



Leeds
Digital
Festival

Digital therapies and AI

Rethinking access to
Mental Health services
in practice.

Tuesday 30 September.



NORTHPOINT

 **aireinnovate**

SilverCloud[®]
by Amwell[®]

Welcome to Northpoint

- Vision: A world that supports good mental health for all
- Purpose: To deliver effective mental health support and to improve the mental health system in Yorkshire and surrounding areas
- 3 core services operating in Leeds and Calderdale, with smaller services delivered in Kirklees, York and Bradford



Our space

- Variety of contemporary spaces
- Rooms up to 42 people capacity
- Meeting room tech
- Tea/coffee facilities
- Five minutes' walk from Royal Armouries
- Proximity to Leeds Dock amenities
- Contact meetingroomhire@northpoint.org.uk to book



Questions

- Advance questions have been loaded into the presentation
- QR Codes will be shared at the start and end of each segment
- Papers are available on the side to submit questions



Embedding digital treatment interventions in mental health pathways

Questions: Scan QR Code or go to:
www.menti.com and enter code: 3190 0677



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A DECADE OF DIGITAL



What is the SilverCloud® platform?

1M+

Users – and counting

UP TO
80%

Show improvements
in symptoms

65%

Experience
clinically significant
improvement

93%

User satisfaction rate

56%

Diagnosis-free

at 3 months, among patients
with a clinical diagnosis of
depression or anxiety

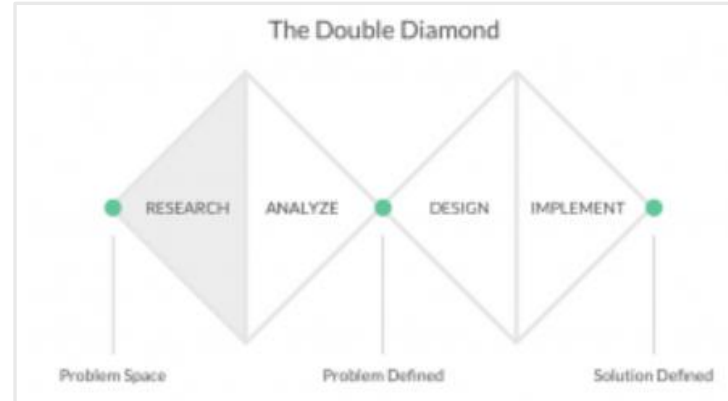
1/4

The cost of
face-to-face
treatment,

treating 4x the
number of patients

How we went about identifying the problems

NORTHPOINT



Tough Times Reference group

What can digital do to help the individual?



What can digital do to help the clinician?



Predictive Tool to enhance clinical recovery

Questionnaires Completed

All questionnaires

PHQ9

GAD7

+ See overview of all questionnaires



Sylvia Tent1

PROGRAMME: Space from Depression & Anxiety
(space_from_gad_magpieuk)

ACTIVITY: ✓

REVIEW STATUS: Reviews are ongoing - see below

PREDICTION OF RELIABLE IMPROVEMENT (RI): Not applicable

The model requires a minimum of 3 questionnaires to make a sufficiently accurate prediction. This client has not yet completed the minimum number of questionnaires on SilverCloud. See [this article](#) for more details.

View scores →

Sylvia Tent1

PROGRAMME: Space from Depression & Anxiety
(space_from_gad_magpieuk)

ACTIVITY: ✓✓

REVIEW STATUS: Reviews are ongoing - see below

PREDICTION OF RELIABLE IMPROVEMENT (RI): ⓘ

Based on PHQ9 Latest Score: 17

Likely to achieve RI

68% chance that this client will achieve **reliable improvement** after 8 reviews.

Based on GAD7 Latest Score: 11

Likely to achieve RI

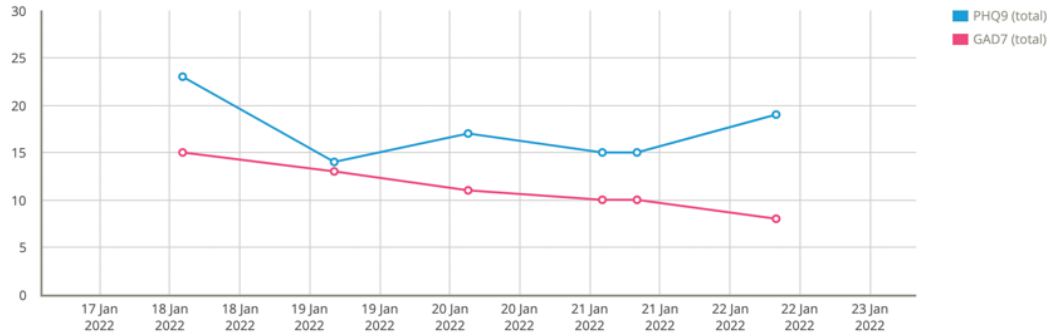
77% chance that this client will achieve **reliable improvement** after 8 reviews.

View scores →

Example Client B:

A client with these scores would be predicted to be very likely to achieve reliable improvement (6 points or greater). A positive prediction (Reliable Improvement) could serve as confirmation that client is on track and add to increased confidence in current treatment approach.

Questionnaires Completed

[All questionnaires](#)[PHQ9](#)[GAD7](#)[+ See overview of all questionnaires](#)

Sylvia Tent1

PROGRAMME: Space from Depression & Anxiety
(space_from_gad_magpieuk)

ACTIVITY: ✓✓✓✓✓✗✓

REVIEW STATUS: Reviews are ongoing - see below

PREDICTION OF RELIABLE IMPROVEMENT (RI): ①

Based on **PHQ9** Latest Score: 19

Very likely to achieve RI ▲

98% chance that this client will achieve **reliable improvement** after 8 reviews. ✕

Based on **GAD7** Latest Score: 8

Very likely to achieve RI ▲

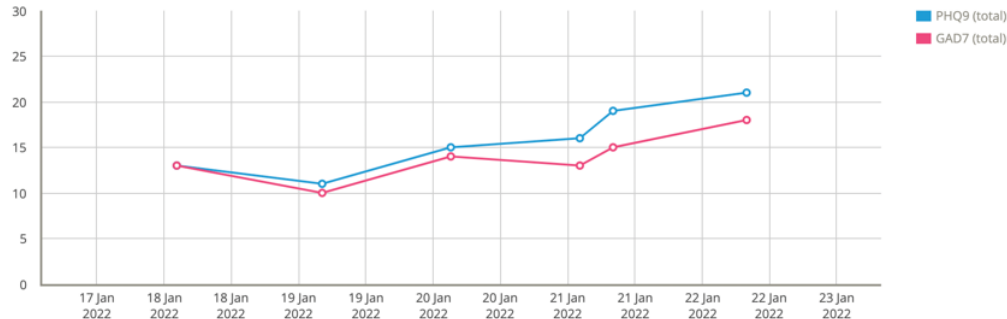
99% chance that this client will achieve **reliable improvement** after 8 reviews. ✕

[View scores →](#)

Example Client A:

A client with these scores would be predicted to be unlikely to achieve reliable improvement (6 points or greater). A negative prediction (No Reliable Improvement) could invite exploration of treatment adjustment needs to support the client's journey.

Questionnaires Completed

[All questionnaires](#)[PHQ9](#)[GAD7](#)[+ See overview of all questionnaires](#)

Sylvia Tent 2

PROGRAMME: Space from Depression & Anxiety
(space_from_gad_magpieuk)

ACTIVITY: ✓✓✓✓✓✗✓

REVIEW STATUS: Reviews are ongoing - see below

PREDICTION OF RELIABLE IMPROVEMENT (RI): ⓘ

Based on PHQ9 Latest Score: 21

Very unlikely to achieve RI ▲

0% chance that this client will achieve **reliable improvement** after 8 reviews. ✕

Based on GAD7 Latest Score: 18

Very unlikely to achieve RI ▲

0% chance that this client will achieve **reliable improvement** after 8 reviews. ✕

[View scores](#) ➔

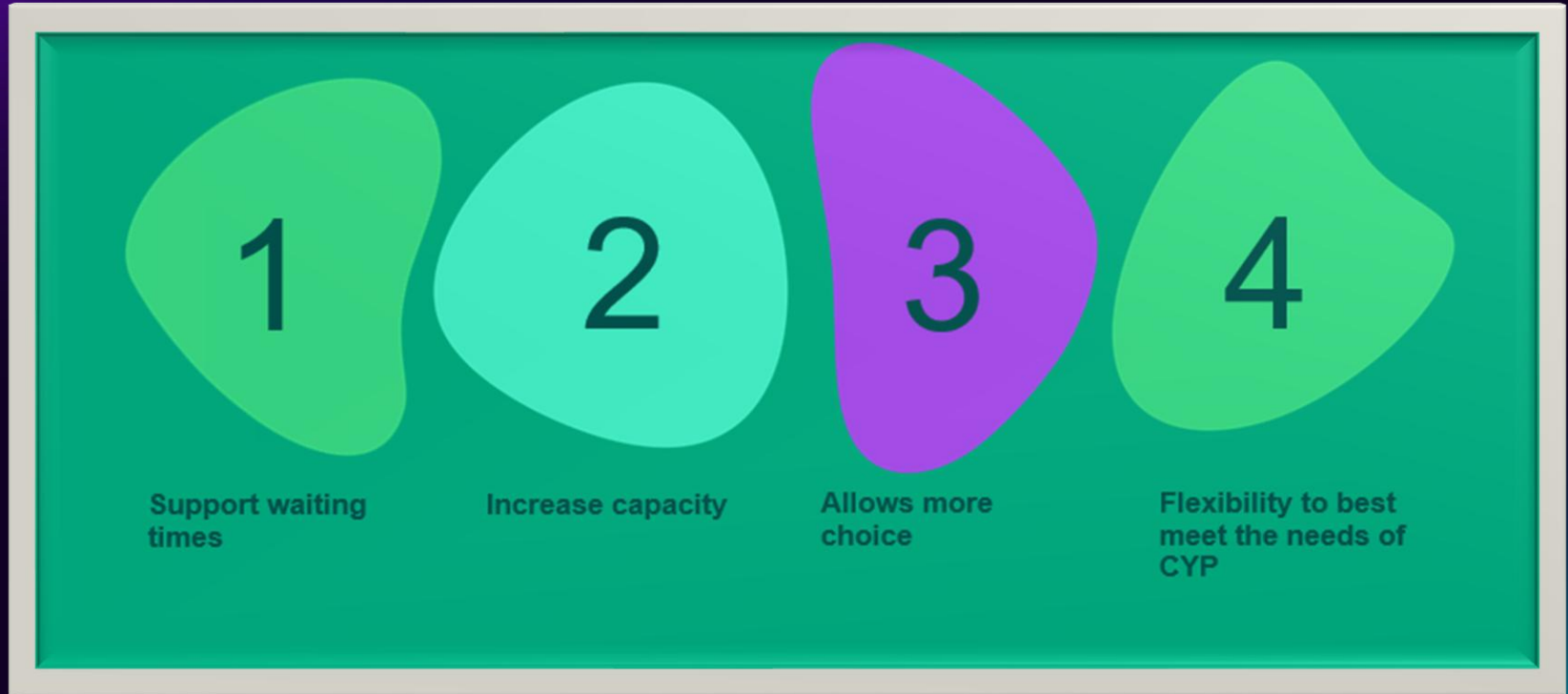
Further Reading:

[A Machine Learning Approach to Understanding Patterns of Engagement With Internet-Delivered Mental Health Interventions](#)

[Machine Learning in Mental Health: A Systematic Review of the HCI Literature to Support the Development of Effective and Implementable ML Systems](#)

[Enhancing treatment outcome of patients at risk of treatment failure: meta-analytic and mega-analytic review of a psychotherapy quality assurance system. *Journal of consulting and clinical psychology*.](#)

Flexibility of the offer



SilverCloud® Programs

Children and Young People:

- Supporting An Anxious Child
- Supporting An Anxious Teen
- Space from Anxiety
- Space from Low Mood & Anxiety
- Space from Low Mood

Neurodiversity for CYP:

- Supporting a child with ADHD

Neurodiversity for Adults 16+:

- Living Well with ADHD
- Living Well as an Autistic Person

CYP Programs - Impact

- Over 350 schools
- Positive feedback from young people, parents & carers
- Tech4Good Award

57% reduction
to wait times



Q&A

Questions: Scan QR Code or go to:
www.menti.com and enter code: 3190 0677



Share your questions about embedding digital treatment interventions in mental health pathways:

How do we balance evidence-based standards (like NICE) with the need to innovate quickly?

What have we learned about engaging young people who might not usually seek support?

How do digital tools complement, rather than replace, face-to-face therapy?



Using AI and automation to streamline triage, improve service navigation, and reduce digital inequality

Questions: Scan QR Code or go to:
www.menti.com and enter code: 2155 8364



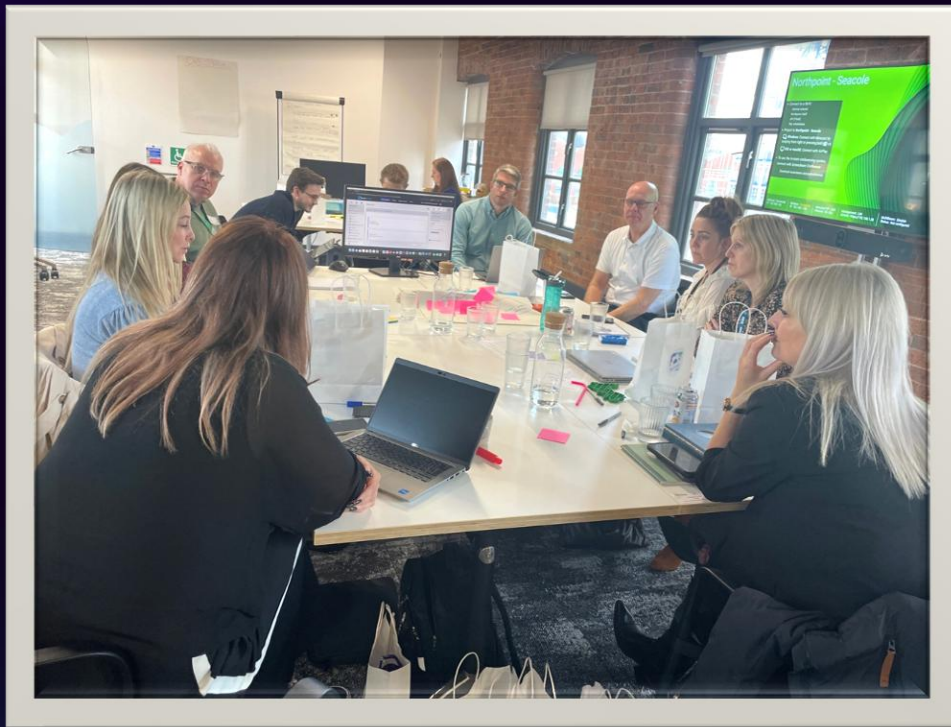
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The AI Landscape

- Predictive analytics on frequent attenders at A&E for proactive outreach and education
- Referral/assessment chatbots
- AI Assistants doing validated screening of mental health needs
- Resource navigation and recommendation

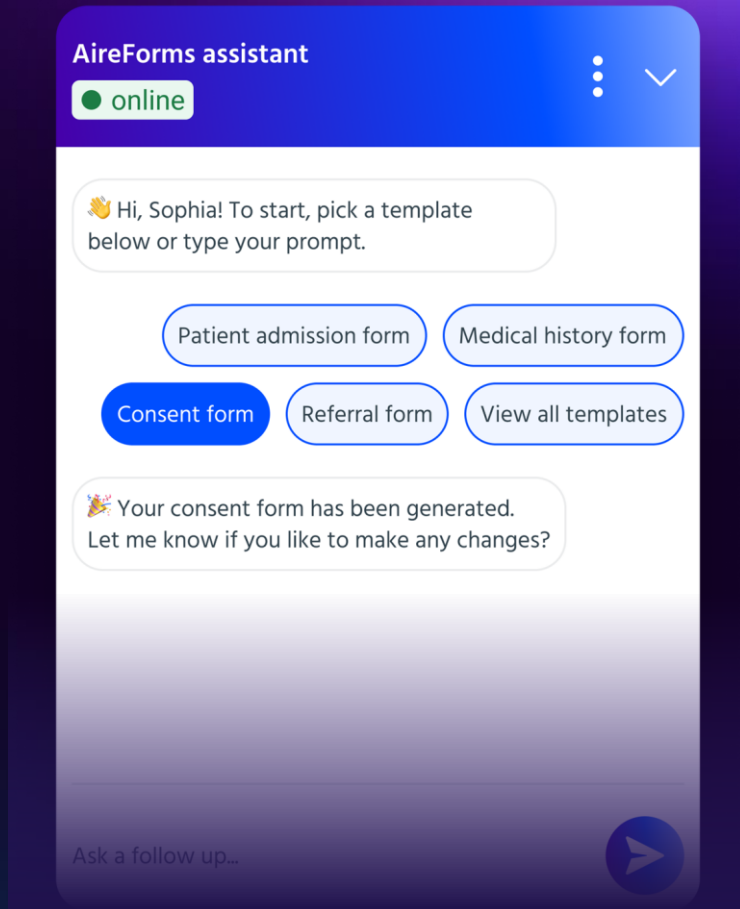


HACK DAY – October 2024

Low-code configuration assistant

Start with a template.
Generate a form and make
tweaks to suit your needs.

Demo



Patient level summarisation

Analyse and summarise
patient records in seconds.
Surface the most relevant
clinical details at a glance.

SUMMARY



Diagnosis and Engagement

- The patient has a diagnosis of dementia [3](#)
- He does not engage in group activities [2](#)

Personal Interests

- He has a passion for gardening and enjoys talking about the plants he used to grow in his allotment [1](#)
- He also loves old music, especially 1960s and 1970s rock and roll [1](#)

Signs of Distress

- Signs that he is upset include: becoming withdrawn or very quiet, fidgeting or wringing hands, repetitive questioning or pacing, and frustration or confusion when tasks feel overwhelming [3](#)

Effective Reassurance Strategies

- Effective ways to reassure him include using a gentle tone and familiar phrases, speaking slowly and calmly, redirecting attention to a favourite memory or topic, and involving familiar objects or music [2](#)

Staff Guidance

- Staff are advised to acknowledge his autonomy and feelings while gently offering alternatives [2](#)
- Wherever possible, staff should ensure they find a safe compromise that maintains dignity [4](#)
- Distraction, redirection, and exploring the reasons behind a decision are recommended before intervening [1](#)

Hide sources ▼

Consultation 03 Apr
Dr. Janet Smith
Patient continues to carry a diagnosis of dementia (previously established)...

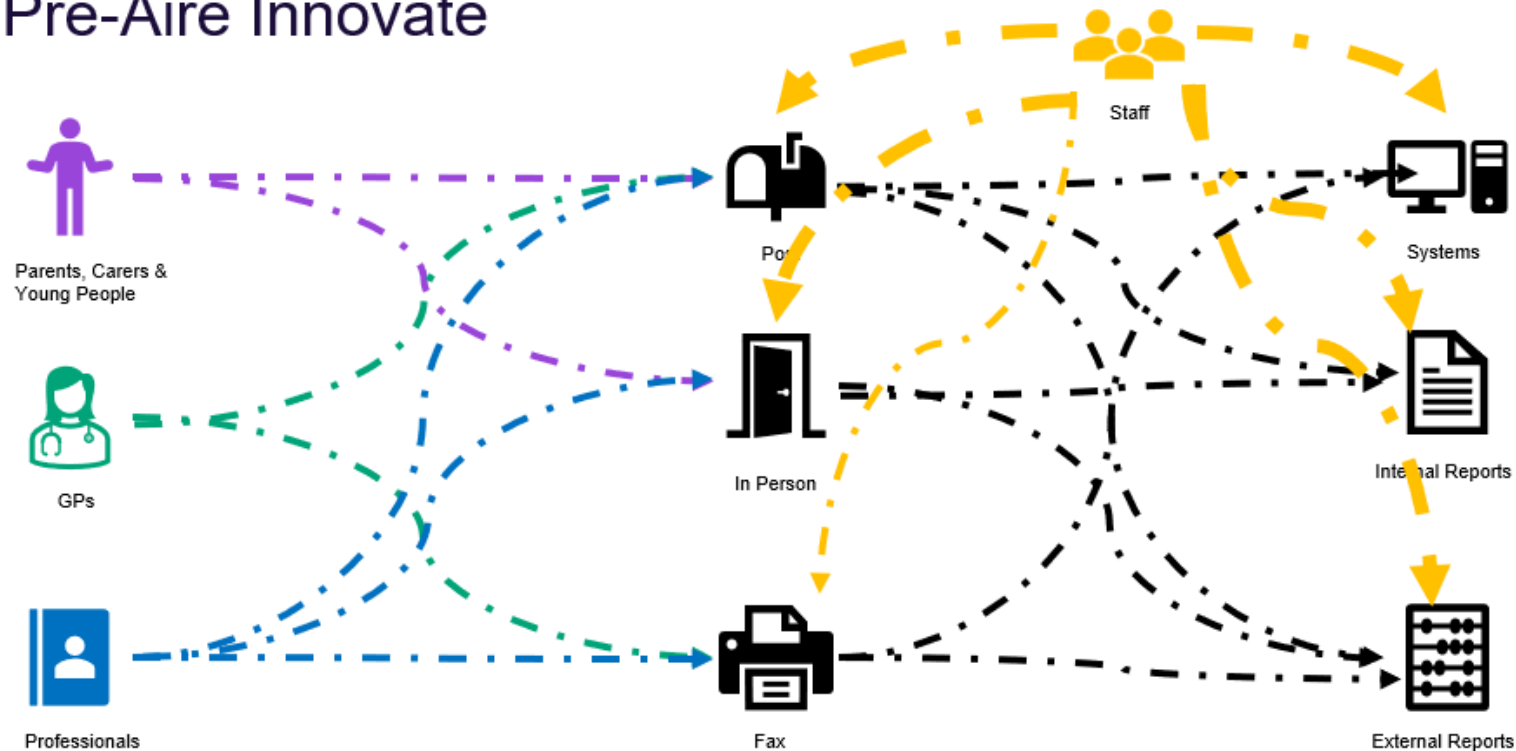
Consultation 22 Apr
Dr. Lena Green
When upset, exhibits behaviours including social withdrawal, reduced...

Summary note 10 May
Nurse Michael Brown
Discussed personal interests with patient. He spoke enthusiastically ab...

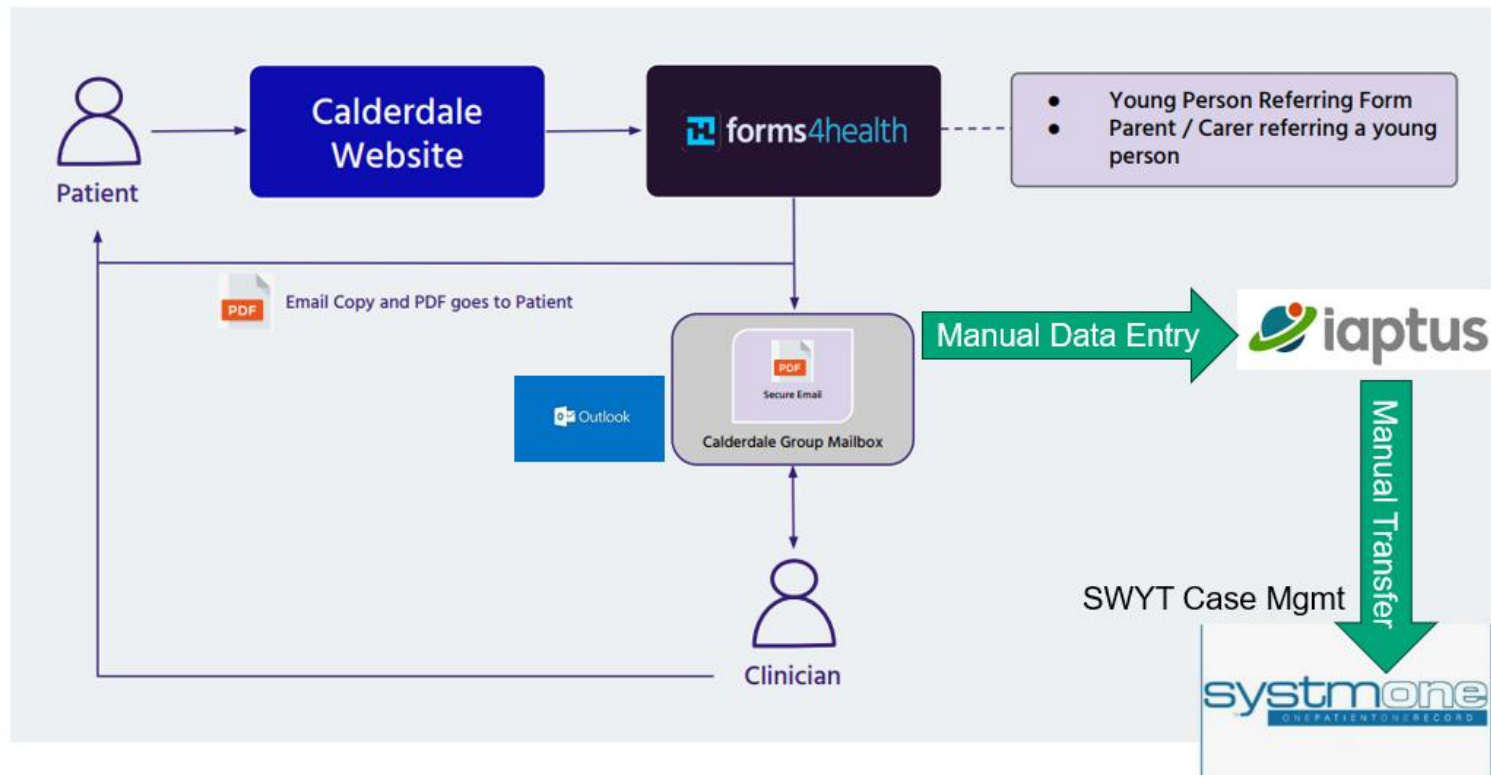
Consultation 16 May
Dr. Janet Smith
Staff reminded to respect patient's autonomy and acknowledge emotio...

Summary Privacy - AI generated summary. Please check important info.

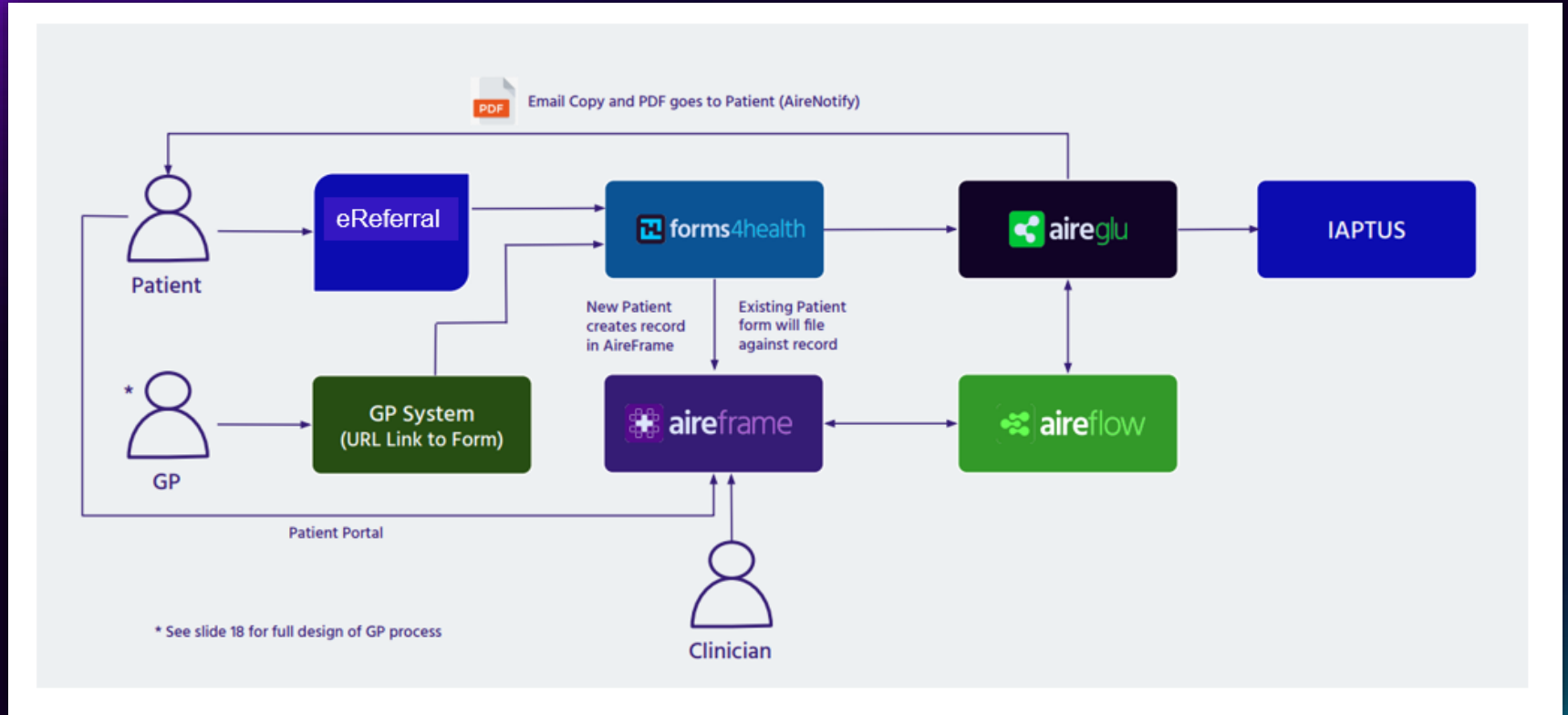
Pre-Aire Innovate



Phase 1

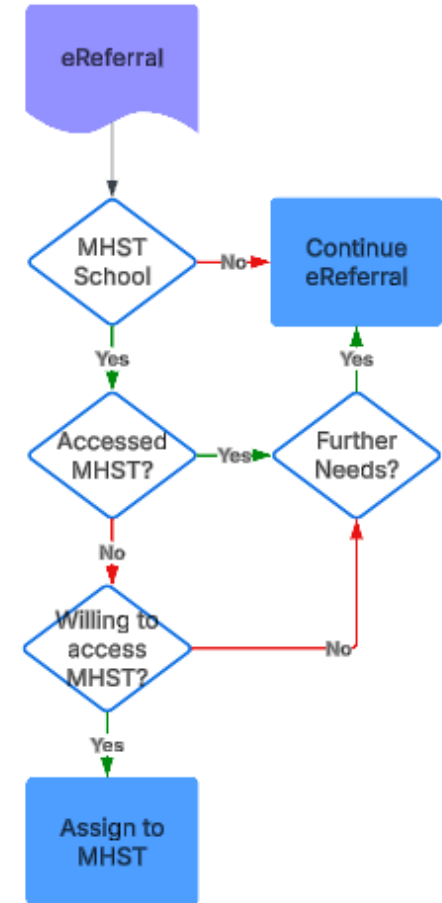


Phase 2



Example Referral Logic

Outstanding Risk Screening Forms					
First Name	Last Name	Priority	Status	Created	Actions
Jennifer	Stewart	➡	New	23-Sep-2025 12:27	...
z	z	⬆	New	18-Jul-2025 15:48	...

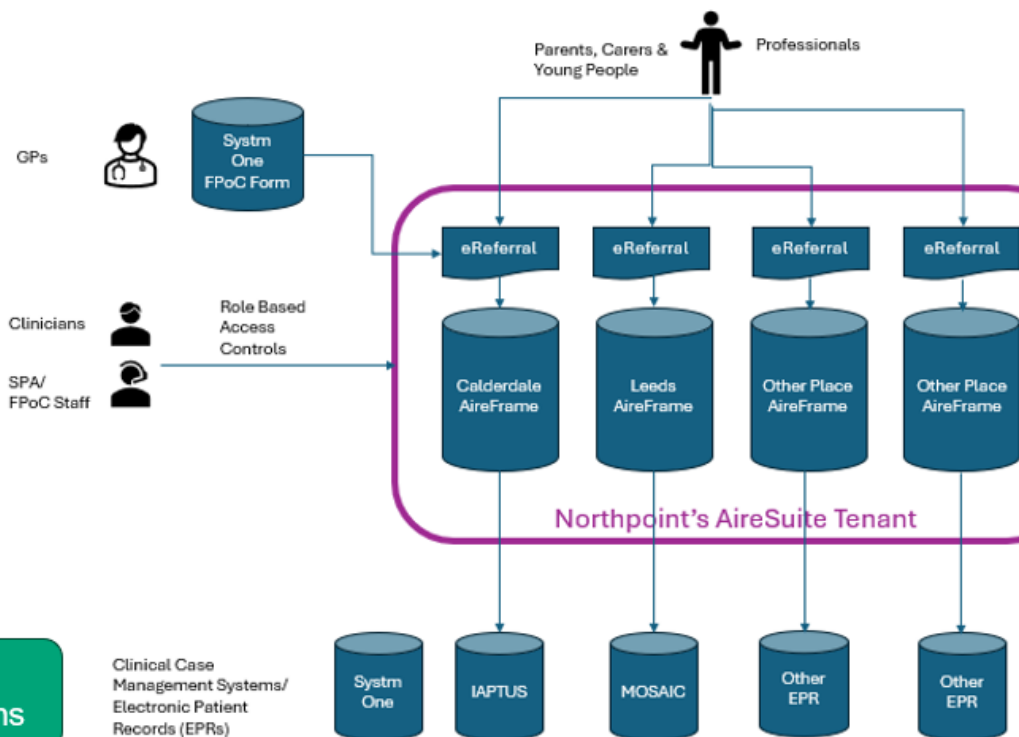


Building for the Future

GPs refer in
SystmOne

Staff work
across Places

EPR
Integrations



User
experience
improved

Place based
and system-
level datasets

Q&A

Questions: Scan QR Code or go to:
www.menti.com and enter code: 2155 8364



Join at menti.com | use code **2155 8364**

 Mentimeter

Share your questions about using AI and automation to streamline triage, improve service navigation, and reduce digital inequality:

Question submission check?

How do we measure success in digital triage — is it about speed, accuracy, or user satisfaction?

What risks do we need to watch for when automating First Points of Contact/ Single Points of Access Centres?

How can AI tools reduce inequalities in access, rather than widening them?



BREAK

Resume at 2:45pm

Ethical and operational considerations when applying tech to emotionally complex services

Questions: Scan QR Code or go to:
www.menti.com and enter code: 3199 1156



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Q&A

Questions: Scan QR Code or go to:
www.menti.com and enter code: 3199 1156



Join at menti.com | use code **3199 1156**

 Mentimeter

Share your questions about **ethical and operational considerations** when applying tech to emotionally complex services:

How do we safeguard vulnerable service users while still innovating quickly?

What level of staff training is needed to make AI adoption safe and effective?

How do we balance efficiency gains with preserving empathy and human connection in care?



How public, private, and
VCSE partners can work
together to do this safely
and well



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Thank You!



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