk/img/projects/S12%20Solutions%20Evaluation_Full%20Report_September%202020.pdf](https://wessexahsn.org.uk/img/projects/S12%20Solutions%20Evaluation_Full%20Report_September%202020.pdf)
Evaluation of the S12 Solutions Platform

Setting the Scene
Context – AMHP Team Set Up

Hampshire AMHP Team

- Geography covered: countywide
- Estimated population of Hampshire (excluding Portsmouth and Southampton): 1,382,500 people (source: ONS 2019 mid-year estimates)
- Located: AMHP Hub is based at Hampshire House, Eastleigh
- Service is staffed by:
  - 18 Hub AMHPs
  - 34 community AMHPs (with flexible working patterns)
  - 3 Casual AMHPs
- Operates: Monday to Friday, 9:00am – 5:00pm with 7 – 8 Hub AMHPs available and 4 community AMHPs.
- Out of hours: the service aims to have a minimum of 3 Hub AMHPs available on call. At weekends this typically increases to 5 Hub AMHPs.
- Administration: During core operating hours the team has administrative support who take phone calls on behalf of the team.
- Average number of MHA assessment referrals received: 190 per month
- Average number of MHA assessments carried out: 145 per month
- Approach for contacting s.12 doctors: Paper lists of approximately 20-25 doctors used.

Southampton AMHP Team

- Geography covered: inner city population
- Estimated population of Southampton: 252,520 people (source: ONS 2019 mid-year estimates)
- Located: Centralised AMHP Team based at the Civic Centre, Southampton
- Service is staffed by:
  - 12 qualified AMHPs
  - 3 trainee AMHPs
- Operates: Monday to Friday, 9:00am – 5:00pm with 2 – 3 AMHPs. The 7 days a week there is a rolling shift pattern: with 1- 2 additional AMHPs available between 7:00am and 2:00am.
- Out of hours: one AMHP on call between 2:00am and 7:00am.
- Administration: No administrative support, calls go directly to the AMHP Team
- Average number of MHA assessment referrals received: 82 per month
- Average number of MHA assessments carried out: 64 per month
- Approach for contacting s.12 doctors: numbers for approximately 30 s.12 doctors saved to the team’s central phone
Engagement - Usage of the S12 Solutions Platform by the AMHPs

- S12 Solutions training delivered in the first week of October 2019.
- All 70 AMHPs from Hampshire and Southampton registered on the platform.
- Two S12 AMHP Champions have been assigned within each team to support engagement with the platform.
- Both Hampshire and Southampton AMHP team leads are continuing to work with their AMHPs and the AMHP Champions to support and encourage engagement with the S12 Solutions platform.
- There are a number of instances where using the platform may not be beneficial for example, if the assessment takes place ‘out of area’ in a location that does not use the platform, then paper process will need to be followed.
- Similarly, if the AMHP needs to contact a doctor who is not registered on the platform, they will need to revert to the paper process.
- Adoption of the platform was not immediate across Hampshire and Southampton; uptake has been gradual.
Engagement - Usage of the S12 Solutions Platform by the AMHPs

Number of s.12 doctor attendances booked via the S12 Solutions platform

- **S12 Solutions goes live for the Southampton AMHP Team**
- **Hampshire AMHP Team joins the pilot**
- **March 2020: onset of COVID-19**

<table>
<thead>
<tr>
<th>Month</th>
<th>Count</th>
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<tbody>
<tr>
<td>Oct</td>
<td>22</td>
</tr>
<tr>
<td>Nov</td>
<td>80</td>
</tr>
<tr>
<td>Dec</td>
<td>201</td>
</tr>
<tr>
<td>Jan</td>
<td>234</td>
</tr>
<tr>
<td>Feb</td>
<td>263</td>
</tr>
<tr>
<td>March</td>
<td>253</td>
</tr>
<tr>
<td>April</td>
<td>251</td>
</tr>
<tr>
<td>May</td>
<td>341</td>
</tr>
<tr>
<td>June</td>
<td>383</td>
</tr>
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Engagement – Usage of the s.12 Solutions Platform by s.12 doctors

Using the Department of Health and Social Care Mental Health Act Register Database (the national list of all currently approved s.12 doctors) HIOW STP identified 118 individual s.12 approved doctors within the Hampshire/Southampton area. This figure includes 17 independent doctors.

HIOW STP set out with the aim of encouraging 95% (112 out of the 118 s.12 approved doctors) to register on the S12 Solutions platform.

By June 2020, HIOW STP’s aim was achieved; 116 doctors were registered on the platform.
Impact of the S12 Solutions Platform on:

Approved Mental Health Professionals

MHA Assessment Team Setup
Impact of S12 Solutions on MHA Assessment Team Setup: Hampshire AMHP Service

On average, how many phone calls/text messages/e-mails do you make to doctors before a Mental Health Act assessment team is assembled?

- This question was answered by all 26 Hampshire AMHPs who took part in the baseline questionnaire and all 22 Hampshire AMHPs who completed the follow up questionnaire*.

- The graph demonstrates that since the introduction of the S12 Solutions platform the Hampshire AMHPs need to make fewer attempts to contact doctors to organise assessing teams.

*10 of the Hampshire AMHPs who completed the questionnaire at baseline went on to complete the follow up questionnaire, the remaining respondents are different AMHPs from across the Hampshire AMHP Service.
Impact of S12 Solutions on MHA Assessment Team Setup: Hampshire AMHP Service

This question was answered by all 26 Hampshire AMHPs who took part in the baseline questionnaire and all 22 Hampshire AMHPs who completed the follow up questionnaire.

The graph indicates that since the introduction of S12 Solutions, the Hampshire AMHPs have experienced a reduction in the average time it takes to assemble an assessing team for a section 136 assessment.

On average, how long does it take to arrange the assessing team for someone placed under s.136?

<table>
<thead>
<tr>
<th>Time taken to arrange the assessing team</th>
<th>Baseline</th>
<th>Follow up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 hour</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>1-2 hours</td>
<td>35%</td>
<td>0%</td>
</tr>
<tr>
<td>3-4 hours</td>
<td>32%</td>
<td>0%</td>
</tr>
<tr>
<td>5-6 hours</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>7 or more hours</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Impact of S12 Solutions on MHA Assessment Team Setup: Hampshire AMHP Service

On average, how long does it take to arrange the assessing team for an urgent community Mental Health Act assessment?

- This question was answered by all 26 Hampshire AMHPs who took part in the baseline questionnaire and all 22 Hampshire AMHPs who completed the follow up questionnaire.

- The graph indicates that since the introduction of S12 Solutions the Hampshire AMHPs have also experienced a reduction in the average time it takes to assemble an assessing team for an urgent community MHA assessment.
Impact of S12 Solutions on MHA Assessment Team Setup: Southampton AMHP Service

On average, how many phone calls/text messages/e-mails do you make to doctors before a Mental Health Act assessment team is assembled?

- This question was answered by all 7 Southampton AMHPs who took part in the baseline questionnaire and follow up questionnaire*.
- The results do not indicate a clear trend and therefore suggest that based on the seven responses, S12 Solutions has not had a distinguishable impact on the number of contact attempts required to assemble an assessing team.

*3 of the Southampton AMHPs who completed the questionnaire at baseline went on to complete the follow up questionnaire, the remaining respondents are different AMHPs from across the Southampton AMHP Service. The results are presented as counts of respondents rather than as a proportion (%) as the sample size is small and the same size for both questionnaires.
Impact of S12 Solutions on MHA Assessment Team

Setup: Southampton AMHP Service

On average, how long does it take to arrange the assessing team for someone placed under s.136?

<table>
<thead>
<tr>
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<th>Baseline</th>
<th>Follow up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 hour</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>1-2 hours</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>3-4 hours</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>5 hours or more</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

- This question was answered by all 7 Southampton AMHPs who took part in the baseline questionnaire and follow up questionnaire.
- The results show minimal change between baseline and follow up, suggesting that S12 Solutions has not had a distinguishable impact on the time it takes to assemble an assessing team for a Section 136 assessment in Southampton.
Impact of S12 Solutions on MHA Assessment Team Setup: Southampton AMHP Service

On average, how long does it take to arrange the assessing team for a community Mental Health Act assessment?

- This question was answered by all 7 Southampton AMHPs who took part in the baseline questionnaire and follow up questionnaire.
- The results do not indicate a distinguishable trend and therefore suggests that S12 Solutions has not had a clear impact on the time it takes to assemble an assessing team for an urgent community MHA assessment in Southampton.
Impact of S12 Solutions on MHA Assessment Team Setup: Summary

- S12 Solutions has reduced the time it takes to set up assessing teams for MHA assessments for the Hampshire AMHP Team.

- However, the platform has not significantly impacted on the time it takes for the Southampton AMHP Team to organise assessing teams.

- This finding was verified by Sam Culling, Interim AMHP Team Lead for the Southampton AMHP Service. Sam highlighted that finding doctors had not been a pressing issue for the Southampton AMHP Team prior to the introduction of S12 Solutions:

  “Before S12 Solutions was introduced we had a number of s.12 doctors that we could rely on; three or four doctors who would come out for an assessment at any time of day or night, so finding doctors did not necessarily cause us delays. We have always tended to find that delays have been caused by issues outside of our control such as the availability beds and ambulances or having to wait for doctors with previous acquaintance to become available. Nonetheless one of our trusted s.12 doctors retired in July 2019, so having access to more s.12 doctors is definitely useful.”

- Feedback provided by the Southampton AMHPs and their Team Leader has highlighted that the platform has still been of benefit.

- It has increased the AMHPs’ network of s.12 doctors, improving their choice for assessing teams and helping them to find doctors who are the best ‘fit’ for the patient.

- Furthermore, Sam Culling’s comment suggests that the system they previously relied on was particularly vulnerable to doctors leaving or changing their availability.
Feedback from the Hampshire and Southampton AMHP Teams in support of using S12 Solutions:

“The app has made it easier to contact doctors and more effective in submitting claim forms.”

“It is much better than how we used to work. There are a few improvements that I have mentioned in this survey which would make using this app much better.”

“It offers a greater pool of doctors, creating better choice and ‘fit’ for the individual rather than convenience. People are not using ‘preferred’ doctors as much.”

“PLEASE CAN WE KEEP IT!!!! It is completely invaluable to my role as an AMHP and my mental wellbeing within my role! I can’t imagine going back to working without this app. It has been VERY helpful; it takes lots of stress out of ‘randomly’ calling doctors hoping they are available. Also I have found some really good Drs to work with which I may not have found otherwise.”

“The app has been an extremely helpful tool in our job. Personally, I have not experienced any delays setting up S.136 assessments since the app.”

“The principle is excellent, if they can update the app to be smoother and more responsive…it would really be a pleasure to use. Doctors updating their availability would also help!”

“In general, it’s very positive.”

“I welcome innovations and despite some minor problems I do not have difficulties with the app.”

“I think it is a good tool.”

“I have found it very useful and helpful in identifying available doctors, it has introduced the team to some doctors in our locality who we were unaware of and it is especially helpful for finding doctors for out of area assessments.”

“S12 app is an excellent ‘marginal gain’ in a job that faces major obstacles. Therefore, it should be welcomed, but it is far from a magic bullet.”

“I’m happy to use it as it allows doctors to be booked and their payment to be organised. It takes away the hassle of delaying doctors leaving the assessment asap after conclusion.”

The app has been an extremely helpful tool in our job. Personally, I have not experienced any delays setting up S.136 assessments since the app.”

“The principle is excellent, if they can update the app to be smoother and more responsive…it would really be a pleasure to use. Doctors updating their availability would also help!”
Feedback from the Hampshire and Southampton AMHP Team Leads:

Sam Culling (Interim AMHP Team Manager for the Southampton AMHP Service):

“S12 Solutions has made things easier for the Southampton AMHP Team. We appear to have access to a much larger pool of doctors who are more willing to be involved in s.12 work. It has given us access to more specialist doctors as and when we need them. For instance, in the last few months I have personally found it particularly useful for finding doctors who specialise in Learning Disabilities.”

Amanda Jordan (Integrated complex Care/AMHP Service Manager, Adults’ Health and Social Care, Hampshire):

“The feedback from our AMHPs and the AMHP Managers has been excellent. The app has been brilliant in finding doctors that were previously unknown, leading to a considerable expansion of doctors available to be called upon. The app has identified some excellent doctors and it has saved a great deal of time for the AMHPs sourcing doctors. This is a positive for a service that is managing increasing demand with limited resources, so time is an essential resource. The AMHPs also receive more positive feedback from doctors who feel they are happier with the payment structure – happy doctor – happy AMHP! The claim feature is excellent, it means that AMHPs do not need to carry around paper claim forms and fill them in by hand. It reduces some of the AMHP anxiety and preparation. There is still room for improvement, particularly with the take up of the app by CAMHS doctors, and community consultants who may need to attend assessments if they have previous acquaintance with a patient.”

Bev Hull (former Service Manager for the Hampshire AMHP Service). Bev was managing the Hampshire AMHP Service at the time the S12 Solutions pilot launched; she left in March 2020 to manage the Isle of Wight AMHP Service:

“I think the introduction of the S12 app in Hampshire has been innovative. It was initially approached with caution by the AMHPs, but once used, it proved to be the best implementation for some years. It has helped to identify Drs within their specialisms and enabled the AMHPs to coordinate the assessment with minimal delay. I know the Hampshire AMHPs have now embedded the use of the app into their everyday practice. The positive results experienced in Hampshire supported my decision, when taking over the management of the AMHP service on the Isle of Wight, to implement it on the Island.”
Impact of the S12 Solutions Platform on:

**Approved Mental Health Professionals**

**AMHP Morale**
Impact of S12 Solutions on AMHP morale: Hampshire AMHP Service

How do you feel the current approach for finding and contacting doctors for Mental Health Act assessments impacts on staff morale?

- This question was answered by 25 out of the 26 Hampshire AMHPs who took part in the baseline questionnaire and all 22 Hampshire AMHPs who completed the follow up questionnaire.

- The graph demonstrates that S12 Solutions has had a positive impact on AMHP morale for the Hampshire AMHP team:
  - 64% of the Hampshire AMHPs (16 out of 25) felt that searching for and contacting doctors using paper lists at baseline had a negative impact on their morale.
  - 82% of the Hampshire AMHPs (18 out of 22) felt that finding and contacting doctors via the S12 Solutions platform had ‘some positive’ or a ‘strongly positive’ impact on their morale.
Impact of S12 Solutions on AMHP morale: Southampton AMHP Service

This question was answered by all 7 Southampton AMHPs who took part in the baseline questionnaire and follow up questionnaire.

The graph suggests that overall S12 Solutions has had a positive impact on AMHP morale for the Southampton AMHP Team:

- 3 out of 7 of the AMHPs felt that searching for and contacting doctors using paper lists at baseline had a negative impact on their morale.
- Whereas finding and contacting doctors via the S12 Solutions platform created a positive shift within the results.

*The results are presented as counts of respondents rather than as a proportion (%) as the sample size is small and the same size for both questionnaires.*
Impact of the S12 Solutions Platform on:

s.12 Doctors
Impact on s.12 doctors’ experience of the MHA assessment setup

The doctors were asked ‘Typically, what proportion of the Mental Health Act assessment requests that you receive are you able to attend?’.

- 31 s.12 doctors completed the questionnaire at baseline, 27 s.12 doctors completed it at follow up.
- All the responding doctors completed this question.
- The data indicates that doctors are receiving fewer requests for assessments at times when they are unavailable.

Prior to S12 Solutions being introduced, doctors reported that on average they were able to attend 49% of the MHA assessments they were invited to.

Since S12 Solutions has been introduced, doctors reported that on average they were able to attend 70% of the MHA assessments they were invited to.

93% (25 out of 27) of the doctors responding to the follow up questionnaire somewhat agreed, agreed or strongly agreed with the statement ‘since the introduction of S12 Solutions I only receive Mental Health Act assessment requests at times that I have stated that I am available’.
Impact on s.12 doctors’ experience of the MHA assessment setup

How does the process used for assembling the MHA assessing teams impact on s.12 doctors’ willingness to engage with section 12 work?

- All the responding doctors completed this question (31 at baseline, 27 at follow up).
- The results show that S12 Solutions has had a positive impact on doctors’ willingness to engage with s.12 work.

Pre S12 Solutions: AMHP sets up the assessing team by calling round a list of s.12 doctors
Post S12 Solutions: assessing team is set up via the S12 Solutions Platform
Impact on s.12 doctors’ experience of the MHA assessment setup

How satisfied are you with the current payment process for your section 12 work?

- 30 doctors out of 31 completed this question at baseline, 24 out of 27 completed it at follow up.
- 16 out of 24 (66%) of the doctors participating in the follow up questionnaire were either satisfied or very satisfied by the claim form payment process following the introduction of S12 Solutions compared to 13 out of 30 (43%) prior to S12 Solutions’ introduction.
- This result is promising given that the COVID-19 outbreak was impacting on payment form processing timeframes around the time that the questionnaire was completed. Several doctors commented to this effect.
- For example, one doctor who had answered as ‘neither satisfied nor dissatisfied with the payment process’ commented: “the payments had been coming in regularly, I can however appreciate the delays due to the covid-19 pandemic. I do believe things should improve again in the coming months.”
All 27 doctors provided feedback on their experience of the MHA assessment set up process. Five stated that S12 Solutions had not impacted the process from their perspective. Two provided feedback regarding the claim form process, which is covered on the following slide. The quotes below are a representative sample of the remaining 20 comments provided:

"I absolutely love the app. It’s made my life and record keeping easier. I hope we will continue using it for the future and expand it to cover more areas. I find it easy and straightforward; I like being able to plan my time with the visual booking system on the app. I find it much easier to submit and trace my claims."

"Really great, much more seamless, easier to get payment."

"Removed the need for paperwork and unnecessary phone calls."

"The app is excellent. It allows us to provide availability for assessments, which is helpful for someone like me who only does a few assessments per month. It is easy to use. The claim forms are all done via the app which is incredibly easy and helpful too. I cannot speak highly enough of the S12 Solutions platform."

"I do less assessments. I view this as progress, because I guess AMHPs only ask me when they can’t get someone else. The fact I get less calls suggests that they are having more success with other section 12 doctors who may be looking for the work."

"I think it is the way forward. It is a good platform in terms of getting the administrative things sorted. It seems easier especially for the AMHPs who arrange the assessments and it makes it easier to apply for the payments. I only do assessments as per my availability on the on-call rota. If I were to want to do extra assessments, I feel the app allows that to happen with ease. I have positive views regarding the app and recognise that I may not be using it to its full potential."

"It feels quite smooth and clear; once agreed the information on place and timing is readily available on the app and helps find the address and contacts for the AMHP in case of delays or changes."

"I am able to limit request to when I want to do assessments."

"Flexibility in planning MHA assessments."

"Very much easier, works well."

"Simplified and sped up processes."

"Removed the need for paperwork and unnecessary phone calls."
Impact on s.12 doctors’ experience of the claim form process:

"A smoother process, less cumbersome."

"Made it easier. I tend to accumulate paper invoices for a few months. This app has eliminated the need for this."

"Much better" "Efficient" "Better" "Easier" "Excellent"

"I am more willing to do assessment due to quicker payment time."

"I think convenience of one place to keep list of assessments."

"Quicker and more convenient."

"Very positive." "It is seamless, so easy."

"Significantly improved it." "It has been made easier to track progress."

"Much faster than before when it would often take months to get paid for assessments."

"It will make the process easier; I just need to get used to using it."

"Much easier, works well." "Slightly easier." "Hugely positive."

"It has been much easier to submit claims and get paid, without having to find a scanner etc. I have also not lost any claims since it’s mainly on the app (I have misplaced a few paper claims in the past)."

• All 27 doctors who participated in the questionnaire provided feedback on their experience of the MHA claim form process.

• 20 of the doctors (74% of respondents) felt that the platform had a notably positive impact on the claim form process.

• In addition to the 20 comments shown, three doctors stated that they ‘had not yet been paid’ as they had only recently completed assessments.

• Another four doctors had ‘bad experiences’ due to delays.
  • COVID-19 has impacted on the finance team’s capacity and workload which caused delays to payment processing at the peak of the pandemic.
  • Section 10.8 of the full S12 Solutions evaluation report explores the causes of payment delays within the S12 Solutions claims form process in more detail.
Impact of the S12 Solutions Platform on:

Claim Form Processing and Payment of s.12 doctors
Impact of S12 Solutions on Claim Form Processing

• Inputting paper claim forms previously took between 3-4 days a week, including additional activities such as querying evidence for any additional expenses (e.g. parking and travel).

• Since the introduction of S12 Solutions the finance team have reported that the platform has reduced their ‘inputting’ workload.

• Time spent processing claim forms is now closer to 3 days a week, as the team still needs to input the remaining paper claim forms.

• Due to the paper claim form process continuing to run in parallel to the S12 Solutions process, the system benefits are less than if S12 Solutions completely replaced the paper based system.

• If all claim forms were submitted via the S12 Solutions platform there would be a potential saving of 10.7 hours per week in processing time. Furthermore, this would eliminate the need for a second member of staff spending half a day checking that the paper forms have been correctly inputted.
Impact of S12 Solutions on Claim Form Processing

The graph shows the first 35 paper forms submitted in October 2018 took an average of 23.0 days from the assessment taking place to the payment being made.

By comparison, the first 35 claims submitted in October 2019 following the introduction of S12 Solutions were paid within 10.5 days on average of the MHA assessment taking place.
Impact of S12 Solutions on Payment of s.12 Doctors

- The graph shows that the time between assessment and claim form payment through the S12 Solutions platform has consistently remained under 2 weeks (average of 12.6 days).

- The graph also shows a dramatic peak in the average number of days from MHA assessment to claim form payment in March 2020. This is a consequence of an s.12 doctor stockpiling their paper claim forms for several years and submitting them in one large batch.

- Bulk submissions of paper claim forms (at a cost of £190 per claim) can have significant financial implications for the CCG, particularly if a number of doctors regularly save up their claim forms to submit in batches.
Impact of S12 Solutions on Payment of s.12 Doctors

Average mileage claimed per assessment by s.12 doctors before S12 Solutions was introduced (October 2018 – February 2019)

31.38 miles

Average mileage claimed per assessment by s.12 doctors after S12 Solutions was introduced (October 2019 – February 2020)

25.42 miles

• This suggests that by providing a greater pool of s.12 doctors S12 Solutions has enabled AMHPs to find doctors who are geographically closer to the assessments they are arranging.
Key Successes and Challenges for the CCG Finance Team:

Successes:

“Significantly quicker processing times - being able to create a spreadsheet with all claims rather than manually processing.”

“Not having to query missing signatures.”

“No problems with having to read handwriting.”

“Previously there was a risk that doctors’ payments could occasionally be duplicated by mistake, which is costly and time consuming to rectify. When claims are submitted through S12 Solutions this risk is avoided.”

“The platform appears to have stopped doctors from stockpiling their claim forms.”

“There have been fewer complaints from s.12 doctors chasing payments.”

Challenges:

“Not receiving evidence from the doctors for travel expenses.” – having to chase this up.

“Delays to first claim payment caused by checking doctors bank details when they first join the platform.”

“Continuing to receive paper claim forms as the old and new processes continue to run in parallel.”
Impact of the S12 Solutions Platform on:

Governance Processes
Impact of S12 Solutions on Governance Processes

• Prior to the introduction of S12 Solutions neither Southampton nor Hampshire AMHP Teams had a robust means of checking whether the doctors they were contacting for MHA assessments had up to date s.12 approval status.

• The following figure highlights the impact that the S12 Solutions platform has had on reducing the risk of unlawful detentions by creating a robust process for checking the s.12 approval status of the assessing doctors.

No formal process for checking the s.12 status of the assessing doctors:

Risk of Unlawful Detention

• A doctor’s s.12 approval status lasts for 5 years, after which it needs to be revalidated. If their approval lapses or if their approval is suspended, e.g. because their GMC licence has expired or they are under investigation/suspended, and the doctor inadvertently (or deliberately) continues to attend MHA assessments, their medical recommendations could lead to unlawful detentions as they are no longer qualified to assess someone under the MHA.

• This would be distressing for the patient and their family and could also lead to costly negligence claims for the CCG, as well as reputational damage for both the trust and the doctor.

S12 Solutions:

• The S12 Solutions platform can only be accessed by s.12 approved doctors.

• The platform checks the doctor’s approval status each week against the Mental Health Act Register Database, helping to increase compliance and reduce the risk of costly clinical negligence claims.

• S12 Solutions Ltd are notified 90 days before the approval for the doctors on the platform is due to expire and they contact the doctor concerned to notify them. This enables the doctor to seek revalidation.
Impact of S12 Solutions on Governance Processes

- The following figure highlights the impact that the S12 Solutions platform has had on General Data Protection Regulation (GDPR) compliance within the claim form submission process for Hampshire and Southampton.

**Paper-based claim from submission:**

- **Risk of GDPR Breaches**
  - Sensitive patient information (name, date of birth and home address) is sent unsecured in the post / via email to NHS Southampton City CCG Finance Team.
  - Although most paper forms are sent directly to the finance team, a few forms are addressed to the CCG; consequently, the forms could pass through numerous touch points before reaching the claim form processor.

**S12 Solutions claim form submission:**

- The S12 Solutions platform provides a standardised, GDPR-compliant claim form process:
  - In Southampton and Hampshire, the claim forms submitted through the platform do not contain sensitive patient information.
  - S12 Solutions claim forms only show data in line with the ‘data minimisation principle’.
  - The claim form is sent directly to the claim form processor.
  - Therefore, patient and staff privacy is maintained and the risk of a GDPR breach is eliminated.
Impact of S12 Solutions on Governance Processes

- S12 Solutions prevents or at least discourages s.12 doctors from stockpiling their claim forms and submitting them in bulk batches.

**Paper-based claim from submission:**
Doctors can stockpile forms over an extended period and submit them in large batches.

**Risk to CCG Budget Plans**
With a cost of £190 per claim form, batch claim form submission can have significant financial repercussions for the CCG.

**S12 Solutions claim form submission:**
S12 Solutions eliminates the need to stockpile forms to post in single batches:

- **Doctors have a clear workflow of which forms ‘require action’:** The platform shows a red dot where action is required on the claims tab when the doctor logs in to indicate need to visit this section of the platform.
- **Forms cannot get mislaid in the way that paper forms can.**
- **Doctors can move the claim on easily without the need of an envelope, stamp, postbox etc.**
- **Doctors can keep track of their forms.**
- **Doctors have a vested interest in submitting the claim, so they get paid.**
Evaluation of the S12 Solutions Platform

Summary of Key Findings
What Helped and Hindered Implementation?

Helped:

User friendly for both AMHPs and Doctors.

Introduces AMHPs to a larger network of s.12 doctors.

Useful access to doctors with up to date contact details.

Convenient – “A good solution for doctors to share their availability.”

Facilitates communication when working in new areas or with unfamiliar assessing teams.

Good support from the S12 Solutions team.

More efficient - "Makes the whole process simpler and faster."

Straightforward to create claims - no need for paper forms.

Hindered:

Access to the appropriate technology for the AMHPs to run the platform. Running the app on older devices made it “sluggish” and “clunky.”

The AMHPs found some doctors were “obstructive to change.”

Doctors not regularly or correctly updating their availability.

“Not all AMHPs have the same level of IT literacy.” Evidence gathered through the follow up questionnaires also indicated that doctors are not as confident with the platform as they could be: “I need to get used to it.”

"Some doctors are worried they will be monitored."

Delays in claim form submission due to insufficient internet access.

Delays in claim form payments due to COVID-19.

AMHP Engagement – “Not all the AMHPs use the app (although this is improving).”

Geographical coverage – “AMHPs outside Hampshire not being able to use it for Hampshire patients.”
Feedback on the S12 Support Service

- Both doctor and AMHP teams were asked in the follow up questionnaires if they would like to ‘share any thoughts about the service provided by the S12 Solutions platform team - e.g. your experience of calling or emailing for support’.

- 19 out of 29 AMHPs (four from Southampton and 15 from Hampshire) and 23 out of 27 doctors responded to this question.

- Seven doctors and one AMHP stated that they had not needed to contact the support team.

- The remaining 35 respondents who had contacted S12 Solutions for support provided overwhelmingly positive feedback. The S12 support team were consistently described as ‘responsive’, ‘helpful’, ‘friendly’, and ‘excellent’. Example comments are included below:

  - "I have had a couple of catch up calls from the support team. I think they’ve shown dedication to the cause."

  - "They have been really very helpful throughout, easy to contact and very supportive."

  - "Their support has been great they have responded quickly when I have had a difficulty and have talked the problem through with me. Very good service."

  - "Support has been excellent."

  - "Really helpful and polite!"

  - "Always very helpful when I have called and patient with a not very tech savvy person!"

  - "Excellent level of support provided. Although has been a bit ‘pushy’ at times which has alienated a few AMHPs."

  - "Very proactive and supportive team."

  - "Very helpful, prompt and informative replies."

  - "Excellent and timely support, always available and very helpful!"
Impact of S12 Solutions on Efficiency Savings

If all claim forms were submitted via the S12 Solutions platform it would equate to a time saving of 10.7 hours per week in processing time based on the average number of weekly claim form submissions, equating to 556 hours of time saved per annum.

Submitting all claims via the platform would eliminate the need for a second member of staff to spend half a day each week checking that the paper forms have been manually inputted correctly. This would equate to an additional time saving of approximately 3.5 hours per week or 182 hours per annum.

Payments are received 10 days earlier on average. Average time between claim form submission via S12 Solutions and doctors receiving payment for the assessment has more than halved, when compared to paper submissions.

The average monthly mileage claimed by doctors was 25.42 miles between October 2019 – February 2020 following the introduction of S12 Solutions, compared to 31.38 miles between October 2018 – February 2019 pre implementation.

S12 Solutions enables doctors to submit claim forms as soon as assessments have been completed. This helps the CCG to budget more effectively.

Time releasing for the Hampshire AMHP Team: reducing the time it takes to set up the assessment teams allows AMHPs more time to prepare effectively for the MHA assessment.

Reduces the risk of costly negligence claims.
Key Findings

S12 Solutions has provided AMHPs across both Southampton and Hampshire with a larger network of s.12 doctors to call upon. Enabling the AMHPs to identify doctors more easily with appropriate skillsets (specialism, language etc) to best meet the needs of the patients.

- Across the two services the AMHPs previously had access to around 55 s.12 doctors on their paper/telephone-based lists.
- S12 Solutions has provided access to 116 s.12 approved local doctors.
- 28 out of 29 (97%) AMHPs who participated in the follow up questionnaire agreed or strongly agreed that S12 solutions has given them access to doctors they did not previously work with.

The Hampshire AMHP Service has experienced a reduction in the time it takes to set up assessing teams for MHA assessments, allowing the AMHPs more time to prepare for assessments in line with the MHA code of practice.

- The Hampshire AMHPs reported needing to make fewer calls, texts, and e-mails to identify available doctors for assessments following the introduction of S12 Solutions.
- The Hampshire AMHPs reported they were able to organise assessing teams for urgent community MHA assessments and Section 136 suite assessments sooner following the introduction of S12 Solutions.
- The Southampton AMHP Service already had access to a number of s.12 doctors who could be relied upon to attend assessments across the city at any time of day or night. Consequently, based on the data explored for the evaluation the introduction of S12 Solutions had no discernible impact on assessment team set up time for the Southampton AMHP Service.
Out of the 29 AMHPs from across Southampton and Hampshire who completed the follow up questionnaire:

✓ 21 out of 29 (72%) felt that S12 Solutions had a positive impact on their morale.

✓ 27 out of 29 (93%) agreed or strongly agreed that they would continue to support the use of S12 Solutions.

✓ 22 out of 29 (76%) value the effect that S12 Solutions has had on their work.

✓ 22 out of 29 (76%) agreed or strongly agreed that they would recommend S12 Solutions to others.

The S12 Solutions platform allows doctors to specify their availability and therefore they are receiving fewer requests to attend assessments at times they are unavailable.

- The doctors who took part in the questionnaire felt they were able to attend 70% of the MHA assessments they were requested to attend, compared to 49% prior to S12 Solutions.

S12 Solutions has enabled AMHPs to find doctors who are geographically closer to the assessments they are arranging.

- As highlighted in the efficiency savings section, since S12 Solutions was introduced average monthly mileage claims submitted by s.12 doctors have reduced.

S12 Solutions has positively impacted on the s.12 doctor’s experience of the claim form submission process.

- 20 out of the 27 (74%) doctors participating in the follow up questionnaire felt that the platform had made the process ‘easier’, ‘quicker’ and ‘more convenient’.
Key Findings

Out of the 27 s.12 doctors who completed the follow up questionnaire:

✓ 23 out of the 27 (85%) agreed or strongly agreed that they **would continue to support the use of the S12 Solutions platform for coordinating Mental Health Act assessments.**

✓ 22 out of the 27 (81%) agreed or strongly agreed that they **would recommend the S12 Solutions platform to others.**

**S12 Solutions has improved the efficiency of the s.12 doctor payment process.**

- More than 3.5 hours of admin time saved for every 50 claim forms processed, as each claim form no longer needs to be manually inputted onto the system.
- Eliminates risk of human error when manually inputting claim forms, therefore reduces the steps required to audit the process.
- Eliminates the risk of duplicate payments.
- Claim form processor no longer has difficulty understanding handwritten forms; nor do they need to query missing signatures.
- Fewer complaints from doctors chasing missing or late payments.

**s.12 doctors receive quicker payments for their s.12 work when claim forms are submitted via the S12 Solutions platform.**

- Time taken between assessment completion and claim form payment has reduced by just over 10 days. Quicker payments have meant doctors are more willing to engage with s.12 work.
Key Findings

S12 Solutions has improved governance processes.

- s.12 approval checked automatically via a link to the Department of Health and Social Care Mental Health Act Register Database.
- Doctors receive a 90-day warning from S12 Solutions to notify them if their s.12 approval is due to expire, allowing them time to revalidate.
- Automated processes ensure patient and staff data is now more secure when submitting claim forms.
- S12 Solutions facilitates claim form submissions, discouraging doctors from stockpiling claims forms and submitting them in large batches which can prevent the CCG from budgeting effectively.

Early access to the technology required to run the platform is essential for implementation success.

- The Southampton AMHP Service experienced delays getting access to the appropriate devices; the AMHPs needed to get new smartphones / access to Chrome to enable them to use the app.
- The Hampshire AMHP Service have been running the platform on their existing work phones, but have had technical issues, because their work phones are older unsupported devices.

Running S12 Solutions in parallel to old paper processes poses challenges. The full benefit of S12 Solutions may not be realised until it is possible for all assessments and claim forms to be processed via the platform.

Further training and support may be required to ensure all stakeholders are confident and familiar with the platform.
Conclusion

• The data analysed for this evaluation indicates that the S12 Solutions platform provides a valuable tool to facilitate the setup of MHA assessments and also support the claim form payment process.

• It offers significant time savings for claim form processors and significantly reduces the opportunity for GDPR breaches. It provides a robust means to confirm the approval status of s.12 doctors, providing reassurance to the AMHPs, s.12 doctors and patients that assessment teams have the required approval status.

• S12 Solutions Ltd have shown themselves to be an engaged and responsive company, who are continuously developing their product to meet the needs of their users. The qualitative feedback provided by the AMHPs and the s.12 doctors demonstrates that S12 Solutions is a valued addition to the pathway.
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