



An online mental health and wellbeing service that gives access to a safe, anonymous and professionally moderated community 24/7/365



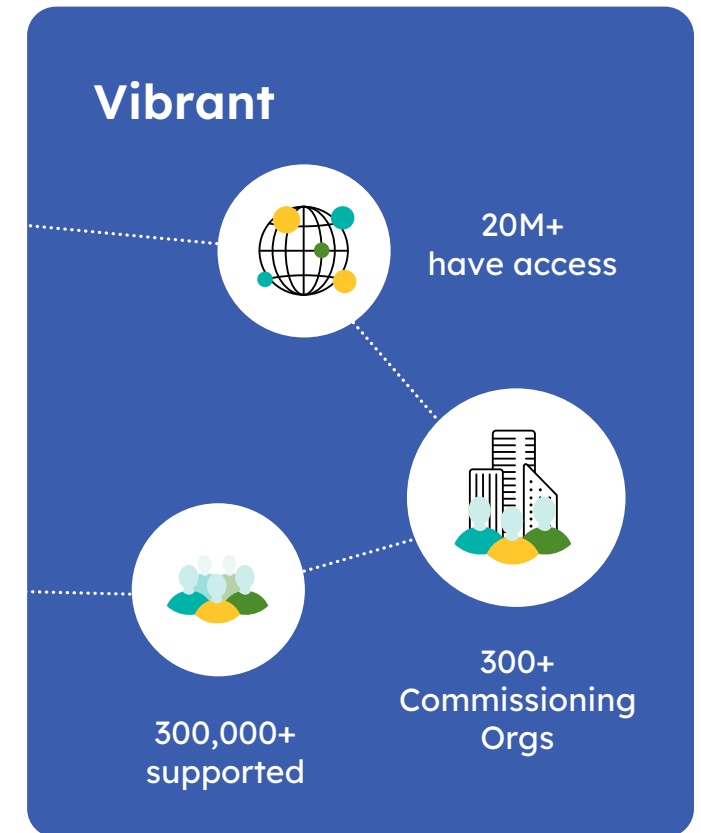
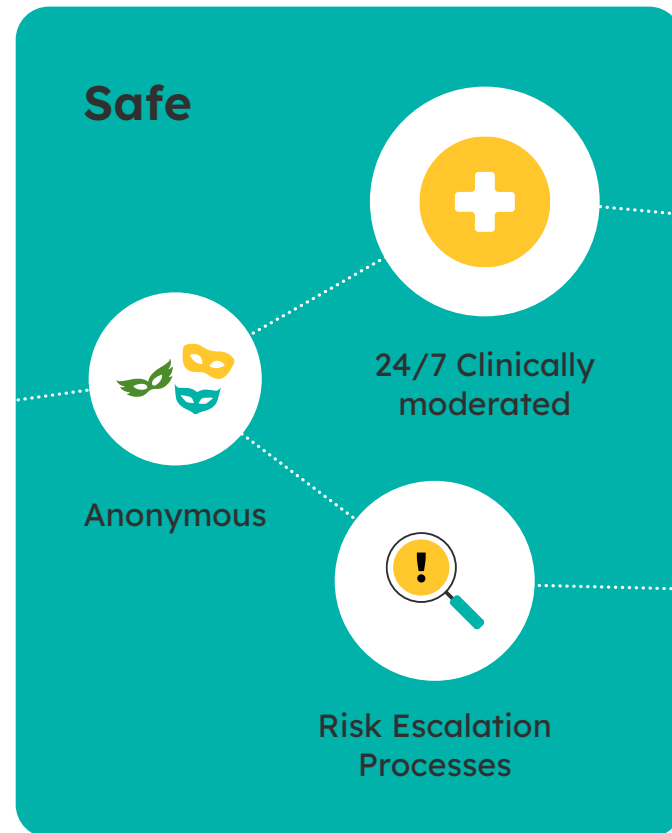
Presenting For:



Presented By:

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# Who we are: An accessible, safe and vibrant community



## The benefits

### 1. Sharing



### 2. Supporting



### 3. Normalisation



### 4. Lived Experience



### 5. Belonging



## Clinical Validation

### NICE Clinical Guideline 2018

Hwang et al, 2010  
Sokol & Fisher, 2016



Community-centred approaches have been shown to increase people's self-efficacy and confidence to manage their health and care, improve health outcomes and experience, to reduce social isolation and loneliness ...

At the heart of health: Realising the value of people and communities

NESTA 2016



## Digital demand

**1.9 million+**

in mental health support groups



**2.5 million+**

in mental health support groups



**344 million+**

mental health #hashtags

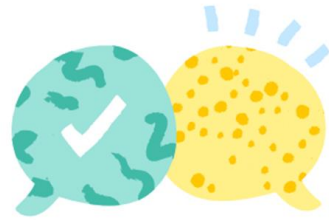


**23.1 billion+**

on mental health #hashtags



# Wall Guides



- **24/7 + 365 days** - Service **moderation** and **facilitation**
- Trained Mental Health Professionals/ Counsellor – All **Accredited** by a professional Body i.e BABCP
- **Encourage engagement** and **promote self-care** within the community
- Keep the community **safe** – using our house rules
- **Extra support for vulnerable or at-risk members**
- **1-2-1 Conversations** – Low level intervention, active listening



# Integral part of a mental health tool-kit

- **Accessible** entry point for the whole population **24/7**
- Proven **clinical** Benefit
- Helps create **awareness** and **utilization** of other available services
- **Encourages** the **appropriate** use of more constrained and intensive service
- **Great wrap around care** for session specific services

**Built to integrate and configure into the pathways of commissioning orgs**

- SSO and APIs
- Configurable “pathways” in and out
- Clinical sign-posting to available resources



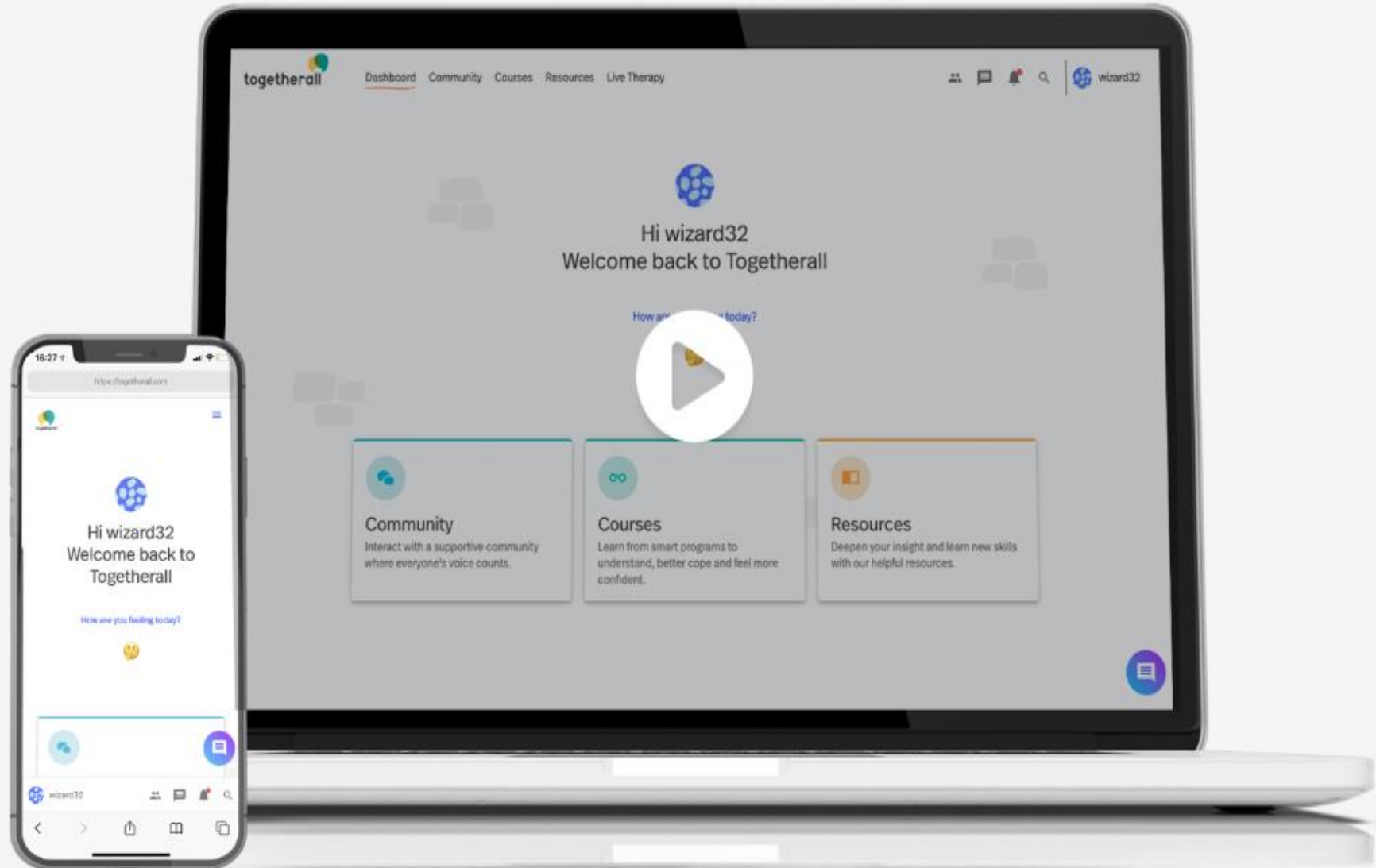


*The community helps me express how I'm feeling  
and get support*



# Demonstration

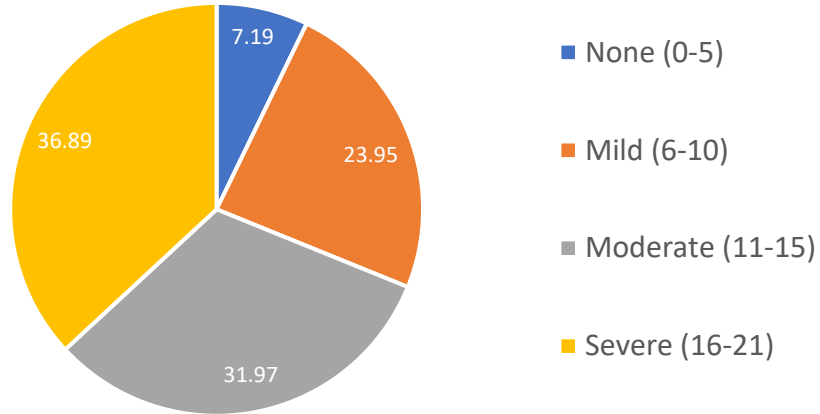
[www.Togetherall.com](http://www.Togetherall.com)



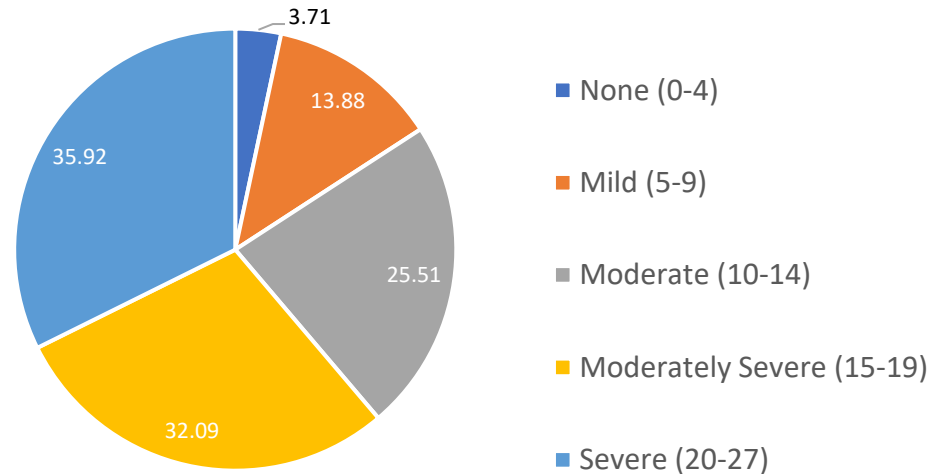
# Mental Health Status

## Prevalence and severity of anxiety and depression

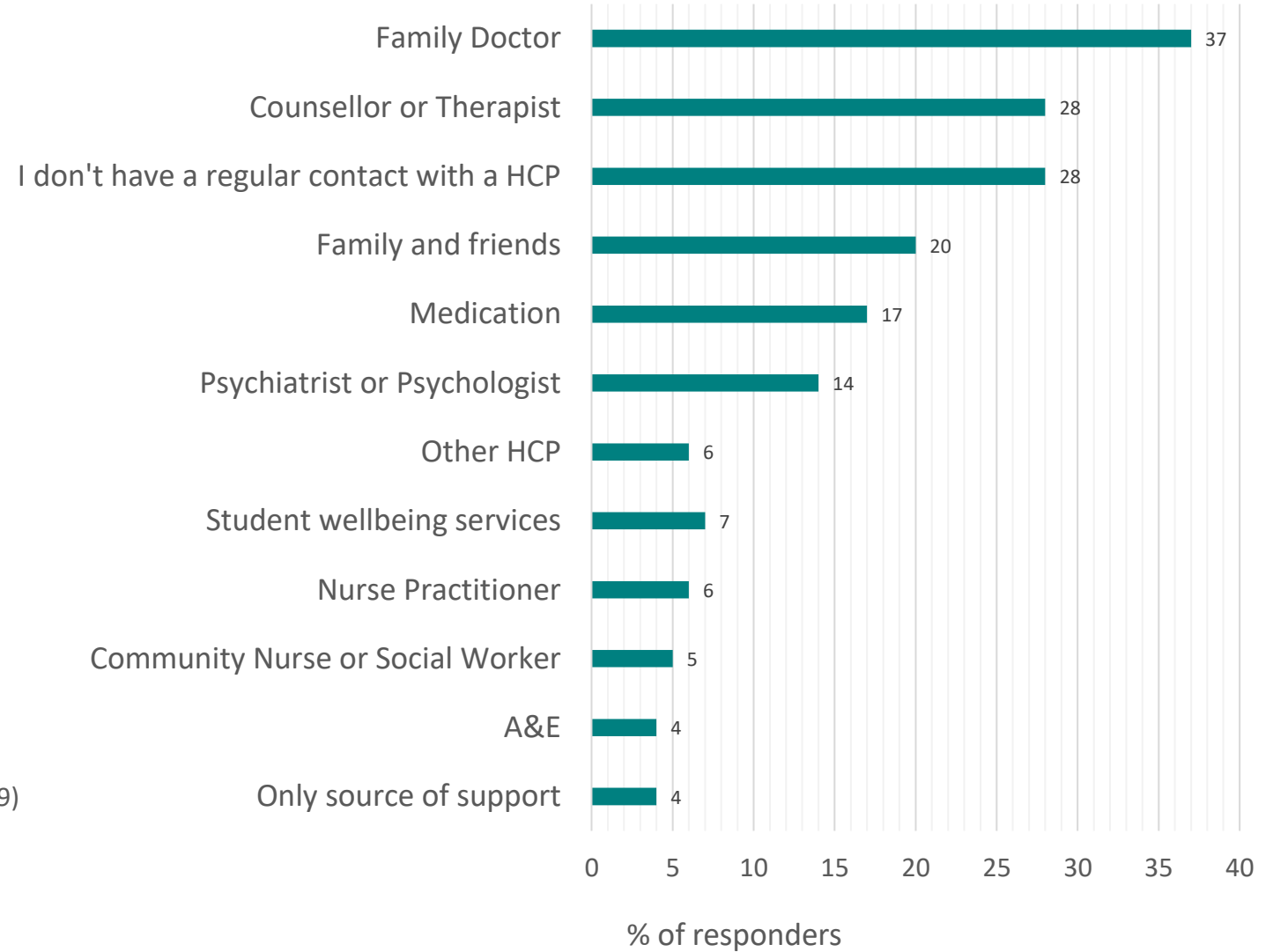
All members (%) completing GAD7 self assessment 2020



All members (%) completing PHQ9 self assessment 2020



## Used in conjunction with other sources of support



Membership data Mar – Dec 2020 - completed a GAD7 2020 (12,008)

Membership data Mar – Dec 2020 - completed a PHQ9 2020 (12,505)

# Impact on Mental Health and use of HCP

## Repeat Assessments

Anxiety (GAD7) 31% moved from severe	Depression 14.2% moved from moderately severe / severe
• 17.5% to moderate	• 9.7% to moderate
• 9.4% to mild	• 4.2% to mild
• 4.1% to no anxiety	• 0.3% to no depression

## Reduced HCP time

Contact with HCP	Frequency	% Less contact	% Same contact	% More contact	Net
A&E	34	65%	32%	3%	61%
Student wellbeing services	65	43%	38%	18%	25%
Nurse practitioner	58	26%	66%	9%	17%
Community Nurse or Social Worker	43	26%	58%	16%	10%
Family Doctor	315	25%	61%	14	11%
Counsellor or Therapist	220	22%	61%	16%	6%
Psychiatrist or psychologist	124	20%	62%	18%	2%
<b>Overall</b>		<b>27%</b>	<b>59%</b>	<b>15%</b>	<b>12%</b>

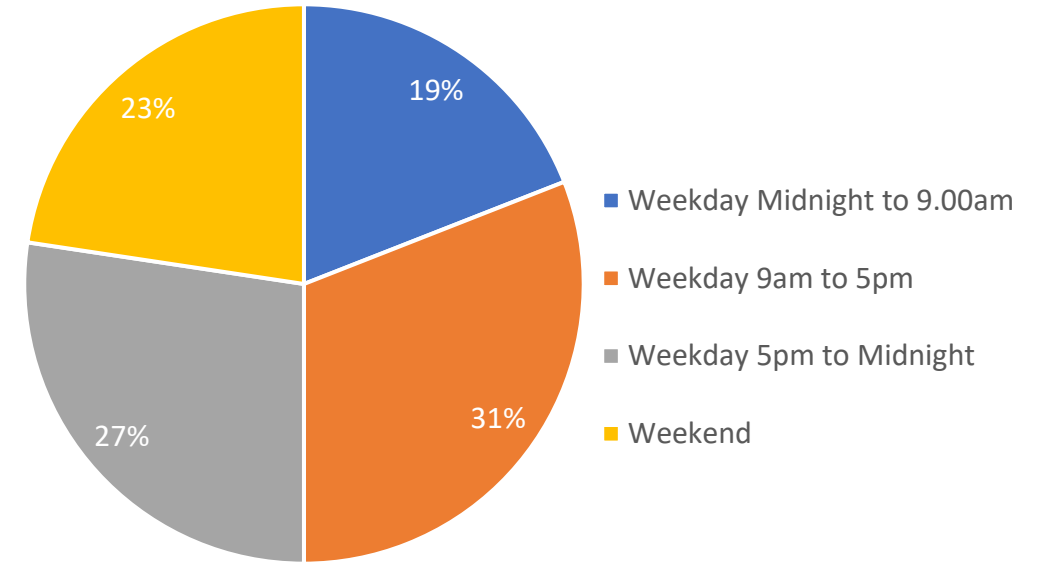
Source: Impact Survey 2020, work change (381)

Source: Impact Survey 2020, contact with HCP

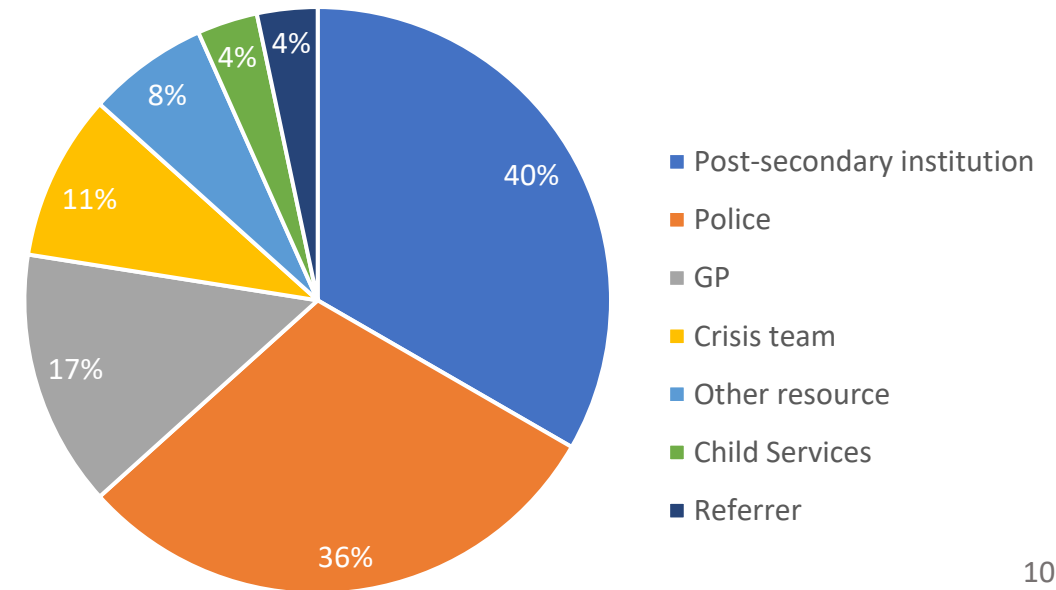


# Clinically Identified as “At-Risk” and Escalation

	% “at-risk”	Per 1,000 members
Armed Forces	0.51	5
Education	0.33	3
Health Service	0.90	9
Corporate	1.15	12
Total	0.43	4



	%
External Escalation	57
Internal De-escalation	43



# Any questions?

Thank you

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## A truly diverse population

<b>21%</b>	Ethnic minority/non-white
<b>5%</b>	Not male/female - what language?
<b>21%</b>	Unable to work due to health issues or unemployed
<b>20%</b>	Student
<b>28%</b>	No regular contact with Healthcare professional

## With real support needs

<b>72%</b>	Depressed (2/3 <sup>rd</sup> moderate to severe)
<b>65%</b>	Anxiety (4/5 <sup>th</sup> moderate to severe)
<b>48%</b>	General stress
<b>43%</b>	Ability to cope

## Accessible

<b>50%</b>	24/7 availability
<b>49%</b>	Anonymity
<b>41%</b>	Immediate access

## A vibrant and active community

<b>55%</b>	<b>Out of hours:</b> Between 6PM and 6AM or weekend
<b>76%</b>	Actively participate
<b>29%</b>	Community (post/comment)
<b>37%</b>	Assessments
<b>31%</b>	Courses
<b>10%</b>	Posts with wall guides
<b>0.4%</b>	Clinically flagged as at risk (1 in 200 visitors)





## Risk Escalation

Promoting a safer digital on-line environment in mental health services: a digital approach to risk

[https://togetherall.com/en-gb/blog/promoting-a-safer-digital-on-line-environment-in-mental-health-services-a-digital-approach-to-risk/?utm\\_source=GH\\_Blog&utm\\_medium=web&utm\\_id=Risk](https://togetherall.com/en-gb/blog/promoting-a-safer-digital-on-line-environment-in-mental-health-services-a-digital-approach-to-risk/?utm_source=GH_Blog&utm_medium=web&utm_id=Risk)

