

S12 Solutions

Supporting the
Crisis Care Pathway
through Digital Innovation

TABLE OF CONTENTS

S12 Solutions	4
Platform features	4
Benefits	4
Impact	4
Onboarding	5
Performance, Availability and Support details.....	5
Recovery	5
Pricing	5
Order	5
Wessex AHSN Evaluation	6
Recognition	6
S136 Module - Summary	6

Supporting the Mental Health Crisis Care Pathway through Digital Innovation

The only platform to support the mental health crisis care pathway from point of referral for Mental Health Act 1983 (MHA) assessment to admission to hospital.

What we do

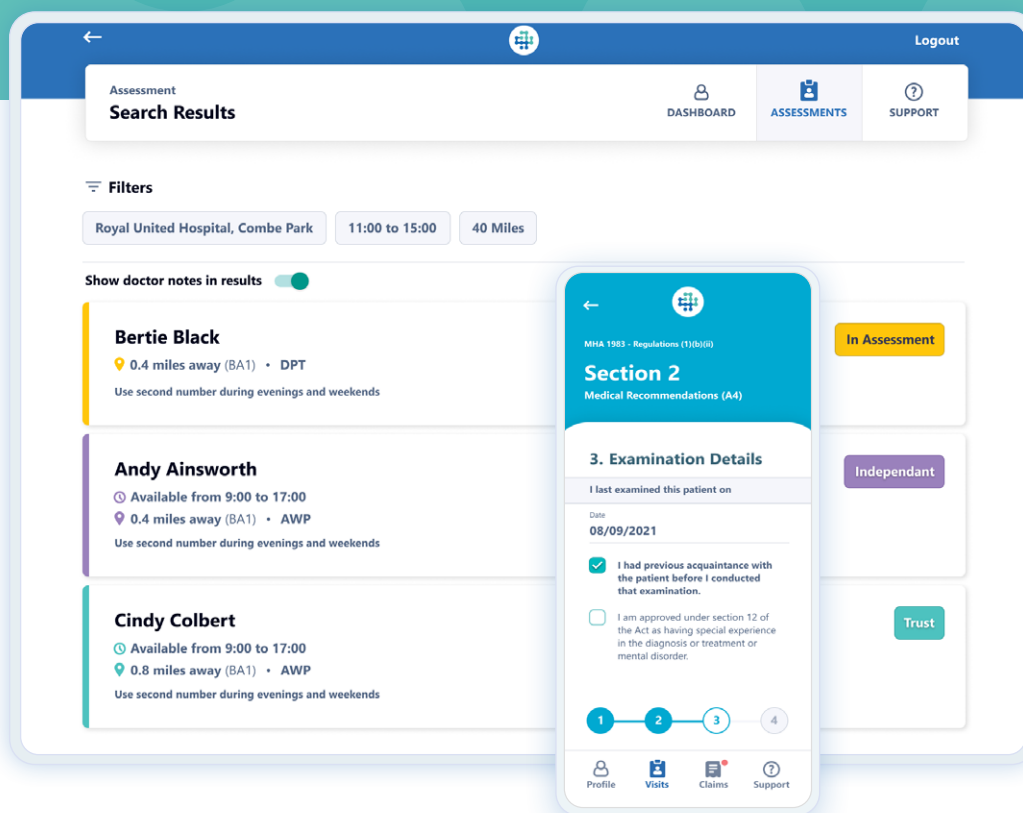
Founded in 2017 by an approved mental health professional (AMHP), S12 Solutions is an app and website, which helps mental health professionals efficiently complete MHA processes.

How we do it

We connect AMHPs, section 12 (s.12) doctors, claims processors and MHA administrators. We support nearly 7,000 users and work with approximately 75-80% of mental health trusts.

Who we do it for

Our purpose is to help ensure timely access to MHA assessment with the team best-suited to the person, while allowing mental health professionals more time to do what they do best: supporting the person.



This is a great example of how uniform and joined-up working practice across regions can really help patients and professionals.

S12 Solutions is the only platform that supports the mental health crisis care pathway, from the point of referral for Mental Health Act (MHA) assessment, to discharge from hospital.

- Founded in 2017 by an Approved Mental Health Professional (AMHP)
- Supporting 8,400 users (May 2024)
- Working with approximately 75-80% of Mental Health Trusts (May 2024)

Platform features

- S12 Solutions connects AMHPs with nearby, available section 12 (s.12) doctors to support efficient MHA assessment team organisation
- s.12 doctor digital claim form creation and submission
- Claim form processing and payment
- Digital MHA forms

S12 Solutions' purpose is to support MHA process efficiency, leaving mental health professionals more time to focus on what they do best: supporting the person.

Benefits

- Timely access to MHA assessment with the best-fit assessing team for the person, in line with Code of practice: Mental Health Act 1983 guidance
- Avoidable assessment delays are reduced, minimising stress on the crisis care pathway
- Improved throughput at emergency departments and health-based places of safety
- Processes are standardised, secure and GDPR compliant
- Reduced risk of errors, invalid detentions and repeat MHA assessments
- Improvement in the quality of medical recommendations
- Scrutiny is quicker and easier
- AMHPs no longer lose time travelling between professionals to amend paper forms
- Digital MHA forms are saved centrally and securely
- MHA administrators have more time to focus on patients and their rights
- Platform data supports workforce planning

Impact

Source: Unity Insights' Workforce high-level impact analysis, commissioned by KSS AHSN in collaboration with Wessex AHSN, assessing potential in-year impacts of S12 Solutions across KSS and Wessex

Analysis assesses potential workforce in-year impacts of S12 Solutions across KSS and Wessex

- Indicative findings, April 2020-2021
- Net benefit £237k
- Indicative benefit cost ratio 2.17
- 6,832 hours released to AMHPs
- 478 hours of admin time saved
- 14,984 fewer miles claimed
- 549 hours of doctor time released due to reduced travel time

Onboarding

S12 Solutions onboarding typically moves through the following steps:

- Project team assembled, usually including AMHP, s.12 doctor, Information Governance, Information Technology, claim processor and comms representation
- Information Governance work is initiated
- Project team agrees how the platform will be used, will provide the information required for platform set-up and agree the training plan
- With set-up complete, login information is distributed to users on the agreed date
- The implementation team will train users online, with multiple sessions as required
- Trainers will ensure users have downloaded the application or visited the website, logged in and their devices are set to optimise platform performance
- Training documentation and support team contact information is shared during training
- Partnership Managers and the Support Team work closely with users post launch to support adoption

Performance, Availability and Support details

- S12 Solutions is an Android, iOS and web application with a single hosting backend
- Target monthly availability is 99.9%
- Response times to unexpected outages is 2 hours from 7am-7pm weekdays
- Planned downtime will occur with 72 hours' notice
- The solution has been tested against simulated data of 10,000 s.12 doctors and 10,000 AMHPs without performance degradation and typical server response times under 100ms
- The bandwidth required for end user devices depends on usage; it has been tested to perform on a 3G data connection, and popular use cases will involve less than 2MB of data per day
- The app provides Support Team contact; this page doesn't require a user to be logged in
- The Support team is available by phone or email Monday – Friday, 8.30-5.30pm; outside of these hours, users may email or leave a voicemail

Recovery

- Data backups are stored and encrypted in S3 buckets with deletion protection and data versioning enabled
- PITR is available for the last 35 days, and data with longer retention policies (invoicing data) is stored in S3 for 7 years
- Data can be deleted in compliance with GDPR policies at the user level. No user data is transferred between AWS regions, including backups
- Disaster time to recovery has been tested to be 2 hours, restoring to a specified second within the past 35 days.

Pricing

Please refer to S12 Solutions' Pricing Document for more information.

Order

Please contact the S12 Solutions team to learn more and request a quote: s12solutions-info@vitalhub.com.

97% AMHPs felt S12 Solutions had given them access to a larger network of doctors

Network increased by 118% by pilot end

"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 specialist doctors 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."

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

Increase in number of assessments organised in under 5 calls – 38% to 73%

"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."

93% doctors – agree/strongly agree – since S12 Solutions, only get MHAA requests when available

"The app is excellent. It allows us to provide availability for assessments [...] it is easy to use [...] 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."

"This is such a good example of technology working brilliantly to smooth a previously cumbersome, paperwork-heavy pathway, which was prone to failures – very impressed every time I use the app." s.12 doctor, SPFT

"We have been completing statutory forms using the S12 Solutions app, which is not only great to find s.12 approved doctors but enables less mistakes, reduces time driving around collecting papers etc. if waiting for a bed, less disruption for the patient e.g., being interviewed again, it's more environmentally friendly too. Electronic forms are the future." AMHP, BHCC

"A patient had been assessed under the MHA by an AMHP and two doctors, all had completed their med recs on the S12 Solutions app. The AMHP was not on site at the point the papers were ready for acceptance, but was able to send them from the app to the local clinical lead in the acute hospital where they were immediately accepted. This enabled the patient to then be quickly 4 of 5 transferred under section 19 to a mental health bed. Use of the app enabled the AMHP to ensure the papers were received the acute hospital quickly, avoiding need for any travel and delay." Mental Health Law Practice Development Manager, SPFT.

Recognition

- One of only two ever digital companies NHS Innovation and Technology Payment Evidence Generation Fund
- NHS Innovation Accelerator (NIA) and Clinical Entrepreneur programme alumni
- Cyber Essentials Plus
- Finalist in Best Mental Health Partnership with the NHS category, HSJ Partnership Awards 2021
- ISO 9001
- ISO 27001
- Platinum Standard Investors in People organisation

S136 Module – Summary

The S136 Module is an extension of the S12 Solutions digital platform, designed to replace the current paper-based process used to manage Section 136 (S136) detentions under the Mental Health Act. The module supports seamless information-sharing between all agencies involved in an S136 episode, providing a clear, auditable digital pathway from initial detention through to hospital-based Place of Safety (PoS) assessment. The S136 Module digitises the multi-agency process for managing Section 136 detentions, replacing the current paper-based workflow used by police, ambulance services, Places of Safety, doctors and AMHPs.

The system enables police to begin the digital form at the point of detention, with subsequent information added by ambulance crews, PoS staff, attending doctors and AMHPs. This creates a single, accurate record and automatically produces a final summary for hospital records. Monthly reporting provides reliable S136 activity data for commissioners.

The module addresses long-standing communication issues highlighted across England, including in Coroners' Prevention of Future Deaths reports, by giving all agencies real-time access to shared information. Our key differentiator is that the solution supports every organisation involved in the S136 process, not just the police.