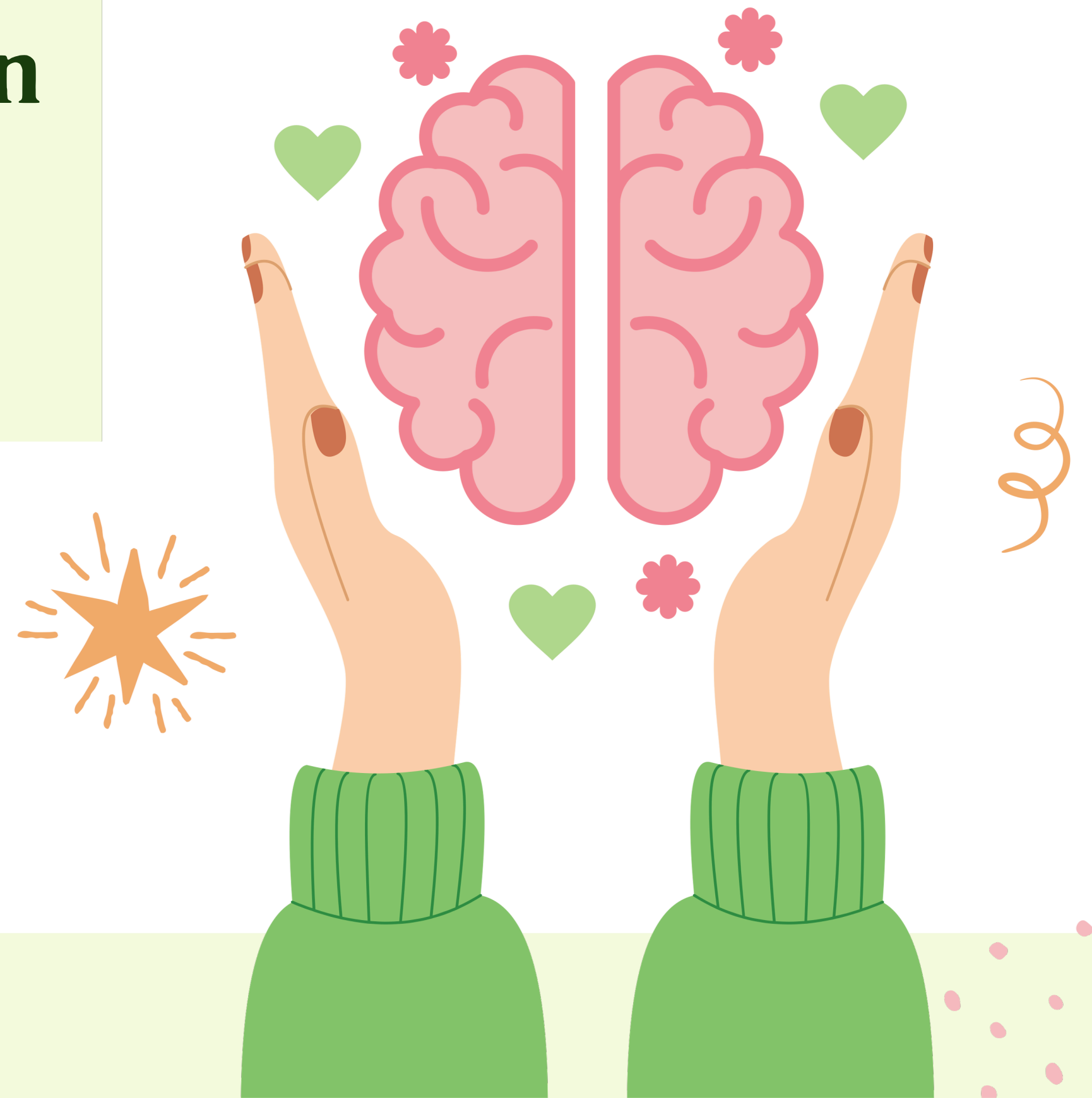




# BSc (Hons) Health and Social Care Digital Transformation in the Health and Care Professions Wysa

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# Agenta

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- ✿ Wysa
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## **Acknowledgement of the use of AI tools**

I confirm that I have not used any AI tools in the research and creation of this assignment. I confirm that I have not presented any AI generated materials as my own work. I confirm I have copies of my drafts, notes, and other resources I used, which I may be asked to provide in evidence



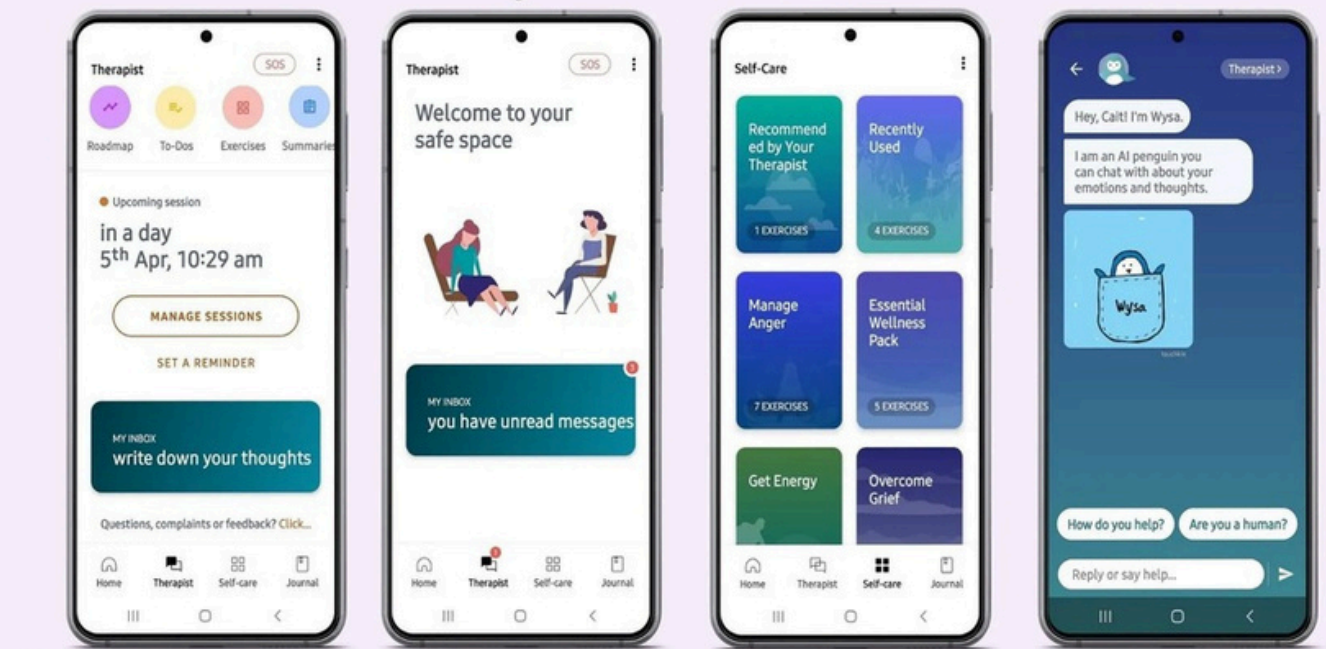
# Introduction

Mental health issues can affect anyone and come in many forms. Recognizing common types of disorders is an important step in raising awareness and seeking the help you need.

Wysa is a mental health app that helps people deal with stress, anxiety, depression, and trouble sleeping. It uses an AI chat bot to help people with Cognitive Behavioural Therapy, mindfulness, breathing exercises, and keeping track of their moods. Users can get a free version of the app or pay for extra help by connecting with a real coach or therapist.

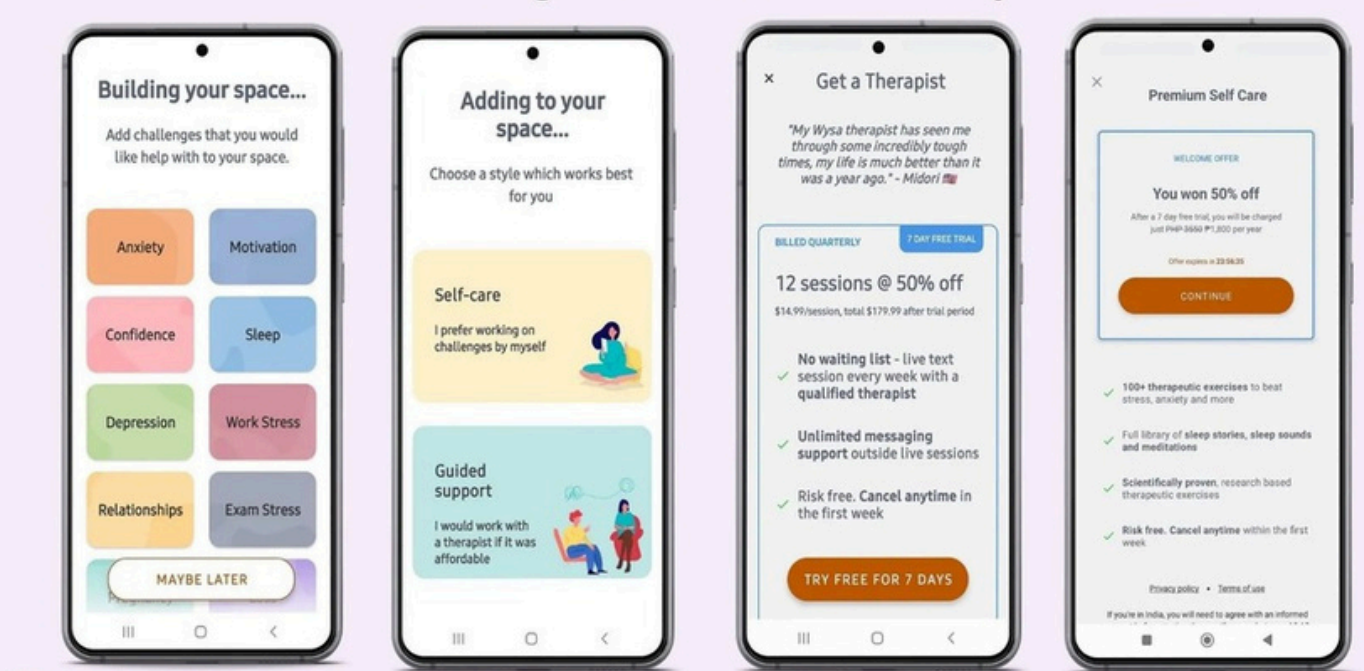
(Wysa, 2023)

## Wysa At a Glance



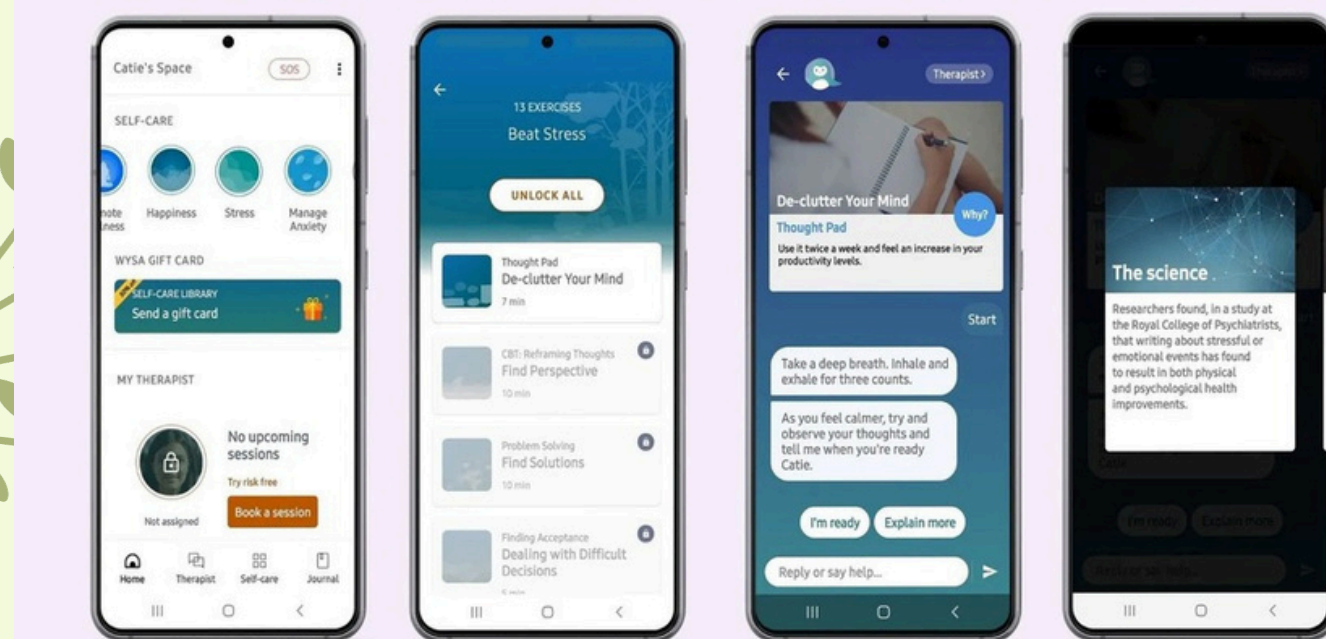
choosing therapy

## Getting Started With Wysa



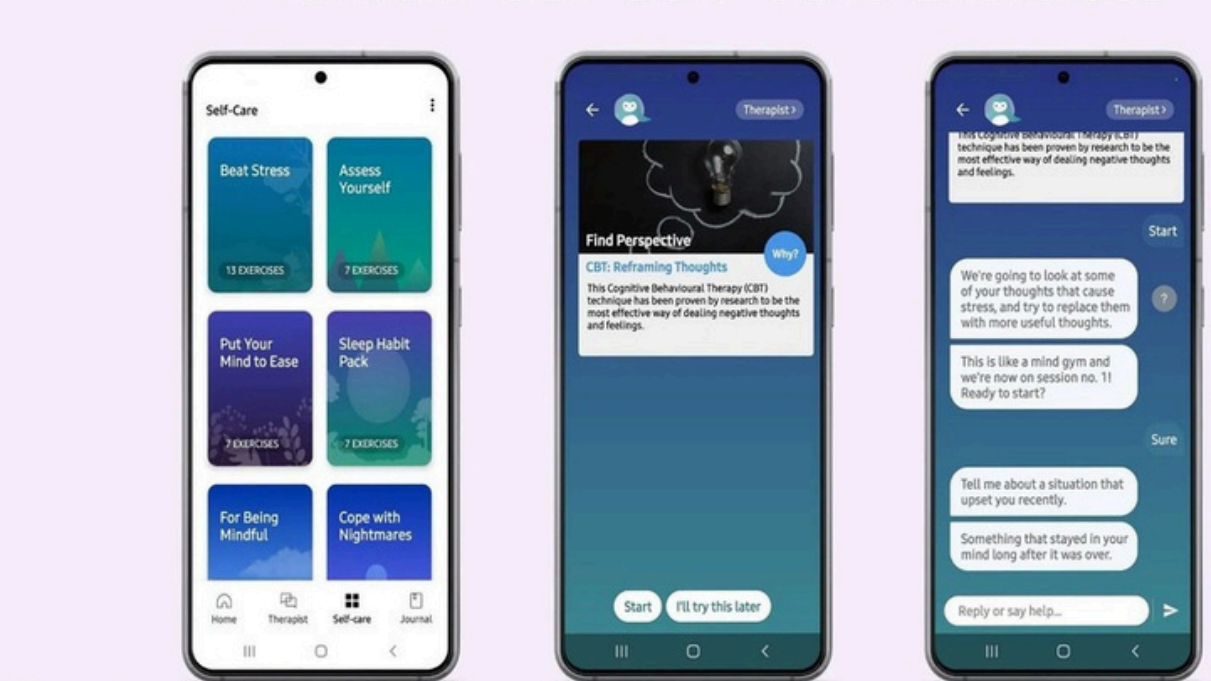
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## Quick Access to Favorites on the Home Screen



choosing therapy

## Premium CBT Self-Care Exercises



choosing therapy

(Bell, 2023)

# Impact on healthcare services

- 24/7 mental health support for patients.
  - Reduces workload and saves clinician time.
  - Supports triage, referrals, and waiting-list care.
  - Helps professionals focus on more complex cases.
- (Whittington Health NHS Trust, 2025)

## Increased Accessibility

- Mental & Sleep Tools: Use "5-4-3-2-1 grounding" to stop panic, write in a gratitude journal, or listen to short stories to help you fall asleep. Physical & Calmness Exercises: Relax your body with quick yoga and muscle stretching, or use 1-minute box breathing to calm your nerves. (World Health Organization, 2022).

## Early Intervention

- Tech Skills: Doctors and staff must know how to use digital tools to help patients every day. Early
- Warning: By looking at your mood logs and app activity, staff can spot signs of distress and help you sooner (NHS England, 2023).

## Professional Oversight

- Saves Time: The app handles simple, everyday tasks so doctors can spend more time on people with serious or difficult problems. Human Need:
- Computers can't replace real people for making big decisions, giving personal care, or being responsible for your safety (NHS Innovation Accelerator, 2025).

# Impact on Workforce



- There are job security concerns, but these systems are designed to support, not replace, professionals.
- Technology cannot mimic genuine empathy or nuanced judgement (Aquino, 2024).
- These tools handle basic support, allowing healthcare workers to focus on complex cases needing human judgement.
- Using these systems well is important for effective professional practice (Wysa, 2025).
- Digital innovation is reshaping the workforce, offering opportunities for skill enhancement and improved practices (Anon, 2024).



# Impact on patients

**Trust and privacy are essential** – Healthcare organisations must protect personal data and ensure safe, reliable use of digital tools (Chaudhry and Debi, 2023).

**Better self-management** – Patients can track symptoms, monitor mood, and recognise behaviour patterns, which increases involvement in their own wellbeing (Wysa, 2026).

**Less stigma** – Wysa makes it easier for people to ask for help privately (Wysa, 2025).

**Builds healthy habits** – Wysa helps patients practise simple wellbeing activities regularly (NICE, 2022).



# Impact on community



## Improved Access in the Community

Wysa makes it easier for people to get support on their phones, including those who live far away or have mobility problems (Christel Lynne Chang et al., 2024).



## Impact on Families

Families and carers can help people use health apps by setting them up and giving reminders, but some may have problems because of limited access or lack of skills (Uppal, 2024).



## Community Participation

Wysa can help raise awareness in the community by helping more people learn about mental health and when to ask for support. (World Economic Forum, 2023).

# Challenges of the innovation



## **Privacy and data concerns**

People may worry about how their personal information is collected, stored, and shared, which can affect trust (madi, 2022).

## **Need for stronger evidence**

Studies show that research on many mental health chatbots is still growing, so their safety and effectiveness still need to be checked (madi, 2022).



## **Digital skills and confidence**

some people may not have the skills or confidence to use the app properly, which can make digital support harder to access (Deardorff, 2023).

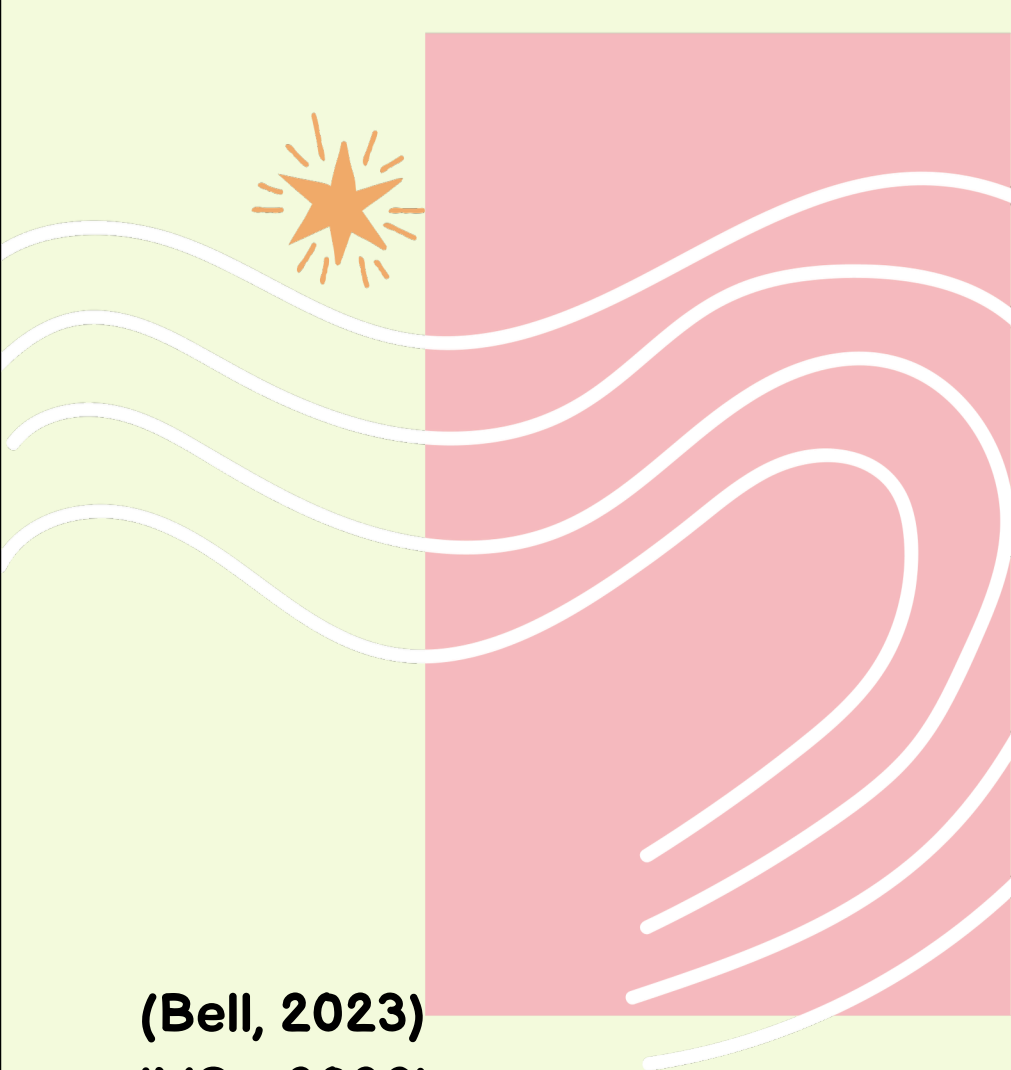
## **Limited personal support**

A challenge of a mental health app is that it may not fully meet everyone's individual needs (Deardorff, 2023).

# Advantages and Weaknesses

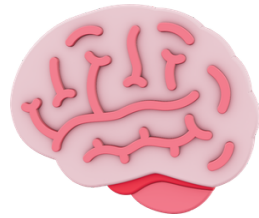


| Advantages                                                                                                           | Weaknesses                                                                                               |
|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Multiple studies show it can lead to a 30-40% reduction in symptoms of depression and anxiety for consistent users.  | Many helpful features and human support cost too much, so the free version feels basic.                  |
| It is designed to support people while they are waiting for therapy, so they are not left without help.              | Wysa cannot tell you if you have a medical condition or give you medicine; it can only track your moods. |
| If you say something dangerous, Wysa stops chatting and quickly gives you a safety plan and emergency phone numbers. | Wysa often forces you to do breathing exercises even when you just want to talk.                         |



(Bell, 2023)  
(MSc, 2026)

# Recommendations



Use it for Night time Anxiety: If you struggle with racing thoughts at 3:00 AM when human support isn't available, use Wysa's sleep stories or white noise to help your brain shut down.



Link it to Your Real Goals: Tell the AI about a specific goal, like "staying calm during school," so it can give you the right tools for that exact situation rather than just random exercises.



Test the "SOS" Features Early: Look at the safety plan and emergency links while you are feeling calm. This way, you know exactly where they are and how they work before you actually need them.

(Aggarwal, 2020)





## CONCLUSION

Wysa is a helpful tool that gives you instant support and easy exercises whenever you need them. While it cannot replace a real doctor or diagnose medical conditions, it is a great way to manage daily stress and track your moods. By using its quick tools and being honest with the AI, you can take better control of your mental health right from your phone.



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