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Digital Transformation in the Health and Care Professions (BMHP6026)

Wysa

Component 1: Written Report

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1.Introduction

Wysa is a mental health app that helps people handle stress, anxiety, low mood, and trouble sleeping. Patients chat with a bot that gives encouragement and walks you through exercises drawn from cognitive behavioural therapy, mindfulness, breathing techniques, and mood tracking (Wysa,2023). It is available whenever required, both during the day and at night. There is a free version, and if you want more support, the person can connect with a real coach or therapist (Wysa,2023).

2.Impact on work force

2.1 Development of New Skills and Competencies

Smart technology tools like Wysa are becoming increasingly common in health and social care for example the increasing use of digital support systems has significantly influenced job roles within support services (Aquino, 2024). Routine tasks such as answering frequently asked questions, offering basic mental health guidance, and directing users to self-help resources are increasingly managed by digital tools (Aquino, 2024). As a result, counsellors and support workers are shifting towards more complex cases requiring human judgement and empathy. However, this development also raises concerns regarding reduced entry-level roles and the limitations of technology in delivering personalised care (Aquino, 2024). Since digital tools handle these tasks, counsellors, support staff, and healthcare workers can spend more time on complex cases that require human judgment, empathy, and personal interaction. As these job roles adapt, staff need to adjust as well, learning to collaborate with advanced technology rather than sticking to traditional methods (Aquino, 2024).

2.2 Changes in Service Delivery and Collaboration

According to Wysa (2025), digital technologies transform daily tasks, employees need to develop new skills to remain up to date. Digital literacy has become crucial, and staff must understand how these systems operate and how to use them appropriately in their work. Training is more important than ever—not only to use these technologies, but also to analyse data, monitor users' mental wellbeing, and recognize when someone needs human support instead of a chatbot (Wysa, 2025). The range of skills needed for these jobs is growing quickly. Traditional expertise alone is no longer enough; technological competence is now an essential part of the

role, ensuring staff can oversee and manage services that depend on artificial intelligence (Wysa, 2025).

2.3 Concerns About Job Security

As staff pick up new skills, the way they deliver services shifts too. Digital chatbots keep support open around the clock, so people can get help whenever they need it. Professionals do not simply adopt a passive role; rather, they actively engage with the data generated by these systems, critically analysing it to inform care planning and to refine the support provided to individuals. When technology and people work together, things run smoother and organisations react faster and more flexibly to what users want (Anon, 2024). Despite these advancements, not all individuals fully support the integration of such technologies, as concerns remain regarding potential job displacement. However, these systems are primarily designed to complement rather than replace professional roles. Technological tools lack the capacity to demonstrate genuine empathy, exercise nuanced judgement, or establish authentic interpersonal relationships in the way human practitioners can. Consequently, while digital innovations are reshaping the workforce, they also create opportunities for professionals to develop new skills, enhance their practice, and prepare for the future of care and support (Anon, 2024).

3. Impact on service delivery

3.1 Increased Accessibility and Immediate Support

Technology-based tools are increasingly transforming health and social care by enhancing the accessibility and immediacy of support services. Digital mental health platforms and conversational agents, such as the Wysa application, enable individuals to access guidance and emotional support at any time, rather than being limited to traditional service hours or scheduled appointments (World Health Organization, 2022). For example, Wysa offers a range of evidence-informed features, including coping strategies, mindfulness exercises, and guided breathing techniques, which support users in managing stress and anxiety when immediate professional assistance may not be available. This represents a significant shift from traditional models of care that rely primarily on face-to-face appointments and limited-service availability (World Health Organization, 2022). The integration of digital technologies also changes how organisations and professionals deliver care. Health and social care staff are increasingly required to develop digital competencies and incorporate technological systems into their daily practice. In many settings, professionals review digitally collected data, such as mood tracking or user interaction patterns, to identify potential signs of distress or declining wellbeing. This allows practitioners to respond more proactively by offering additional support or directing individuals to appropriate services (NHS England, 2023).

3.2 Improved Efficiency and Resource Management

Digital technologies are increasingly contributing to greater efficiency and improved resource management within health and social care services. According to the NHS Innovation Accelerator (2025), digital platforms can support service delivery by automating routine and repetitive tasks, such as responding to basic enquiries or guiding users through wellbeing activities. By managing these simple interactions, digital systems reduce administrative workloads and enable professionals to dedicate more time to complex cases that require specialist knowledge, professional judgement, and interpersonal support. As a result, organisations can allocate resources more effectively and extend services to a greater number of individuals. Increased efficiency can also support earlier intervention, as professionals are able to monitor user engagement and respond more quickly when additional support is required. However, despite these benefits, the expansion of digital systems also highlights the continued importance of professional oversight. Digital platforms can provide information and guidance, but they cannot replace professional decision-making or personalised care. Therefore, practitioners must regularly review the outputs of these systems to ensure that the information provided is accurate, appropriate, and responsive to the needs of service users. In this context, while digital tools contribute to faster and more accessible service delivery, human expertise remains essential for maintaining quality, safety, and ethical standards in care provision (NHS Innovation Accelerator, 2025).

4. Impact on patients

4.1 The Role of Digital Technologies in Improving Patient Access to Support

Digital mental health applications enable individuals to obtain guidance and wellbeing support without waiting for scheduled appointments within traditional healthcare settings. Many platforms provide features such as coping strategies, mood-tracking tools, and relaxation exercises that can be accessed at any time (NICE, 2022). This continuous availability allows individuals to seek support when experiencing distress and may support earlier recognition and self-management of mental health concerns. Furthermore, easy access to digital resources can encourage patients to take a more active role in managing their wellbeing. However, these tools should complement rather than replace professional healthcare support (NICE, 2022).

4.2 Increased Patient Empowerment and Self-Management

Improved access to digital health technologies, particularly the Wysa application, promotes patient empowerment by enabling individuals to monitor symptoms, track changes in their wellbeing, reflect on mood, and identify behavioural patterns. This, in turn, encourages greater engagement and active participation in the self-management of their mental health (Wysa, 2026). The mental health apps might encourage you to log your feelings, then provide personalized suggestions for improvement. This draws into the process. Patients become more engaged, making decisions about the care rather than just following instructions. Gaining that sense of control often leads to a better experience with the healthcare system overall (Wysa, 2026).

4.3 Changes in Patient–Professional Interaction

As patients take a more active role, the way they interact with professionals shifts too. People are starting to arrive at appointments with data—mood charts, symptom logs, or questions their app suggested. This leads to richer, more focused conversations with clinicians (Wysa, 2025). But there is another side, some patients worry that technology gets in the way of genuine human contact. That is why it matters how these tools are used. They should enhance the conversation, not replace it. The aim is to keep meaningful communication at the heart of care (Wysa, 2025).

4.4 Concerns About Trust, Privacy, and Reliability

Despite the benefits of wysa in healthcare, several concerns remain regarding trust, privacy, and reliability. Many individuals are uncertain about how their personal health data are collected, stored, and shared, and who may have access to this information (Chaudhry and Debi, 2023). In addition, some patients question whether digital systems can effectively address sensitive aspects of care, particularly emotional and psychological needs. These concerns may influence how patients perceive the safety and quality of healthcare services. Therefore, healthcare organisations must ensure transparency in the use of digital technologies, implement strong data protection measures, and maintain professional oversight to build trust and ensure safe, effective care (Beenish Moalla Chaudhry and Happy Rani Debi, 2023).

5.Impact on community

5.1 Improved Access to Services in the Community

Digital technologies such as Wysa are not only transforming the ways in which individuals access support but are also influencing the development of wider communities. Individuals are now able to seek assistance instantly via mobile devices, regardless of their geographical location, whether in urban environments or remote areas with limited access to healthcare services (Christel Lynne Chang et al.,

2024). This is particularly significant for individuals living in rural locations or those experiencing mobility challenges, as digital delivery enables more equitable access to support services. Furthermore, this shift is reshaping the ways in which families and communities provide support to one another, fostering more connected and responsive care networks (Christel Lynne Chang et al., 2024).

5.2 Impact on Families and Support Networks

Families and support networks play a bigger role when someone uses digital health tools. Parents, siblings, or friends might help install an app, remind each other to use wellbeing features, or discuss advice from the technology (Uppal, 2024). Sometimes, this brings families closer together, building a stronger sense of shared responsibility for health. Of course, it is not always easy—if someone in the family finds technology difficult or does not have access, that can make things complicated (Uppal, 2024).

5.3 Digital Technologies and Community Participation in Health and Wellbeing

Digital platforms are increasingly supporting greater collaboration in healthcare by encouraging co-production between patients, families, and professionals. Through digital applications, users can share feedback, report experiences, and contribute to the improvement of healthcare services. This ongoing interaction helps organisations better understand users' needs and develop services that are more responsive and person-centred (World Economic Forum, 2023). In addition, accessible digital health information and self-care guidance can promote community wellbeing by encouraging practices such as stress management and early help-seeking. Despite these benefits, the digital divide remains a challenge, as limited access to technology or reliable internet may restrict participation for some individuals and communities (World Economic Forum, 2023).

6. Conclusion

Digital technologies like Wysa are transforming how people access health and wellbeing services. They remove barriers—location is less of an issue now. People can receive support from wherever they are, making care more flexible and accessible. Families and support networks often get involved more, working with individuals to help manage health. These tools also encourage co-production. Patients, their families, and professionals collaborate, shaping services together so they truly meet people's needs. This kind of teamwork results in care that feels more personal and leads to better health outcomes. On a larger scale, digital technology improves public health by raising awareness, offering early support, and empowering people to manage their own health. However, not everyone has equal access. Some people lack the necessary devices or the digital skills to use them, and concerns about privacy or the effectiveness of these tools still exist. It is up to organizations to ensure digital health tools are safe, reliable, and accessible to everyone—no one

should be left out. When implemented well, these technologies bring communities closer to good health and stronger support, making a real difference for individuals and families.

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