



Have your say about how we
should be transforming access
to our services for the
smartphone society.

LPT2020

OUR DIGITAL OFFER

Helen Thompson
John Edwards
Jimmy Endicott
Kamy Basra

A call for collaborators

Today's smartphone society shops online, banks online, communicates with family and friends online and more. But when it comes to connecting with healthcare, access platforms are lagging behind. We are committed to delivering a joined-up digital offer for Leicestershire Partnership NHS Trust (LPT).

This will connect digital products and services within the Trust and across the other health and social organisations in Leicester, Leicestershire and Rutland.

We are looking for people who are passionate about apps, mobile technology and social media, who feel inspired about delivering our services digitally and, who feel they can contribute positively to this work.

If you are interested in being involved then please:

- Tweet @digital_labLLR using the hashtag #LPT2020.
- Join our online forum at www.leicspart.nhs.uk/lpt2020

Please feel free to start putting your ideas straight onto the Twitter feed or online forum and let the collaboration begin.

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OUR DIGITAL OFFER

We see the benefits of technology in all aspects of our lives: in the way we book our travel and holidays, manage our bank accounts and utility bills, buy groceries, connect and communicate with our friends and family.

While developments in clinical technology have had a revolutionary impact on healthcare over the last 30 years, the same cannot be said for the use of technology and data to improve the way health and social care services are accessed or delivered.

Digital technologies are changing the way we do things, improving the accountability of services, reducing their cost, giving us new means of transacting and participating in a time and place that is convenient to us. This is more than an information revolution: it puts people first, giving us more control and more transparency.

We want you to help deliver this vision in LPT.

What do you think?

YOUR OPINION

Start contributing your views now the discussion is live and ongoing on Twitter [#LPT2020](#) or www.leicspart.nhs.uk/LPT2020



Background

There is a national commitment to increase the presence and access of the NHS in the digital world. In late 2014 the National Information Board published a call to action for the NHS to transform its digital offer. It was in response to the “five year forward view” in which NHS England called for providers to “raise our game on health technology – radically improving patients’ experience of interacting with the NHS”.

In 2015, Leicestershire Partnership NHS Trust (LPT) approved its Information Technology Strategy. It sets out a commitment to revolutionise the manner LPT interacts with service users through development of applications such as a patient portal.

In 2015, LPT also embraced a new Innovation Strategy that calls for a cultural shift in how ideas are supported and collaborated upon. It describes the development of an electronic tool to network staff together to share and create knowledge. This will draw on the talent within the organisation and excellence outside of LPT to invent new ways of improving what we do.

LPT, like all elements of the NHS, is faced with tough choices in its services to be able to support the delivery of its financial obligations across the next few years. Therefore all opportunities to exploit innovation and new technologies to sustain and improve services should also be looking at increasing the value for money of what we offer.

This document looks to summarise the work and thinking that has been undertaken to date in moving LPT towards a comprehensive digital offer. It provides an imagining of the future and the infrastructure needed to see us to that future or an even better one.

National expectations

Here are some expectations outlined in the call to action from NHS England's National Information Board.

Enable me to make the right health and care choices

Citizens to have full access to their care records and access to an expanding set of NHS accredited health and care apps and digital information services.

Give care professionals and carers access to all the data, information and knowledge they need.

Real-time digital information on a person's health and care, available by 2020, for all NHS-funded services.

Assure best value for taxpayers.

Ensure that current and future investments in technology reduce the cost and improve the value of health services and support delivery of better health and care regardless of setting.

Support care professionals to make the best use of data and technology.

In future all members of the health, care and social care workforce must have the knowledge and skills to embrace the opportunities of information.

YOUR OPINION

What are your thoughts on the 2020 strategic document from the National Information Board?

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Our progress

Opportunities to use digital platforms have been taken within a few services across the Trust already. These have commonly been providing specific solutions for particular services, through mobiles and wifi access, and through standalone apps such as the ECT app, YODA app and *Meals on Heels*. Now the work that has commenced around the development of *WeCreate*, *WeConnect* and *Wellbeing Account* (below) offer an opportunity to form a much more joined-up digital offer for the organisation tying together our digital platforms ...

Electronic Patient Records

Enables different NHS services to access patient medical records via an electronic interface. This increases patient safety by reducing or correcting errors, improves shared decision making and feelings of empowerment and allows more efficient/accurate transferability of records.



ChatHealth

ChatHealth, a multi-award winning safe/secure messaging tool developed uniquely in the Trust, lets teenagers seek confidential support/advice from clinicians, more conveniently than ever. The *ChatHealth* platform is already available for deployment in other Trusts and organisations.



Healthforkids.co.uk and Healthforteens.co.uk

A portfolio of unprecedented health-marketing websites for 5-10 year olds and 11-16 year olds offering engaging, interactive, age-appropriate information and webchats not found on any other NHS website - they enable school nurses to widen their offer onto an online platform.



Nerve Centre

Staff use digital devices similar to mobile phones to enter patients' observations, such as temperature, pulse rate and blood pressure. It alerts staff as to when observations are due and the way the information is recorded makes it easier to pass on details of the patients conditions at shift changes, saving time and paperwork.



WeCreate and WeConnect

Electronic tools to inspire staff to connect collaborate and develop new ideas and innovations across the Trust. *WeConnect* encourages people to communicate around areas of common interest - *WeCreate* is an ideas sharing platform and tool for moving an idea from conception through to implementation.

Wellbeing Account

Development of a wellbeing portal where users can access a pick n mix of apps and digital platforms bespoke to their individual needs. The ambition is for people to have access to their own health care records underpinned with a single identity management service and central shared database



YOUR OPINION

Which other existing digital platforms should be taken into account?

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Objectives

Our digital offer will:

- **Put our population in control of their health:** Enable individuals across Leicester, Leicestershire and Rutland to feel more in control of their health and able to look after their own health needs more.
- **See people helping each other more:** Facilitate individuals across Leicester, Leicestershire and Rutland to support each other's health needs more.
- **Be the best way that people can manage their health support:** Be so attractive and intuitive that the majority of individuals prefer to self-navigate their health support over any other channel.
- **Radically change how LPT delivers its services:** Reduce the cost of service delivery whilst improving interaction/experience, through significantly altering the way LPT works.
- **Joins-up health support:** Allow individuals to connect up the health and social support and information they need for a better experience.

Our digital offer will

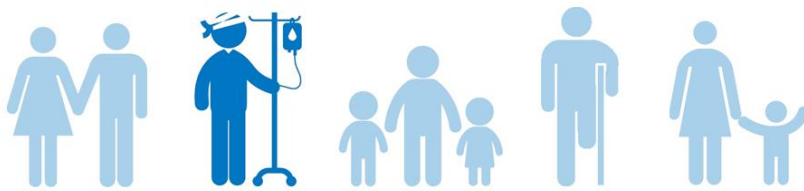
- ✓ Increase service user control of their health
- ✓ Increase people helping each other
- ✓ Be the best way for people to manage their health support
- ✓ Radically change how LPT delivers its services; value for money
- ✓ Join-up health support for a better experience

Our digital offer is a collation of technology initiatives which meet these outcomes for staff and service users.



Developing the right digital ecosystem: Not a “patient portal”

You might describe **patient portal** as one of the buzz phrases of the moment. Usually it refers to an online one-stop-shop where service users can interact with a range of health services.



As the name suggest **patient** portals can be very clinical or acute in their nature. This really only helps a certain proportion of our service users. However LPT has a very diverse portfolio of services that supports all of the population including many people who would not consider themselves a ‘patient’.



Therefore our portal would need to work for everyone and putting all the features that would be needed to meet these diverse needs into one product would make the portal vast, cumbersome and unusable. We need a very different approach.



Not all of our service users consider themselves to be “**patients**”. So, we could begin by adopting some new more empowering terminology for our portal.

YOUR OPINION

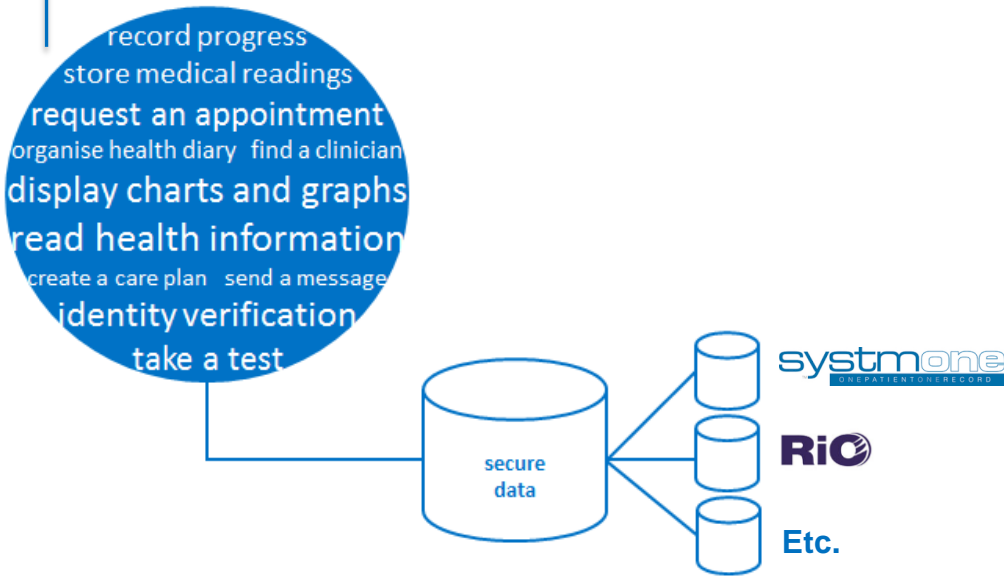
The people who use our service aren’t all “patients”. We support a broad range of people, holistically across a broad range of services. A **wellbeing** portal might be more suitable.
What do you think?

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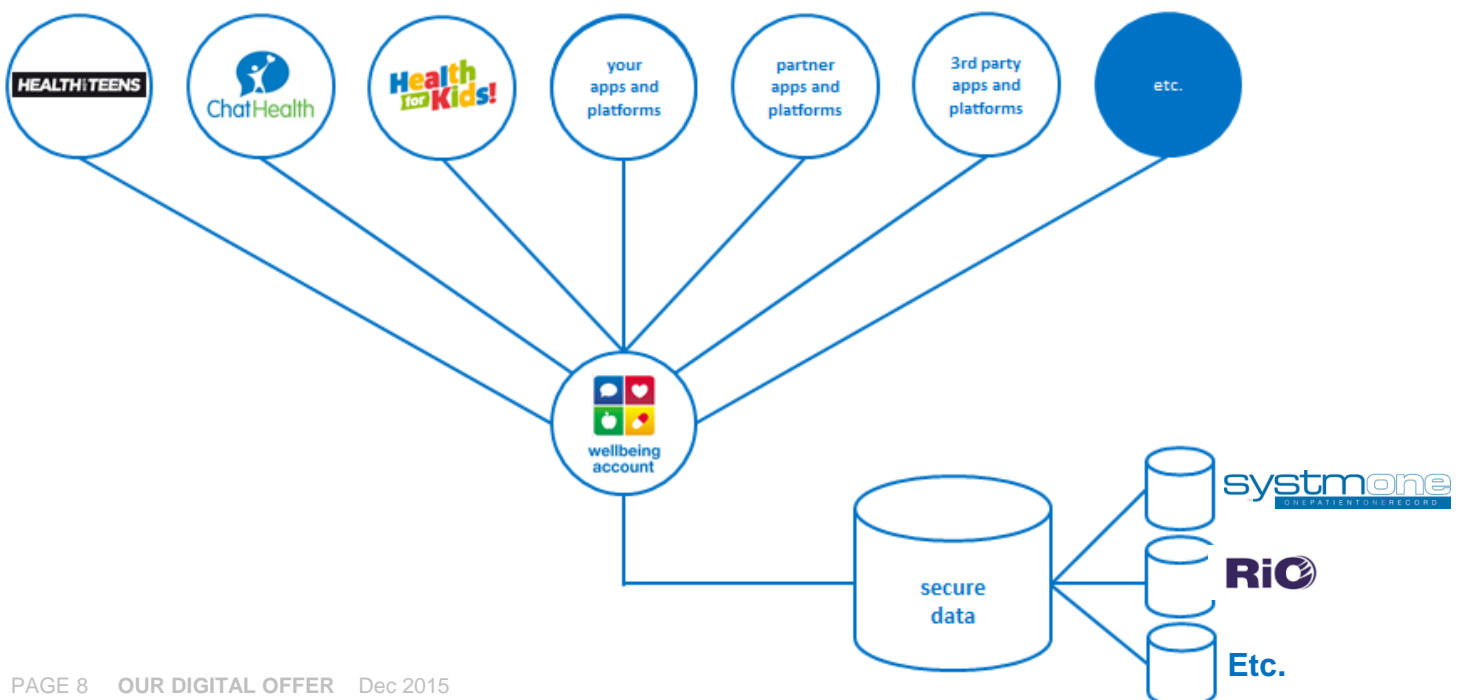


Developing the right digital ecosystem: A “pick n mix” of apps approach

Imagine how complex a patient portal could become if it were a one-size-fits-all solution to meet all the needs of our large and diverse population.



Here's the preferred approach for our digital offer – an **app store** environment where the many features of the complex patient portal are stripped out into a multitude of simple individual apps. Our service users can then pick n mix the apps they want. Importantly, all apps relate to one another through our *Wellbeing Account* which recognises service users from one app to another and offers the same functionality for staff apps to help them improve their health and services.



Imagine the future

Let's look at how a Leicestershire family could interact with our imagined digital offer.

Imagine seven year old Mikey and his sister Faye, their Mum and Dad, Pete and Jane, and Grandma and Grandad Sue and Nige.



- Monitoring apps help them take more ownership of managing their health and wellbeing having more control over the things that make them feel worse and better.



- Unprecedented engaging and interactive web content helps them learn about health, used in partnership with schools and other partners.



- They can share complaints, comments or compliments through real-time feedback apps that deliver direct to staff and services.



- Shared Health Pods in local health centres help them connect to other health and social care tools.



- They are safer around the clock with a range of risk management technology safeguarding vulnerable people such as talking therapies.
- Digital access is more available over extended opening hours.



- They connect with peers and communities of interest to share experiences and resources.
- They contribute health improving resources to the community which are vetted for sharing by healthcare professionals.
- They engage with peers and share experiences as part of moderated web-chats on health topics.
- They can register to provide peer support to others and join online peer support forums or volunteering opportunities.
- Communities are more connected which is making residents more resilient.
- They can get directly involved in NHS service improvements and co-design work.
- They can donate money to health and community initiatives or register the skills they would like to make available to others.



- Interactive maps indicate where and when their nearby services are available.
- The health navigator helps them navigate the NHS and find the help they need.



- Their health diaries interact with live choose and book for appointments
- Health diary entries can be shared as blogs directly with the blogging community.



- Their *Wellbeing Account* health profiles are connected to their NHS numbers and recognised by a range of health and wellbeing apps across Leicester, Leicestershire and Rutland.
- The NHS provides them with the information which is held on record about them.



- Since choosing to go paper-free their health correspondence from statutory organisations is delivered digitally to a secure app.
- Notifications about significant health events like immunisations are sent to mobile devices.



- Safe and secure two way communication with clinicians through messaging, audio and video calling to seek advice and co-manage digitally created care plans.

YOUR OPINION

These are some stories of how a digital offer could affect lives. *How do you imagine lives could be improved with digital solutions?*

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#1 Mikey's Story

Seven year old son

Mikey has been told that the immunisation team will be coming to school to give his flu vaccination. He tells his Dad, who already knows. "I got a message on my phone from the *Wellbeing Account* it asked me to confirm a few details for you on my *Wellbeing Account* app" his Dad said, "It's so much easier than when Faye had it done – then we had a paper form to fill in. She lost it and then, when we finally got it, I had to fill-in loads of details which I'm sure the NHS must have already had. It's really simple now - just a few things to click and confirm".

Mikey logged-on to his *Wellbeing Account* on his PC. He also had a message telling him about the vaccination – it was all connected to *Healthforkds.co.uk*. Mikey spent the next 30 minutes looking at an animated film, interacting with loads of interesting information and reading comments from kids who had had the vaccination before. They said it didn't hurt a bit. Mikey went into school feeling very relaxed about it. Mikey had the vaccination and felt great, he went home to tell his Dad all about it.

Both Mikey and Dad logged-on to their *Wellbeing Account* and were asked if they wanted to rate their experience of which they both did. Mikey's record review tool showed a new notification and a digital badge to show that his immunisation record had been updated. Mikey's Dad laughed, "Son you have no idea how hard it is to remember what jabs I have had in the past. Now you just need to click and your entire record is there. It's so easy Mikey!" Mikey had no idea why his Dad was getting so excited about it, logged-off his account and went downstairs for some tea, thinking "I wonder how many badges my friends have now?"

#2 Sue's Story

Grandma

Sue meanwhile was feeling anxious about a strange rash that had appeared on her arm. She had very recently had a fall and was being supported by the intensive community support team for some physio and wound care. She thought about waiting for her scheduled call with her nurse due tomorrow but the rash was strange. She surfed the internet and found some information on rashes but she did not feel reassured. She followed the link on the NHS website to a login, where she put her *Wellbeing Account* details. She was taken to the health navigator. It took her through step by step how she was feeling, when she got the rash etc. It then directed her to take a photo of her rash. An hour later a message came back that the rash was most likely eczema. The navigator prompted her with a choice either she could book an appointment with her GP through the appointment booker, see her local pharmacist or to get support from district nurse at her scheduled appointment. Sue chose to bring it to the attention of the district nurse and clicked on the share button to provide the district nurse a notification of her latest health information and rash details.

The next day the nurse came to see her and prescribed her the topical medication for rash and checked her wound which was healing well.

Normally the health navigator and the information available on *Pin My Health* was enough to allay her fears. It felt reassuring to connect with someone who had a good bit of information to share with her based on what she said was wrong with her.

#3 Pete's Story

Dad

Pete was sitting on the park bench outside of work staring at the bottle of whisky that he had just got from the car. He started to cry. He had been avoiding this issue for so long, the bottle, the secrets, the lies and how disappointed he was with himself. He held his breathe took out his phone and logged-on to the wellbeing app store. He downloaded the *Improving My Life* tool.

He followed the questions that seemed to delve into who he wanted to be and what he did and felt like he was now. He did not want to be perfect, he was always going to end up doing some things others may disapprove of. The app did not judge him, it just seemed to advise him on how he could get to where he wanted to be.

One thing the app provided was a selection of places that offer support to people who think they drink too much. It showed him on a map a load of different groups and services near him. It showed him which ones were recommended as trusted services by the local authority – others were more low key community groups

He did not feel ready to go to a professional service and selected a small community group that met that afternoon. The app asked him if he wanted this appointment to appear in his planner. Pete clicked yes and also marked it as confidential.

He then spent another 30 mins going through the other recommendations from the app around things that he could do to go improve his life. He put these in his planner and asked it to send him reminders to his smartphone. Pete took the afternoon off sick and went to the group to get some help.

#4 Nige's Story

Grandad

Nige was heading over to his local health centre. He had booked an appointment through choose and book on his iPad. He had the option of speaking to a doctor at home through his iPad camera on a video call. Nige didn't like that idea – he could never seem to get the damn thing to work - and so had made an appointment at a *health pod* in the health centre.

He had tried the *health pods* before and they had a good clear screen to see the doctor who was on duty across in the City. It was private, technical help was at hand if needed and he was near the dispensary to receive the automatic dispensing of meds.

Nige had never really liked going to see the doctor, but this worked quite well for him really. Sounds funny but he felt more comfortable talking about things when the doctor wasn't actually in the room. It was easier when there was a bit of distance between the two of them.

He'd also been recommended for the *health buddy* scheme which had a huge selection of dementia friends on it. Through his *Wellbeing Account* Nige had now connected with a dementia friend volunteer called James who lived nearby. He was a kind fellow who had registered to help his neighbours. James was a massive help and since they had been paired up, Nige had not missed a single appointment.

#5 Faye's Story

13 year old daughter

Faye, was shaking in her room. She was afraid that her Dad was going to be drunk again, she was scared about school and she was worried she might cut herself again.

She messaged a nurse through *ChatHealth* and started communicating her concerns. The responses were insightful and helpful. About 9pm she started panicking, really panicking. She texted again. She asked to speak to someone and a CAMHS nurse rang her back. She was so knowledgeable and helpful. She gave Faye, lots of ways to calm herself down and not fall into complete meltdown. She asked Faye what support she had around her. Faye told her that the family were really strained and she couldn't talk to them. She told her that she did not really have any friends, except her dog who was the only one that did not judge her. The CAMHS nurse talked to Faye for about 30 minutes.

The nurse helped Faye come up with a plan which they stored in Faye's wellbeing planner. It included linking up with a community social group and a local charity that helps people going through what Faye was feeling. Both Faye and the CAMHS nurse could find these groups through the *support around me* app which highlighted useful services and groups based on Faye's needs.

Support around me also flagged the groups and services that were part of a Trusted emotional health network. She told Faye not to hesitate to get in touch again by messaging, or calling the early help number, if she felt like she was getting too anxious.

Faye used the information to populate her personal *Pin My Health* board via the *Healthforteens.co.uk*, so that she could use it to support her in future. She also downloaded a mood diary app and decided to see if it helped to record her thoughts and feelings.

Some Ideas

One log in for all health and social care needs.

This is the *Wellbeing Account* that connects people with their own personal information based on authenticating their identity. The one log-in can then be used for any health and social care tool. It will also lead to a portal app store where the individual can download the apps that suit them and access them through the portal without needing to log-in again (or they can download a specific app to their device and log-in to it through the *Wellbeing Account*).

Correspondence is sent digitally.

All correspondence from statutory agencies relating to health and social care is delivered into the service user's wellbeing correspondence app. This organises and themes correspondence for reference and easy navigation.

Record review tool.

A tool to be able to look at elements of an individual account holder's records

Virtual clinics and consultations.

Video, audio or message based intervention/consultation with practitioners can be accessed through a secure app. This will be accessible to service users through home computer, mobile device or in health pods located in health centres. Virtual consultations will be more easily deliverable during extended hours.

Pin my health.

A tool for service users, professionals and people from similar age groups (e.g. youth to youth, adults to adults, older people to older people) to share resources (information leaflets, help guides, blogs etc.) that have been added by professionals or by anyone else and approved by a joint professional and public editorial panel. An individual can state a given need or question and the network of users can contribute resources they think are useful. The system will also recommend resources that others have found useful for similar/same questions or needs.

Improving my life.

People capture who they want to be and how they currently behave and feel about who they are now. The tool advises on services (health, social care or voluntary) that could help the account holder. It also advises on different ways for the

YOUR OPINION

Here are some of the things that might be in our digital offer. *What do you think?*

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account holder to reach their goals. This also links to the planner to capture areas that the account holder can focus on

Donate to improve your community.

The users will be able to donate to the LPT charity and help shape how the money can be best spent. They can also donate their services and skills through the app, for the benefit of improving the health and wellbeing of the LLR population.

Peer support forums and webchats

Are moderated chats where individuals can support each other at given times when there are professionals also logged-in to ensure clinically safe support is provided at all times.

Live interactive maps.

Shows users the services available to them, sorted by proximity, and relevant live information such as waiting times.

Feedback online.

Enables service users to deliver complaints, comments or compliments directly to the services for which they are intended. Staff can see feedback received in a real-time application and show how they've listened.

The wellbeing planner.

This is the account holder's personal plan that other practitioners (e.g. doctor, social worker etc.) can be given permission to contribute to. The planner has the flexibility to allow the account holder to keep items confidential or to share them with other professionals and other people. The planner can also show results and progress against an action on the plan and these can be shared.

A networking tool connecting people.

All statutory services, voluntary/charitable services and community groups are listed in a networking tool that captures key information about the organisation and forms recommended networks based on what they do. It takes into account whether organisations have joined a trusted network (a network of organisations that are proven to meet some essential standards in a particular area of need – e.g. supporting mental health crisis). People can browse the network or they can put in key information into the tool and receive recommendations based on those details.

Choose and book appointments.

This allows people to select or change their appointments. You can also join a trusted group (which has mechanisms

to monitor communications and avoid trolling or equivalent behavior.

The health navigator.

People will be able to log-on through their account and converse with an automated tool. This will build off existing algorithms to help people get the information they need to gain confidence and be better informed about their ailments/needs. The health navigator will provide guidance to the account holder on how to get support or support themselves with their ailment/problem. If it is apparent that the individual needs more support then the navigator will direct them to the networking tool, consultation app, health planner or any other app that will support the individual to help themselves, supported by others or on their own. This will include google translate facilities and other accessibility tools like audio readers.

Develop our services.

There will be direct tools for people interested in providing details of their experience of any service that are connected to the *Wellbeing Account*. This same tool will allow people to support the development of that service with opportunities offered for individuals to be part of co-designing its improvement.

Wellbeing blog.

There will be a wellbeing blog and a platform for users to publish their own blogs. People can choose to publish to a specific network or to the wider public. The tools will be community managed in terms of content control (i.e. there will be a facility for users to flag offensive content for administrative removal or barring)

There will be many more areas to develop but this will be informed through a wider number of motivated digital pioneers.

Delivery

Planning

To see these digital ideas, and many more besides, being developed and making a difference, some baseline structures need to be put in place. These will create the right environment to allow products to:

- ☑ **Be efficiently developed**
- ☑ **Build and connect with other digital products across organisational boundaries (thus improving user experience)**
- ☑ **Have a positive impact upon a resident of LLR's experience, their health outcomes, their control of their health and ability to look after themselves**
- ☑ **Deliver a return in investment**



Underpinning structures to develop are:

A single digital ecosystem – This basically means that technologically, products will connect together and users can access digital tools without needing to worry about the particular organisation they are involved with. Fundamentally, this will be underpinned by having a single log-in for each user across all apps and platforms within the ecosystem. Certain apps may require users to complete an account validation process which will be in line with the national citizen identification management programme. For example, this might include apps with two way clinical-level interaction, apps which directly integrate with electronic patient records and apps which share information that is confidential to the user or organization. The log-in will also allow users to access a portal which will function as an app store. From this store any associated apps can be downloaded. This allows personalisation, ownership and control by the user. The user will be able to edit their account details through the portal and manage their preferences. The portal will have notifications and allow the user to push out alerts, calendar dates etc. to their native calendars on their computer or mobile device.

YOUR OPINION

We could also form a statutory connected health ecosystem between the organisations that would support the digital ecosystem. This approach has been successfully modelled in cities like Manchester supported by the European Connected Health Alliance. *Should we do this?*

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Strategic alignment between the key organisations within LLR – LPT will take a proactive role in encouraging organisations to align within the digital ecosystem. This would include promoting wider adoption of a single identity management service and the verification processes recommended by the national citizen identification management programme. There have been early discussions across most partners in LLR.

A digital lab – This will be a physical and virtual place that creates the dedicated time, place and assets to align, collaborate, educate, prioritise and innovate across organisational boundaries. For example, people working on relevant digital products and/or interested in developing products will be invited to the lab. This will be a development launch. All attendees will sign a waiver to confirm agreements around how intellectual property will be managed. The attendees will undertake a large ideas workshop generating a list of ideas with an imagining of how they will work. There will be a joint assessment by attendees on the impactfulness and implementability of each idea and an agreed prioritisation of ideas. Resources are matched to ideas from the attendees in the room and agile working (a particular fast paced, cyclical project management methodology) streams are generated. The digital lab will then run virtually and physically (a few days a week) for an agreed defined length (e.g. 3 months) with a narrowed set of attendees who are specifically working on the prioritized projects. At the end of this defined period the original set of attendees (and any more interested parties) will come together to showcase their developments and another ideas session will be run (which may include continuation of a product development or new product development).

Welcome to the Digital Lab

Siting the digital lab in a physical location is important because co-locating people from diverse backgrounds in relational spaces catalyzes innovation.



“If we are seeking large scale transformational change we should be building *bridging* networks that connect disparate individuals and groups that were previously unconnected”
The new era of thinking, NHS IQ



Impact assessment tool – All statutory organisations within LLR have significant financial pressures therefore a tool will be developed to support the assessment of each digital proposition to ensure that it has the desired return on investment (this may not be a financial return, it could be health and social outcomes etc.). Such a tool will need to be renewed and improved as more is learnt around the actual impact of the products developed.

Digital development methodology – Not all products will require the same type of resources to develop, but there will be some ability to have a default way that a product is developed (such as project management resource, developer time etc.). The advantage of having a default archetype development approach will allow annual investment in infrastructure (therefore reducing delays in building a team to develop projects in year and reducing costs incurred from hurried recruitments).

Joint capital fund – There will be a number of different priorities across the organisations and therefore each organisation will need to have a specific fund to support their interests. However, it is envisaged there will be products that would have benefits across organisations where there are common priorities. This may be aided by a joint capital fund, to reduce delays in supporting cross-cutting projects.

Timescales

Year zero (2015/16)

- Some strategic agreement and alignment across statutory organisations within LLR.
- Specification for *Wellbeing Account* agreed and aligned with the national citizen identification management programme.

Year one (2016/17)

- *Wellbeing Account* developed with portal
- Majority of statutory organisations signing up to single identity management ecosystem
- Digital lab established and operating
- Impact assessment tool developed, being used and refined
- Digital development default methodology developed
- Initial applications supported by *Wellbeing Account* to be developed and launched
 - *Correspondence App*
 - *Information Navigator app (first iteration of healthbot)*
 - *ChatHealth app – to include video calling*
 - *Pin My Health app – to include resource sharing*
 - *Improving My Life app - to include co creation of care plans*
 - *Existing applications developed in other agencies (incl. UHL app, CC my life/my health)*
 - *Other applications / products prioritised through lab*
- Expansion of moderated webchats programme
- Expansion of video calling consultations programme
- *Wellbeing Account*, portal and associated products launched to the public with shared publicity across signed up LLR organisations
- Demonstration of some part year effect savings from relevant products (e.g. products that have the potential to reduce cost)

Longer Term

- Health pods
- Choose and book appointments online for relevant services
- Notifications related to significant health events like immunisation
- Interactive maps indicate where nearby services are available.
- Advanced features of healthbot as a navigation wizard.
- Interactive health diary covering physical and mental health
- Blog directly from health diary
- Connect with peers and communities of interest through WeConnect
- Donate money or time
- Share complaints, comments or compliments through realtime apps