



Find me an
S.12 DOCTOR

Streamline the mental health assessment and payment process

Mental Health Act assessments are an essential tool that help care specialists get patients to the care they need. To carry out an assessment, Approved Mental Health Professionals (AMHPs) arrange 'section 12' qualified and registered doctors to visit their patient so that a full assessment of care need can take place.

Arranging all of this isn't easy – AMHPs have to trawl through contact lists, often paper-based and out of date - to try to contact a doctor who is qualified, local and available. This can take hours – even longer... and all the while, a patient remains waiting to receive the potentially lifesaving care and protection they need.

Our Customer Finance team at MLCSU recognise the inefficiency in the end-to-end process and the significant risks due to poor controls. They also currently have to deal with daily calls from doctors chasing for payment and, as it is paper-based, reporting is very limited.

It was clear to us there are both patient safety and experience benefits, along with efficiency savings for both CCGs and CSUs to be realised with a better solution.

Introducing Find me an S.12 Doctor

Our in-house app development team, Digital Innovation – working with expert finance colleagues – have developed an innovative digital solution: Find me an S.12 Doctor. Available through an innovative web portal and phone app, our solution – crafted from within and for the NHS – makes sourcing an S.12 doctor rapid and hassle-free. Within minutes, AMHPs can geo-locate and select appropriate doctors from the local area and book them. Then, once the assessment is complete, the system offers an error and fraud-safe automated claims process that gives CCGs critical financial control.



Everyone benefits



Patient

- ▶ Fast decisions mean a fast assessment so that the right care can be provided as quickly as possible
- ▶ Less distress and confusion for friends and family
- ▶ Better use of all public resources – A&E, policing, social care.



S.12 doctors

- ▶ Maximise their time and income by sharing their availability with local AMHPs
- ▶ Retention and growth of experience, skills and professional relationships
- ▶ One-click accept or decline assessment requests on their phone, whenever and wherever
- ▶ Easily submit claims and check on status – all paper-free!



AMHPs

- ▶ Quickly locate local available and qualified S.12 doctors – no more lists, no more countless and fruitless phone calls



NHS Clinical Commissioning Groups

- ▶ Streamline invoicing and payments – a finance claims processor is no-longer required
- ▶ Prevent errors or fraud that can and does occur with manual/paper systems, which also minimises the risk of legal action/litigation
- ▶ Advanced query and reporting tools
- ▶ Enables a faster clinical response, minimising delays and avoiding escalation.

Free for our current customers

As a part of the NHS we believe in freeing up public money wherever we can. That's why we're implementing **Find me an S.12 Doctor** with our existing customers for whom we already process mental health payments at **no extra cost**.

For customers we don't currently support, we welcome a conversation about how we can share the cost-saving and patient benefit with your organisation. Our NHS-built app meets all our shared information governance standards and is made purely to free-up capacity in the NHS. With no shareholders or owners to pay, every penny of investment in our tool goes back into the NHS – either by freeing up resource or investing in more innovation that benefits our staff and patients.

Speak to us today for a demonstration or email:
hello@digitalinnovationwm.nhs.uk

Developed from within the NHS, for the NHS by:

Digital
Innovation
Unit.