

The 1st HEIW / SCW virtual conference

‘Informing the future of the **Mental Health Workforce** in Wales’

Case Study

Combining CWTCH & COVID-19: Challenges & Opportunities

What did you do and why?

Connecting With Telehealth to Children in Hospitals (CWTCH) started life in February 2019 as a video consultation project in a child and adolescent mental health (CAMHS) department, funded by the Health Foundation to offer video appointments/assessments to medical wards. This was expanded to include outreach to young people and families in primary care services, schools and home.

When the COVID-19 pandemic emerged, CWTCH was near completion and offered the solution for safe and secure healthcare. CWTCH became Connecting With Telehealth to Communities and Healthcare for Wales (CWTCH Cymru) and in partnership with the Welsh Government and the Technology Enabled Care (TEC) team, developed a more generic National Video Consultation Service model rapidly rolled out to all primary care, and now to secondary and social care services across Wales.

The CWTCH model involves rigorous evaluation. We have shown high usage across a range of health and social care settings, high patient and healthcare professional satisfaction, and high levels of savings in time, money and carbon footprint. We developed the CWTCH Toolkit to enable rapid implementation of the CWTCH model in videoconferencing.

For both CWTCH and the National Video Consultation Service, the most challenging issue is the resistance of some of the NHS staff towards engaging

with video conferencing, despite the keen interest of the government, high satisfaction of the public, and the safety of use by NHS staff themselves. We will discuss challenges and solutions from our CWTCH COVID-19 emergency response, to help others build and sustain future video consultation services.