

## LC09-22 MyHelp Additional Information

1. [Already identified as something to be explored by Health Innovation Manchester – can we confirm this isn't already being tested in Salford?](#) We can confirm that neither MyHelp or Six Degrees are aware of this already being tested within the Salford area. This is not being explored under Health Innovation Manchester either.
1. [What happens if it's quickly realised that it doesn't work for Six Degrees?](#) The aim of the pilot is to develop a product that works taking into account the experience of all stakeholders and service users. In our regard, not working is not an option but rather ensuring how it works is our key driver. Nonetheless, if for whatever reason the project cannot progress then it would be possible to halt any further work and refund any costs not incurred.
1. [How will you ensure that data isn't lost via this route for IAPT reporting?](#) As part of this project interoperability for future development will be considered. The MyHelp platform is developed with the use of APIs (application programming interface) which allow the sharing of data between approved systems. However, during this pilot Six Degrees have confirmed that manual processing and checks will be undertaken to ensure that data is not lost via this route.
1. [How would language barriers and accessibility issues be addressed to ensure equitable access to this app?](#) Six Degrees employ staff who are fluent in other languages to ensure such barriers are overcome. Future development may justify the translation of the MyHelp solution into other languages. For those with access issues then Six Degrees staff could provide a telephone service and update the app accordingly. The self help resources could be posted or sent via email in such circumstances.