# Project scope: Digital Mental Health Resource assessment - Togetherall

23/12/2021

## Research question

What is the added value for individuals in Scotland and NHSScotland of providing access to Togetherall (formerly Big White Wall), an online mental health and well-being moderated support platform, as an option for all individuals in Scotland seeking such support, in addition to currently available care?

This overall question will be addressed by considering the following subquestions. Answers will be primarily based upon existing published literature, but other sources may be used where no such publications are available. Primary research will not be undertaken.

1. What health or well-being condition is the platform designed to address, and what is the unmet need in this area?

2. What are the features of the platform, how was it developed, how is it used and how is it regulated?

3. What does evidence indicate are the impacts of Togetherall on clinical and patient report outcome measures?

4. Are there any safety concerns for users of TogetherAll and how are these addressed by the platform and/or can be managed by NHSScotland?

5. What does published evidence show is the economic impact of introducing Togetherall?

6. What processes equipment and training are needed to ensure successful roll out of the Togetherall in Scotland?

7. Is there sufficient capacity within the implementing and hosting service to ensure successful deployment, management and governance of Togetherall at the required scale?

8. What are the views of health and care professionals on Togetherall?

9. What are the views of users of Togetherall on the system?

10. How accessible and user friendly is Togetherall for potential users?

11. Does Togetherall comply with data security, protection and privacy legislation and policies?

12. Are there any other legal issues or ethical for NHSScotland associated with the use of Togetherall?

13. Does the use of Togetherall have potential to impact on existing inequalities in society or to create new inequalities and how is this addressed?

## Inclusion criteria

The selection of studies for inclusion in the literature review element of the project will be based on the following criteria:

| Population | Adults 16+ with mental health and well-being issues eg, stress, anxiety, depression, loneliness, stress, self harm, suicidal feelings, eating issues, alcohol and drug concerns |
|---|---|
| Intervention | Togetherall platform - Anonymous professionally moderated community to connect with others, peer support - share thoughts and experiences, express feelings,  undertake courses, goal setting and progress monitoring, online courses, journaling, access to self-help and information,  professional clinical 'guides' [in some areas there is access to F2F therapy online with therapists from togetherall or from the NHS service] |
| Comparator | Service is offered in addition to standard care pathway and availability of services; and may be offered as an alternative to specific services within the pathway, particularly where lengthy waiting times exist.<br><br>Any other online platforms offering similar services and approach including peer support, information and moderation. |
| Outcomes | Access to / engagement with  mental health resources, awareness, uptake, wellbeing (Warwick Edinburgh Wellbeing Scale), symptoms recovery, quality of life, depression or anxiety scores and other condition specific measures, social adjustment, behavior change, ability to undertake activities of daily life, education/employment attendance, resource utilization and costs, adverse effects |
| Limits | English language |

## Planned activities

SHTG have agreed on the following activities to support the development of an assessment on Togetherall:

1. To review published evidence on the effectiveness, safety, acceptability and usability of Togetherall to inform decision making within Scottish Government

2. To test out the draft SHTG assessment framework for digital technologies through conducting this assessment

## End products

At the end of the project, SHTG will publish:

- SHTG assessment report

## Timescales (approximate)

A report will be delivered to Scottish Government by 31/3/2022

NHS
SCOTLAND