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| Researcher: I'll start off with Wavelength, its quite interesting because I don't know these as well as I knew the other ones which I think is why I started presenting on those first. Um, so, can you see that alright? Okay. So, Wavelength, this team was an interesting one because it was quite male orientated and also quite tech orientated. So all three of these guys are developers um, there was another lady called Fion that was also involved um, but she was kind of like helping out at the event so she wasn't as involved in the ideation process. So, we've got Jay, Sol and Aray. Who are all developers - quite, they would all say that they've got little experience in mental health. That said, a few of them did disclose that they had had depression and anxiety. They basically came to kind of learn more. So their idea was it was an anonymous platform, and the idea is that - um, so don't know if any of you use instagram - its kind of playing on that idea and the idea is that everybody should listen and be heard. So this is the main interface as you go onto the platform and you can either choose to be a speaker or a listener. If you choose to be a speaker, you are then given a pool of images and you can choose an image or a couple of images that best represent how you are feeling at that point. So the next interface, is this one - so they've chosen quite neutral images here but the idea would be to go on you look at the images and you think okay that best represents how I'm feeling at the minute and you can pick those images and then you would be able to annotate the images so you would sort of be able to say. So underneath each one you would give them a certain amount of characters sort of like Twitter I think you are given like 140 and you would type how you are feeling so it might be like I don't know - I can't think of an example but it might be like "I'm feeling particularly lonely today" or whatever. And then at that point you are then connected randomly to a listener, at that point that would start a private sort of instant messaging sort of like on Facebook chat and its anonymous but its with a random person. So I'll show you Jay talking about it, this one was quite an interesting one because there was quite a lot of tension between the mentors so I don't know if you remember them but they were sort of the people that were experts in self harm or had experience of it and these guys were really struggling to take on board when the mentors were saying, so a lot of the other groups were saying okay you've given me some advice, we're going to adjust the concept accordingly they didn't do this so well, and there was - they had used an image that was really triggering for one of the mentors um, so they did actually take that on board which is why the images are quite neutral now, cause there was some railway tracks and one of the mentors said please I don't want you to use that image. Um, so I'll show you Jay talking about it |  |
| \*Plays audio\* |  |
| Researcher: So its quite a simple concept really |  |
| Female 1: Can I ask how it relates to self harm? |  |
| Female 2: It doesn't necessarily |  |
| Researcher: So that's a really good question and something that kept coming up was like this idea of specificity so the judges were thinking of okay how sensitive are these concepts to the actual challenges that were presented and a lot of them became a lot more about emotional wellbeing or mental health sort of more generally and it kind of concerned me at the end of the weekend because you know most of them are sort of not specifically for self harm but I think part of that came from the speakers at the start and they were kind of thinking of mobility and saying these people that are self harming its not as simple as that so it could be depression or anxiety, or linked to alcohol issues or eating disorders. I think that is why partly it became more about overall wellbeing. Cause it was a concern for me at one point |  |
| Female 1: And in what way were they arguing it would be beneficial for people's wellbeing then? |  |
| Researcher: It was, for them, they were sort of saying its mostly about the conversation that would result. A safe space is what they called it - |  |
| Female 1: How would they know it is safe? |  |
| Female 3: What are the conversations actually going to be like when its all private? |  |
| Female 1: Because who is going to be the listener, and if you can choose between either or you might be having a really bad day but if you think well I don't want to talk about my problems I'll go on as a listener and then not necessarily be in the right frame of mind to do that. If it is open - |  |
| Female 3: There are a lot of trolls and things a whole lot of people trying to make people commit suicide and encouraging them and it might be a good tool for someone like the Samaritans to have you know as like a more accessible way for people to seek help |  |
| Researcher: Its funny that you say that, cause I was thinking about that this morning and all of the conversations that I've had with people about this, it has always ended up in the discussion about moderating because there would have to be some form of moderation and potentially training for those people and then would it end up sort of as the listeners as professionals? Then I'm thinking how does that differ from what the Samartitans do? |  |
| Female 2: Then I was thinking you can't necessarily guarantee there is going to be a listener and I think that could be a big problem as well |  |
| Researcher: So, the owness is on the listener and if they're not there then its sort of - |  |
| Female 2: And it does give a lot of responsibility even if it is in a wellbeing way I mean you don't know - you don't want that responsibility and if its anonymous you cant know who they are and you can't do anything about it - |  |
| Female 1: In terms of emotional expression though there might be something in that idea about using images in that way to help people maybe make associations and connections with people about how they are feeling and what is going through their mind. Maybe not in this particular format, just thinking I could imagine using it with patients who really struggle maybe identifying their emotions with imagery being a good way in |  |
| Female 3: Yeah I read this very good book called the art of lonliness and its all about its a really good book and its all about a woman suffering from a kind of clinical lonliness and depression and isolation and she looked very deeply at works of art and artists in order to basically help herself and she found in identifying with these paintings and these artists and their expression that she felt she wasn't lonely - so there might be something in that as well with images of depression or anxiety that kind of the people can use as a communal way - I mean its not what this is about - |  |
| Researcher: No no, I completely understand what you are saying. Did you ever hear about the Time to Change campaign called the um, think it was Goodbye Headclutcher? So that was kind of playing on that idea, so if you Google image depression and anxiety, mental health, any of these words. You always get the stock image of someone doing this - |  |
| Female 3: Like the scream mask |  |
| Researcher: Yes exactly, so this campaign was basically trying to encourage people to think outside the box and actually encourage people to think outside the box and think actually not everybody that has a mental health issue is walking around going like this all the time. So the campaign asked people to send in - like people who have experienced depression or anxiety or whatever, to send in images of themselves whilst they were in that sort of period of time. It was mostly people sort of smiling or looking happy with their friends so thats quite an interesting one to look at |  |
| Female 2: Yeah I think with eating disorders its imagery, its a big part of fuelling the disorder and you know instagram and pictures of thinspiration and all of that. So I think counteracting that with imagery, in a really useful way, making it more normalised pictures of people's bodies and could you kind of cater these images to whatever it is you are dealing with or struggling with |  |
| Researcher: That would be pretty good |  |
| Female 1: Cause I was thinking you could also go through the pictures writing it then it could come up like on instagram so you can see yours, yours would come up with everyone else's and you can see how other people are feeling so its like that shared community space so theres not anymore to that. Especially if they are kind of like you were saying getting away from - you aren't submitting a photo so its not going to become about anything that you can control so you aren't going to be posting photos of yourself its just - this is how I'm feeling |  |
| Female 2: The other thing I thought of is you know on Facebook a lot of the time you get images and Cartoons and little quotes and things, it can be quite a good instant way to communicate something. I don't know whether words on the images would be something you could use as well and you could explain a little bit more why they've chosen it |  |
| Researcher: I love those cartoons, like there are some really good mental health ones. They are really good especially the ones that show the difference between mental health and physical health and how people react. We've done Squeeze - I had quite a good discussion with someone from Young Minds about Squeeze. You remember the stress ball? Because we were sort of saying the DIY element is a really good idea in getting people, if people feel like they are creatively inclined then it would be a really good idea but what would worry me is sort of the technical element to it because even I would struggle to incorporate that but even I was thinking that it would be quite cool to have like off the shelf versions and the DIY versions so you could sort of do either - |  |
| Female 2: I think thats what we said |  |
| Researcher: Oh sorry! |  |
| Female 2: Credit where credit is due (laughs) |  |
| Researcher: I haven't listened to the audio yet but I'm sure that you guys did say that |  |
| Female 2: When the money starts rolling in remember us won't you? |  |
| Researcher: Okay so, this team were called Speak Up - um, so, Colin is an audio engineer and he works a lot with young people and sort of like getting school children involved with audio mixing. Charlotte is a fifth year medical student, as I was saying last time with a lot of the medical students she had done a couple of rotations in psychiatry but not a lot else. Jen worked with um, mental health charities in the north east. And Delvin is sort of more technical side of things so their idea was looking at not just the people that self harm but their support networks. They came up with an idea of a sort of experience sharing platform um, and the idea being that you would be able to go on to the platform and say I'm here because I am worried about myself, or I'm here because I'm worried about someone else. In fact I can actually show you - they have a mock up app, um, its being a bit weird today. So you can go on and either say I'm new or I'm back so we'll go I'm new so then you can select 'I self harm' or 'I know someone who self harms'. Or you can just have a look, then you have options like understanding self harm, I'm worried someone I know is self harming, I want to talk about my worries about self harm. And then when you get onto that you have different sort of vignettes I suppose or different experiences from different people within the online community. And you are able to rate them based on how helpful you think they are within the experience, so you can say helpful or not helpful and then you sort of get this rating system that not everybody can see, it is personal to you. So when you go on it puts the top posts that will be most helpful for your experience. So if its about your self harming it will be rated for that. If its about having a conversation with a loved one who you are worried about self harming, it would be that. Um, so they sort of based it on the idea that if you are self harming yourself or if you are worried about a loved one self harming you are quite likely to go onto the internet to look for information and its thinking about how you can harness that and make sure the information you are looking at isn't dangerous. Um, and so its very community focussed so I'll show you them talking about it |  |
| \*Plays audio\* |  |
| Researcher: Does that make sense? What do you think about that one? |  |
| Female 3: I suppose I like the idea of information being kind of monitored in that way, but I wonder how you who someone is there for the first time would be able to judge something as helpful or not helpful if your experiences are so new? |  |
| Researcher: It might be, I'm just wondering aloud, a more retrospective thing. So you go on and read something and then I don't know, based on that or not, I don't know you might go and speak to a loved one about your concerns for them and then you might realise after that the post was really helpful or it wasn't useful at all and then you would rate it but I think you are right, I don't know how useful or feasible it would be at the time to rate it. |  |
| Female 1: I quite like the idea but I was just thinking again would it be monitored by anybody? |  |
| Researcher: This conversation again, this is something that keeps cropping up especially with online communities and online platforms is how do you moderate it? Who moderates it? And would it be a full time job or would you be getting professionals to do it? All of these things the potential for people to troll, that kept cropping up when they were sort of pitching the idea |  |
| Female 3: I'm not quite sure how different it is from stuff that already exists I suppose, I was thinking about there is already a lot of online forums about people who self harm and I just don't know whether it is that different - |  |
| Researcher: I think its quite nice that they have thought of the support network, like the potential for carers to go on and use it but I do know what you are saying it is sort of like just another sort of experience sharing platform I don't know how different it is to things that already exist |  |
| Female 3: If people were already on there who would they be? More professional kind of qualified and giving advice then you could do more of like this monitoring thing with them so you would have people ready to take those calls or - because thats their job. And then, building up a kind of relationship with them by deciding who wants to say - Its a bit like Trip Advisor isn't it - |  |
| Researcher: Yeah it is actually, its a bit like ebay and trip advisor. I don't know, then also again it comes back to this - is it quite reductive in just having helpful and not helpful |  |
| Female 3: And what is the usefulness of knowing what is helpful and not helpful why - is it so they remember who they liked? |  |
| Researcher: Yeah I think so, and then as Colin was saying that would potentially prompt you to talk to that person individually |  |
| Female 3: What if that person doesn't want to be talked to? |  |
| Researcher: Would they be on the platform? |  |
| Female 3: So you are only having people on the platform that are happy to speak to other people as well. So its not just you go on to get information |  |
| Researcher: Well there is an option to just browse as well so I suppose you can do if you don't want to talk you just want to look through - |  |
| Female 3: And with the people that were doing the rating they would obviously have to know the people won't see them |  |
| Female 1: I think its okay if you had something like - there is nothing necessarily that wrong with it - |  |
| Female 2: If this was available now I wouldn't dash out of it and tell all our patients about this exciting new thing - I don't know if I would bother saying anything because I imagine its the type of thing they would use anyway - sorry |  |
| Researcher: Don't say sorry! What was great about you guys last time is you were just really honest, and its not useful for us to show these people and then they go yes that's great if its not going to work and its not different enough - its good to have all of your concerns addressed. So don't apologise. So we'll go onto Good Vibes - um, so, I'll show you the video - this one is again, its not specifically for self harm they sort of said they wouldn't really see somebody that was in a really bad place using it, it might be somebody that was sort of on their way to recovery or maybe just beginning to feel down um, so the idea with this one is that you would sort of build up a support network with people that would give you good vibes so its the idea is that you would have an app but also a wearable. So everybody in your friendship group would have a wearable, so it could either be a necklace, or a bracelet and what would happen is if you felt really upset then you could sort of press on your wearable and that would alert the people in your friendship group so that would mean that their wearable could like buzz or light up and that would then prompt them to go onto the app and say something nice about you and input a positive memory or a positive picture so you are kind of collecting this bank of positive things really. So they've also got a mock up marvel app - have you seen Marvel apps before? I didn't know they were a thing either, its just a sort of way for them to mock up the interfaces without them being available to properly install. I don't know if you can see this its a bit tiny but you would have like, so you can also input positive things about yourself but what they were saying is they did a little survey with people and they found out unsurprisingly that people find it difficult to say nice things about themselves so they were sort of saying Nataly what nice thing would you say about yourself and I was like ah I don't know whereas everyone could easily say something nice about the people around them. So they have these little quotes where you can say nice things. So you can open the app and you have your vibes where you can see where people have said something nice about you or you could um send something nice to a friend and add a new friend and you could pick whichever friend you wanted to send it to so it prompts you to say something nice about them and you can attach a photo and submit it. Um, if you look at your vibes then you can see the nice things that people have said so an example is 'you are good at remembering to feed our cats' - quite a neutral example - and then a little picture. But they were sort of saying you don't necessarily have to have a wearable because there was a discussion about how expensive it would be |  |
| Female 2: Because you could just use it on the app |  |
| Researcher: I'll show you Nicole talking about it |  |
| \*Plays audio\* |  |
| Female 1: I like that you can add friends so it is controlled basically by you |  |
| Female 2: I think it could catch on, it could be almost like a craze where everyone has a wearable. I think like for teenagers you know with their relationships fluctuating so much it would be hard again if anything went wrong but its like a really good way of logging positive things and - |  |
| Female 3: I was gonna say we do this thing like a positive data log? Which is where you basically look out for your positive strengths and skills and values on a daily basis and just write them in a notebook but I was thinking that it could be like an online version and you can take photos throughout the day of good things that are happening so you can remember them. That's how you use the book, you look back and try and put yourself back in that place. So its like some of those positive feelings. So I think it could be really effective in enhancing that - |  |
| Female 2: In that way could you divide it up into values, strengths, pictures, inspiration. Could you have different sections that you could look through? |  |
| Researcher: Yeah, absolutely. That would be really nice. |  |
| Female 1: Its great that other people can send you stuff as well cause the clients here do have all these positive notebooks for other people to fill in so people would drop by and write something really nice about them or something they had shared together that day and had a really good effect so this would make it so much more accessible because people don't all live in one place artificially like they do here, its something about having that network and those connections when you are not physically in the same place |  |
| Researcher: I think cause there were some concerns where some people were saying about the Wavelength, image sharing platform is does it put an owness on the people that have the wearables or own the wearables? |  |
| Female 2: Yeah that could get annoying quite frankly like if I had one and people were buzzing me left right and centre I would just take it off |  |
| Female 1: Because you can get some really needy people who would kind of abuse it |  |
| Female 2: Especially if we are thinking like your sister might do it but actually think about all the people we are connected with that could buzz but you might not, you could have ten other people. |  |
| Female 1: I mean I would personally definitely download the app for myself, I probably wouldn't in a million years get the wearable. I immediately think its for younger people |  |
| Researcher: A lot of people have said that, like even in the interface it looks quite young doesn't it? |  |
| Female 1: A lot of our patients use phones for support from other people as kind of an unhelpful strategy to unload about themselves so those people would be quite vulnerable. |  |
| Female 2: Also they would feel guilty if they buzzed and didn't respond. |  |
| Female 3: I wonder if your buzz could change to like input daily so everyday you get buzzed so you put something in with yourself and with two friends so you can't buzz anybody else |  |
| Researcher: Thats a really nice idea, I suppose another thing is um, you would have a bank of things so if you were to buzz somebody and they didn't reply you would hopefully still always have that bank of positive compliments or anecdotes or the photos |  |
| Female 2: Because that would be something else that you could press if it was on the app image if you needed the buzz and then it just generates a random photo or brings up a random memory |  |
| Female 1: Yeah I like that, that would be brilliant |  |
| Female 3: You can imagine people outside of self harm using it but that would make it more acceptable |  |
| Female 2: I think it would be really good for therapists as well to promote emotional resillience |  |
| Female 1: Right, we're all doing this |  |
| Researcher: I mean I can just go to Dan and be like, how busy are you. Because it would be interesting to find out actually to how close they were to creating it - I was thinking as well when you guys were saying about how Liam stole your idea but this idea of the squeeze and having a DIY version and an off the shelf idea but one of the people who co-created that I work with and I'm seriously thinking that it would be really nice and I'm sure she'd love to get involved |  |
| Female 1: Well thats more data for your research if you interviewed on how it went |  |
| Researcher: So I could speak to the team members and if you are genuinely interested you could think about using it |  |
| Female 1: Cause I often think ah I need a notebook or I need something with me to remember to write down good things that happened |  |
| Female 3: Because we could use it even as a staff team |  |
| Female 2: I think it would be really good, like just for the odd thing |  |
| Female 3: It would be so much more practical cause who really wants to carry a notebook around when you don't have the imagery |  |
| Female 1: Yeah cause thats the thing that is really powerful and that is how you are meant to use it to reflect back and really vividly create that memory and if you've already got that image there |  |
| Researcher: They made a really sweet video, a youtube video at the event, please work |  |
| \*Plays audio\* |  |
| Researcher: So yeah I think thats what is really good about the group as well they kind of really took on board what everyone around them was saying |  |
| Female 1: It makes you feel really nice, even just seeing someone else say really nice things |  |
| Female 3: Its really nice actually seeing like - so many of our patients think its this massive taboo and it makes you sound really arrogant |  |
| Researcher: Thats exactly what we were saying at the event if you even think about the words that you would use to describe somebody like self love - you think narcissistic and ego like all of those words have really bad connotations |  |
| Female 2: I think another good thing would be like if it buzzed you like a text message if it came with a little question, or a prompt. Rather than just input what are three good things that have happened today? Or like did you get a compliment today? |  |
| Female 1: Or even the positive skills you've already logged it could pop up and say which of these have you already demonstrated? |  |
| Female 2: Or if it buzzed like do you remember when you did this and it came up with a picture. A bit like have you guys used Time Hop? |  |
| Female 1: Down with the kids |  |
| Female 3: Like if it came up with a schedule like if they knew your time was going to be hard then you could schedule it for 5:30 every day so you've got a nice - |  |
| Female 2: Like a 'come on you can do it' - and it used the language that you've inputted to reflect back to you - so if you used last tuesday and you input that you helped your friend with her washing and it inputted like do you remember when you helped thingy? |  |
| Researcher: I think this one is really nice because as you guys were saying you can see sort of anybody using it - to an extent |  |
| Female 2: It would be good as health professionals it would be good to model that as well - but we all need it and we all need to do it and everybody needs to battle mental health |  |
| Female 1: I think it is private its just in case - it should be private and you shouldn't be able to see anyone else's page |  |
| Researcher: I think that came up, I think that was the idea |  |
| Female 1: Yeah I really liked that one I think it could catch on |  |
| Researcher: I think as you say its got a lot of potential like different sort of iterations of it. I'll have to tell Dan when I get back like can you just build this app? Um, but what would be quite interesting as well if Dan was interested or if someone else was interested in taking it on would be sitting down with you guys and you sort of explain what you had explained to me and how it could be better imagined to suit people before they - you know design it collaboratively |  |
| Female 3: It would be good to get some patients in, I know its difficult ethics wise but they are the people who have done these paper versions |  |
| Researcher: Actually do you mean ethically for you or for me? So actually its going to get much better because what happens - the ethical process is much more difficult during this stage because there has to be quite a quick turnaround so we weren't allowed to sort of like get proper NHS ethics but because my project will be running over the next three years that will be much easier so if there is a sort of longer turnaround for the ethical approval |  |
| Female 3: Or even if we have that focus group with the patients - |  |
| Researcher: That could also work |  |
| Female 3: And share our ideas - |  |
| Researcher: Everyone okay to finish there because I was going to turn off the recorder - |  |