

Children and Young People's Mental Health Services (CYPMHS) Commissioning

CYPMHS HertsHub Update

February / March 2025

**Working together
for a healthier future**



CYPMHS in Hertfordshire: The Future Transformation Plans



Better use of Technology



- New Digital Gateway
- Ability to self-refer
- Will reduce 'bounce'
- Improved website



More place-based locally delivered services



- PCN Offers – ARRS and GP Led YP Clinics
- Mental Health Support Team in Schools across Hertfordshire
- Whole School Approach (EMWiE)



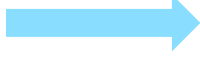
CYPMHS Front Door



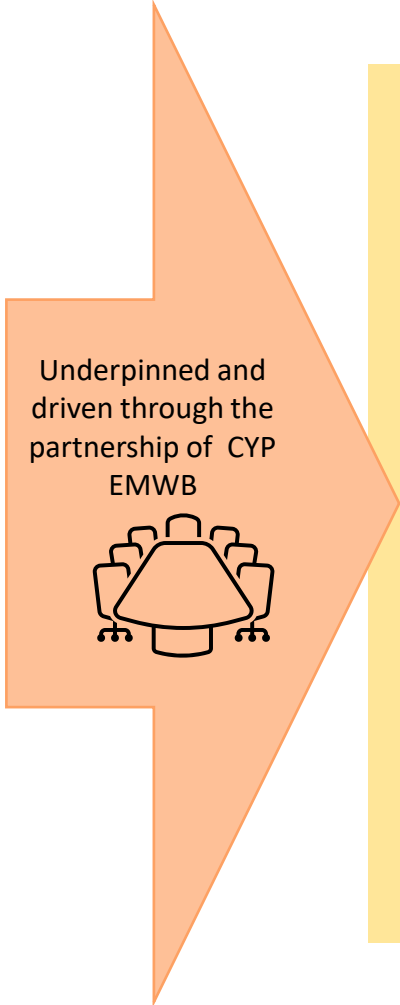
- CYPMHS Single Front Door Team
- Brief and single service interventions
- Professional consultations, advice and guidance
- Demand and capacity, trends etc.



Increased CYPMHS services: right support, right time



- Digital Interventions
- Increased Early Help Support
- More services confident in making referrals
- 24/7 Crisis support
- Paediatric Liaison MH Team



- Improved CYP/F journey and experience
- More CYP thriving / improved outcomes
- Improved, quicker access for CYP
- Normalisation of emotional and mental wellbeing
- Significant reduction in 'bounce' and 'rejected' referrals
- Better demand and capacity across the whole CYPMHS system
- More professional confidence in system
- More effective, efficient system for professionals



CYPMHS – The need for change



Our current offer does not always lend itself to a good customer journey; system difficult to navigate and know what support is available



Our current access to the system is not efficient, including referrals, communication between referrers etc.



Transfers between services often rely on goodwill and are resource intensive



Existing front door can only support access to parts of the system, and does not provide additional support (e.g., brief interventions)



Our digital offer is limited, including how we engage across the system and our information and advice.



CYPMHS Digital Gateway and Front Door

- Conclusion of Discovery Workshops
- Discovery Report
- Demo and User Acceptance Testing

Parent / Carer Views

Accessible and user-friendly online referral system that would allow multiple contributors to ensure a referral contains appropriate and accurate information

Access to helpful resources

A trusted and safe platform which empowers and encourages parents through a strong brand message

Clear expectations around waiting times, to reduce stress and worry, along with resources tailored to presenting needs whilst awaiting further support

Professional Views

A reliable and robust online platform with reliable integrations and intuitive design

Ability to quickly and efficiently refer CYP to the right MH service / support offer

An organised pathway with the ability to communicate with other services, and effectively manage referrals

CYP Views

Efficient, easy to access portal, that is quick to navigate

A discreet pathway to accessing online resources without needing to create an online account, to empower CYP to seek help and advice without judgement

Engaging and aesthetically pleasing website



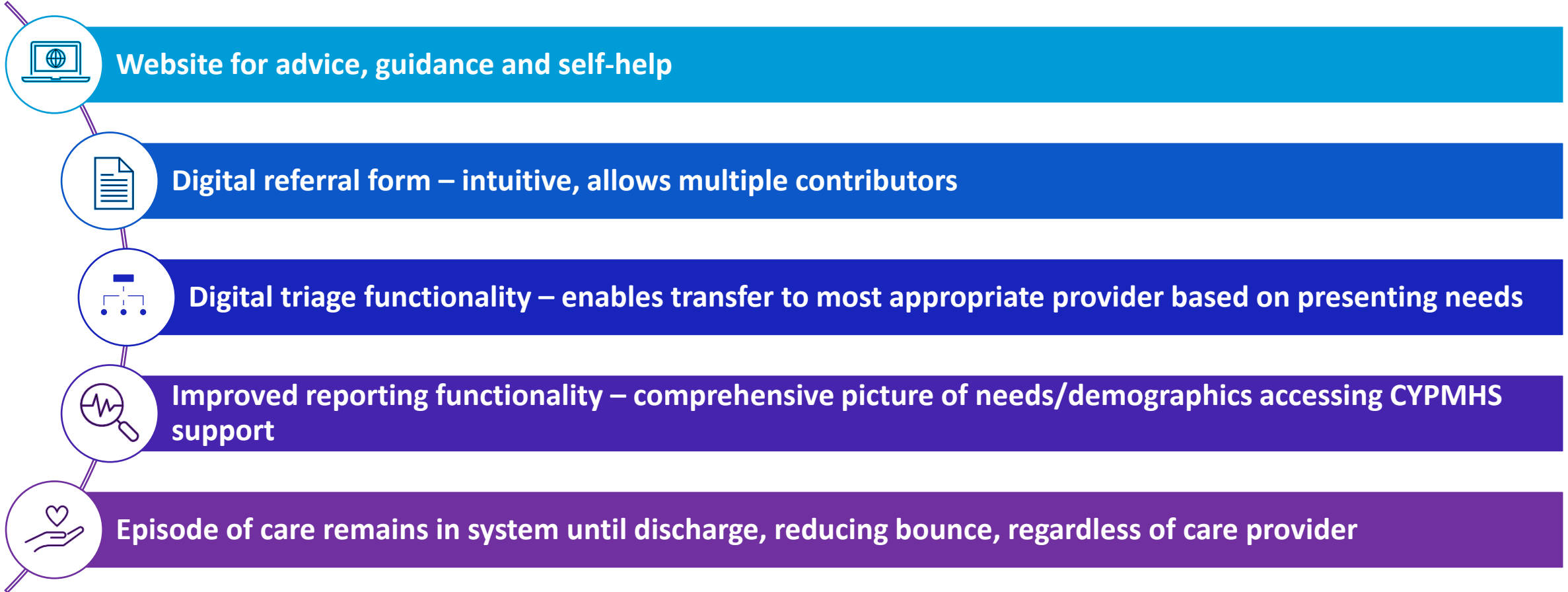
Proposed Access to CYPMHS

- Key Requirements

- An accessible, functional, robust and user-friendly online referral system that enables multiple contributors to ensure referral information is robust.
- Ability to integrate with existing system to increase efficiencies, and ensure quick and efficient referrals into CYPMHS
- Robust pathways for triage using service data, algorithms and coding for onward referrals
- A central triage team that is autonomous and applies THRVE principles to all referrals
- Ability for CYP/F to access resources and tools relevant to their needs to encourage self-help and resilience.
- Wider range of CYPMHS that can be referred onto (either through team or self-referral) improving the journey for CYP/F and professional



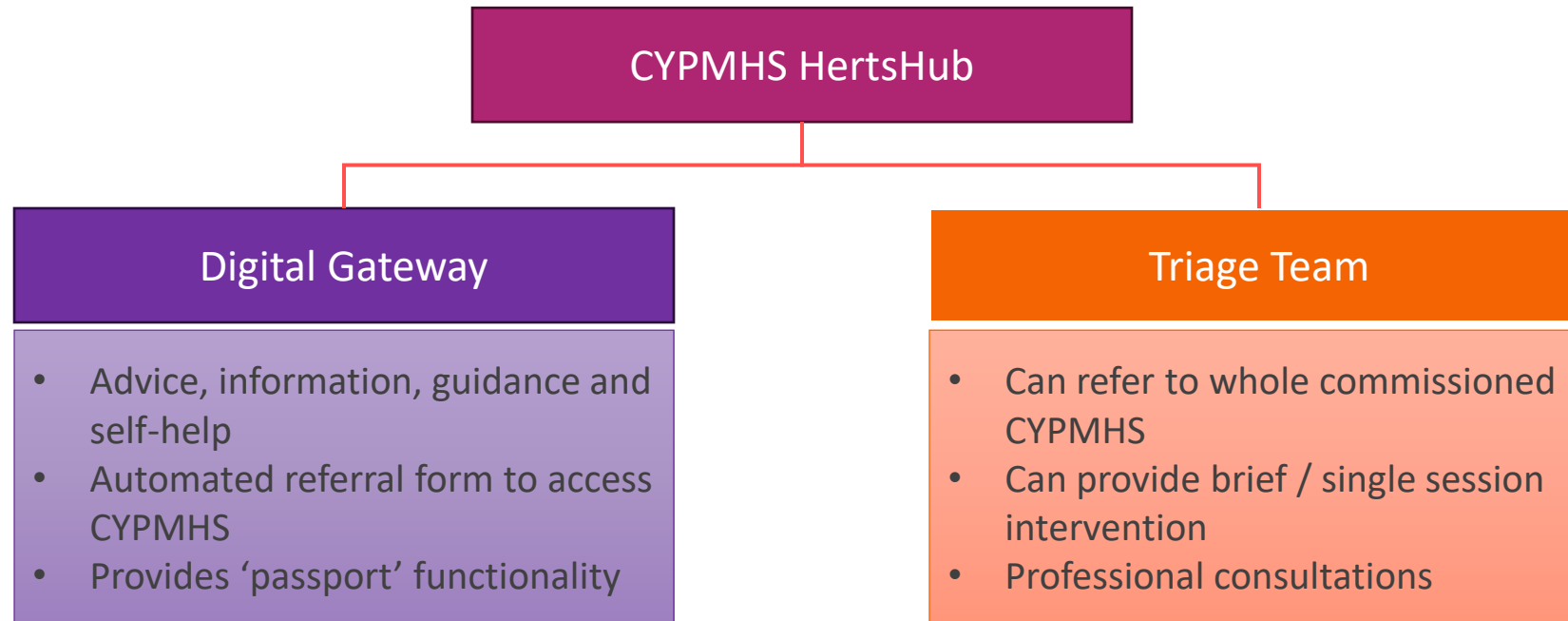
CYPMHS HertsHub Portal



The Solution

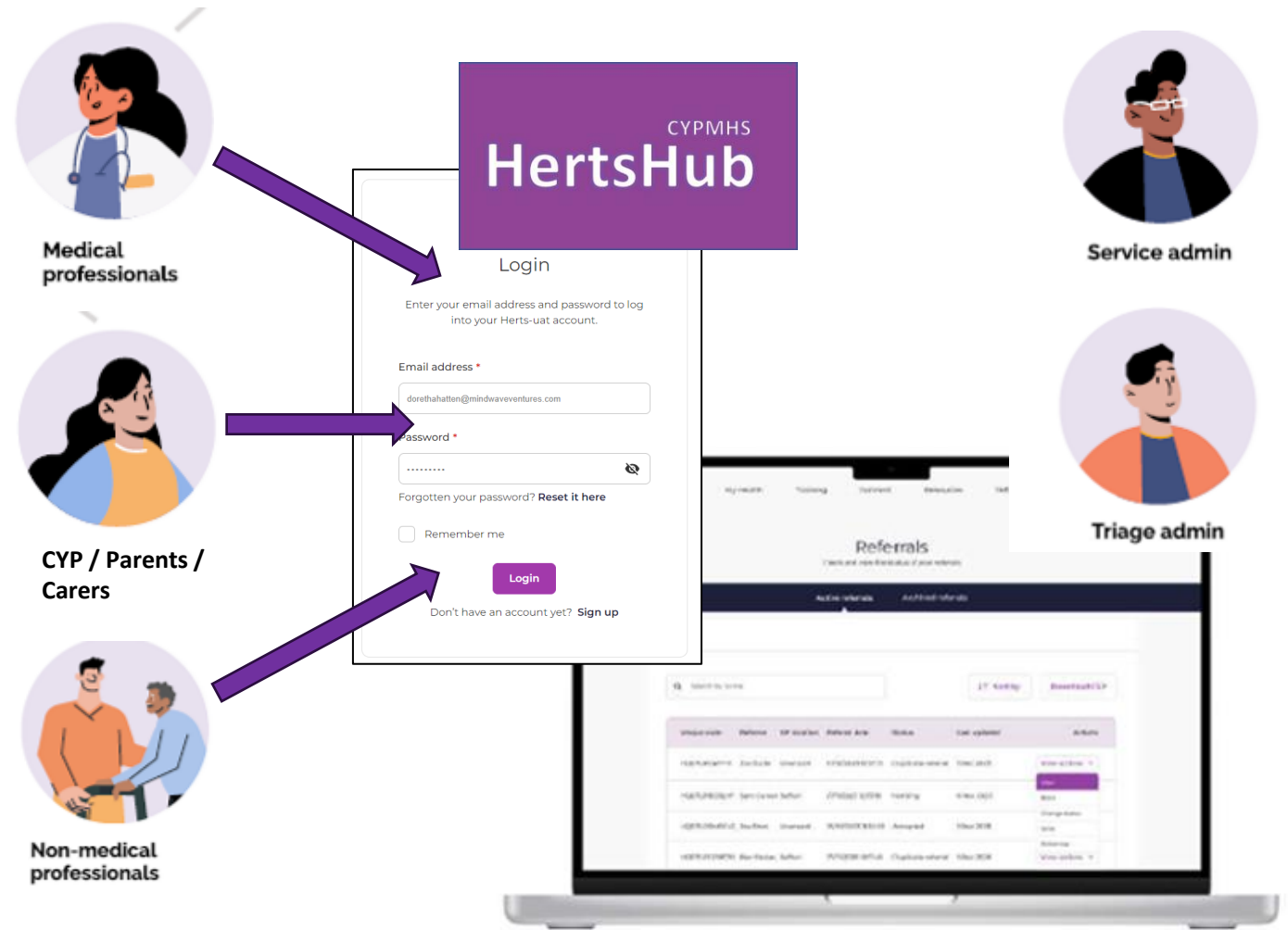
NHS LTP sets out the need to improve digitalisation of service offers:

“embed digital technology to transform mental health care pathways, provide more personalised and joined-up care, improve clinical productivity, and support improvements in access, waiting times and outcomes.”



CYPMHS HertsHub Portal – Next Steps

- Proof of concept to undertake controlled evaluation of the benefits
- Pilot in development
 - Working group established with cross-service representation
 - Finalising operational procedures and documentation
 - Identifying required workarounds to support with technical integration queries

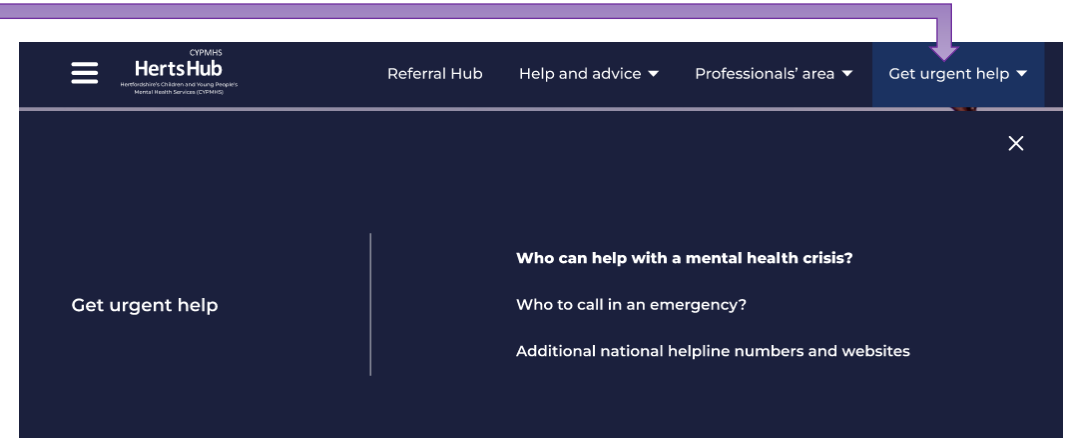
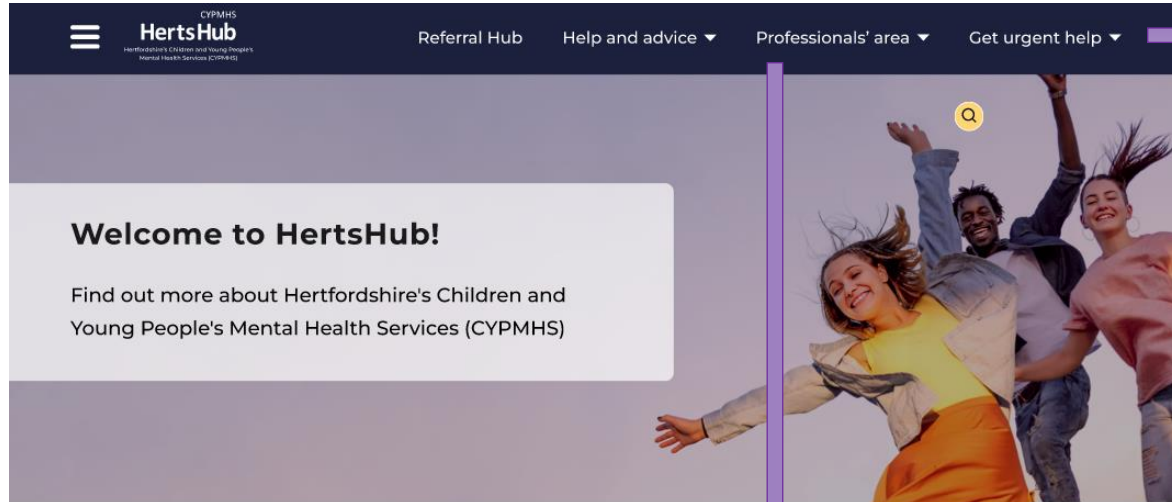


CYPMHS HertsHub Website

The image shows a comparison between a mobile and desktop version of the HertsHub website. On the left is a dark blue mobile menu with a white 'X' icon and the HertsHub logo. It lists several navigation options: 'Search for advice / help', 'Browse advice / help topics', 'Get urgent help', 'Words used when talking about mental health', 'Support whilst waiting for a service', 'Learn about support', 'Learn about professionals', 'The CYPMHS System and THRIVE', and 'Parents & Carers'. On the right is the desktop website header and main content. The header is dark blue with a white hamburger menu icon, the HertsHub logo, and navigation links for 'Referral Hub', 'Help and advice', 'Professionals' area', and 'Get urgent help'. The main content area features a large image of three young people jumping joyfully. A white box contains the text: 'Welcome to HertsHub! Find out more about Hertfordshire's Children and Young People's Mental Health Services (CYPMHS)'. Below this, there are three main sections: 'Sign up to HertsHub' with a 'Create an account' button and a 'Watch demo' button; 'Make a referral' with a brief description; and 'Access resources' with a brief description. At the bottom right, there is a 'Track a referral' section. A purple arrow points from the mobile menu to the desktop header.



CYPMHS HertsHub Website



Sign up to HertsHub

It's quick and easy for young people, parents, carers and professionals to create a CYPMHS HertsHub account. Once registered you can select resources and information specifically for your particular needs, make a referral and track progress of a referral.

Create an account

Watch demo

Make a referral

You can self-refer on the portal and manage it online. Even if you don't have account on HertsHub, you can make a referral.

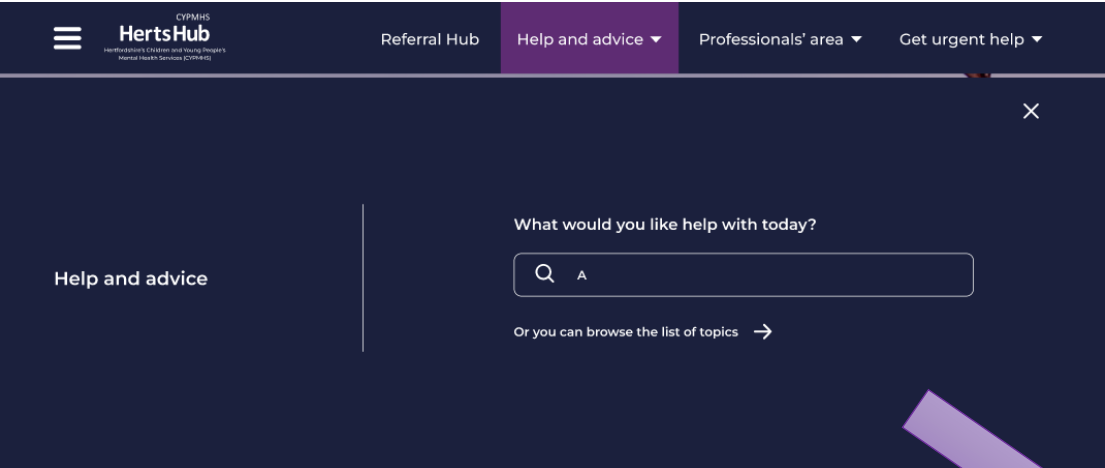
Access resources

You can self-refer on the portal and manage it online. Even if you don't have account on HertsHub, you can make a referral.

Track a referral



CYPMHS HertsHub Website



[Home](#) > [Help and advice](#) > [List of topics](#)

[Home](#) > [Help and advice](#) > [List of topics](#) > [Anxiety](#)

- What is it? ▼
- Local resources (self-help) ▼
- Local services (early-help) and events ▼
- National websites





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