

**Summary Notes from Anxiety and Depression Network Patient Forum  
21<sup>st</sup> November 2018  
4-6.30, High Wycombe Holiday Inn**

**Present:** Ineke Wolsey (Network Manager), MR (Bucks Healthy Minds), Michelle Lee (Reading University Researcher and project support officer for the Network), Alisha Smith (Research Assistant with Professor Clark), Hannah Jones (Oxon Talking Space Plus PPI lead), Shannon Gardner (Berks Patient Engagement Lead), Ruth Tipping (PPIEE Lead for Milton Keynes Talk For Change), DA(Bucks Healthy Minds), KP (Berks Talking Therapies), DB (Berks Talking Therapies), Anisha Gangotra (Employment Advisor, Bucks Healthy Minds)

**Apologies:** GP (Bucks Healthy Minds)

**Introductions:** The group welcomed Anisha back, now with an employment advisor hat on. It was acknowledged that we haven't always taken the employment side of things into consideration as much as we should have and it became clear that Anisha's employment perspective will be of great value going forward.

**Notes from last meeting:** notes signed off as accurate. Outstanding actions:

- 'Practical support for IAPT patients' project: it was decided that PF is not in a position to take on additional projects at this moment in time. Further discussions to take place during February/ April meetings within context of work programme for 2019/2020.
- Ineke and Hanna to discuss recruiting patient reps from Oxon.

Notes to be anonymised and posted on the Anxiety and Depression Network's web page.

**The main topic of this meeting was the app name and visuals.**

Following many rounds of feedback and consultation the app name and logo has now been decided and the app visuals have also been through a number of iterations. The latest version of all this was presented at PF and much time was spent on further feedback, particularly on the visuals.

Summary of Expert Reference Group and Patient Forum feedback:

**General design feedback points/ queries to be fed back to the developer**

1. Everyone liked the **name and the logo**
2. No **older adults** represented - can this be achieved through changing hair colour of the library person to grey/white?
3. **The hand on chin/ throat in My Therapy** may be perceived in threatening manner (strangling!) –*need to lose the hand from the chin/neck*. Either no hand at all and just

speech/ thought bubbles or the other suggestion was a hand/finger tapping the head but not at all sure that would work as an image?

4. **The bubbles in My Therapy:** not large enough to depict **thought** - *can the highest bubble be made a bit larger and change the shape so it's more like a thought bubble (cloud shape)?*
5. Does the **font of the tagline** match the icon font?
6. Can we double check: *are the **bottom two tiles orange?*** Or is it that a selected tile goes orange?
7. Quite a few people thought the **life jacket** in **Staying Well** was a high viz jacket! *Would it be possible to make it look a little more like a life jacket e.g. padding it out a bit/ a whistle/ tube attached?*
8. There was quite a bit of discussion about what is **easiest to read/ clearest to decipher**. One request was to try out having the square around the circle in each tile in white and the text in blue. *Would it be possible to have a look at that?*
9. People liked the home button being the shape of a boat at the bottom but, to ensure it still looks like **the home button**, *could the door on the home icon be a little squarer so that it is clearer that this is the home button?*
10. And we do need to re-think the **detective icon for questionnaires** - the detective was a universal thumbs down unfortunately

#### Technical/Functional:

1. Not really technical but within the onboarding section, can it refer to a **PIN** rather than a PIN number?
2. Could there be a way to track mood within the app (possibly within '**reflections**', could there be an option to have a '**how am I feeling?**' question with the option of selecting one of 5 faces (see below) with a **prompt to reflect** on 'Why am I feeling like this?' (and possibly a date/time stamp)
3. 
4. Is there the possibility of adding a '**help**' button when having problems with the app, and/or a '**Report issue**' button?
5. Would it be possible to add an option within the **top burger menu** to serve as a **guide to using the app** (i.e. what it does/what each tile does (sitemap)/link to url with video guide
6. Is it possible to incorporate a **search function** within the app for words within text written in the app (e.g. within the reflections and session notes sections?)
7. Is it possible to **export notes out** of the app (e.g. reflections)?

8. Would it be possible to **preload resources** (telephone numbers etc) within the SOS tile for people in immediate crisis e.g Samaritans?
9. Is it possible for **text to be made larger** for people who are visually impaired?

Ineke shared the above feedback/ queries with the developers who have addressed what they could (design issues) and produced a subsequent version of the app visuals vs 7(2). Technical issues will be considered over the next 2 weeks. Updated version attached

**Employment advisors:** a very useful discussion took place about the need to involve employment advisors in offering the app to patients. **Action on Ineke:** ensure this is discussed with steering group in December

Update on **Staying Well/ Relapse Prevention** project: Ineke was very pleased to announce that the final drafts for both the workbook and the protocol have been signed off by the steering group/ service leads who were very pleased with the end results. Thanks to our hard working senior PWP working group! Next steps will include sending the new documents for graphic design improvements and designing training for PWPs in how to use the new booklet and protocol.

**Change Management: how to get patients engaged/ motivated to use the app?** The group started exploring this issue but it was decided to continue discussions at next PF. **Action on Ineke:** ensure this is on agenda next PF

**Health care utilisation evaluation:** Ineke gave a quick run through of the cohort 1 evaluation of the new, integrated IAPT-Long Term Conditions work. Presentation attached.

Other updates included the fact that the network has received **confirmation of funding** until April 2021 which is welcome news.

Michelle presented the **timeline and evaluation framework for the app**. Both documents attached to e-mail. Important to note that the various steps within the project and its' evaluation are dependent on obtaining ethics approval and app development.

#### **Dates for meetings for 2019:**

- **6<sup>th</sup> February**
- **3<sup>rd</sup> April**
- **5<sup>th</sup> June (CHANGE from 12th June discussed at meeting!)**
- **18<sup>th</sup> September**
- **27<sup>th</sup> November**

**Date of next meeting: 6<sup>th</sup> February, 4-6.30 at Holiday Inn High Wycombe.**