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| --- | --- |
| Researcher: Cool, okay so wavelength is the next one we're going to talk about. This one was quite problematic in terms of tensions that came up between participants and the mentals - um, so this team I suppose it was very tech orientated and male orientated although there was Theon as well who came along to the event she actually works here as part of the admit team - um, but she was very supportive from the start to get involved in mental health conversation. Sol is a second year computer scientist um, but has experience of, I don't think necessarily self harm, but depression and again, he wanted to come along to the event and just loved this idea of you know, talking about mental health. Jay, don't think - no you haven't met Jay but he is again a computer scientist and um, Ari is a computer engineer so they are like very tech and we were actually kind of trying to think about splitting them up so that each time had a bit more of like, a diverse skill set but they were very keen to stay together and they very much had an idea from the start in fact I think Jay had this idea before he went, which isn't necessarily a bad thing but we kind of wanted each team to build on what they learnt at the event and like, the speakers and everyone was given information packs and a chance to talk to each other but that didn't really happen - so general concept, really really pretty interface which I'll show you in a minute and its kind of like instagram so its an anonymous chat platform and the idea is that everyone should be able to listen and be heard so when you go onto the platform you can actually select being a speaker or a listener - so this is the main interface then you can go on and you can either select speaker or listener, if you decide to be a speaker then you can actually then select an image - you can select from a pool of images and the idea is that the images are meant to suggest how you are feeling so I don't know - these are all quite pretty and they purposefully chose quite neutral images because they did have um, an image of for example railway tracks and someone at the event found that really triggering so they sort of tried to dial it back a bit so you can select the images, the idea is that they represent how you are feeling but you then have the opportunity to annotate the images to further explain how you are feeling and at this point it connects you um, to a listener and I don't necessarily know if I see the value in being connected with somebody random um, when I spoke to the head of the CCG he said that well actually young people these days do just go online and talk to random people which is fair enough - so I'll show you Jay talking about it um - |  |
| \*plays audio\*  |  |
| Researcher: So its yeah, its mainly just about connecting people and scaffolding like a peer to peer conversation so - what do you think about that one -  |  |
| Male 1: I think you have to be very kind of careful with it, if you've got two people having - it could be kind of misused, I suppose it could be kind of, I saw something on the internet maybe it was yesterday? About this boyfriend and a girlfriend and their text conversation had been printed because he had wanted to end his life and she would like, encourage it - I think she had some sort of like religious, he was saying all this stuff about ending his life and she was saying like well you know you won't suffer anymore and all your family will forgive you and you will be happy rather than trying to help him through. You could get some awful people on there like -  |  |
| Researcher: Like trolling  |  |
| Male 1: Yeah like if somebody has come on because they thought that this is somewhere where they could be anonymous and have a chat and you get somebody that makes you feel worse it would have to be really strictly kind of - moderated but then how would you do that, it would have to be a full time thing because I guess that people could use it any time I presume?  |  |
| Researcher: Yeah this is something, I was looking back through the judging sort of notes yesterday and that is something they said um, was actually this would definitely need to be moderated but it should be moderated by professionals and then would they need training for it so it does definitely bring up those sort of things I don't know - it -  |  |
| Male 1: Unless you had sort of a window, say people were being referred to it as a kind of resource as a resource or as a thing like you can use it between this time and this time because we have someone who is going to moderate it between those ideas -  |  |
| Researcher: Yeah thats a possibility, what do you think of the idea of sort of just using images to represent how you are feeling -  |  |
| Male 1: I think it could be quite useful for people who like can't explain necessarily how they feel. They might see that image and think like the shipwreck one I can see how that could represent how they feel if they can't put it into words and so what would happen is say I went on and I picked an image and it was a shipwreck one and I put like - I feel like lost so what would happen is somebody would - be randomly selected or allocated to you so it would be sort of like a chat window -  |  |
| Researcher: Yeah it would just open into like a chat, like a facebook chat - I suppose, the platform itself is only like the first stage and the main focus is really connecting people up. I don't know how much value there is in connecting people randomly -  |  |
| Male 1: I'm wondering if maybe it would be more useful that instead of a peer to peer thing as a kind of - the person you get assigned to was a professional?  |  |
| Researcher: Maybe yeah, cause I suppose you are also relying on that listener to then say something useful or valuable because as you say, it could be someone that could be trolling or they might have good intentions but just end up giving terrible advice.  |  |
| Male 1: Or I guess you could have someone, not necessarily a professional but you could have a pool of people who maybe have self harmed in the past and are kind of like experts by experience who are kind of more like - a peer kind of relationship but its somebody whos had training to do this but they aren't like a mental health kind of professional and just offer some kind of support and would know who to signpost to if anything kind of was risky and they could click a flag thing and it would immediately get bounced to like someone in sort of a safe-guarding role  |  |
| Researcher: Yeah, I think, I'm just not - this ones tough for me |  |
| Male 1: I think its very risky -  |  |
| Researcher: It could be |  |
| Male 1: But I like the idea of pictures being used you know sometimes people can't kind of explain how they feel -  |  |
| Researcher: Suppose its kind of like the paperchain idea which I think is quite nice as you say and I think something they were going for with wavelength was finding a common language amongst people and that is often visuals or images um, and, sometimes people just want to be heard don't they.  |  |
| Male 1: Yeah and I suppose the thing is if they haven't got anyone else to talk to or they feel uncomfortable in their life - you know, it could be a safe place that they can go to and speak without worrying about people saying you know, aw such and such said this to me and like gossiping and stuff so it could be a safe place and if it was kind of - I don't know its just really difficult and anything could happen if it wasn't properly moderated  |  |
| Researcher: Yeah I think a lot of these would need moderating - realistically -  |  |
| Male 1: I suppose that is the risk, especially when you are looking at it like all these technologies that you know, there is so much out there and a lot of young people are going to places online and they know its anonymous but people are going places where they don't really know the value of what their learning or chatting about - it could make things worse. Its difficult  |  |
| Researcher: It is - should we move on? Do you have any questions or?  |  |
| Male 1: No I don't think so |  |
| Researcher: Okay, so, we will go onto Good Vibes - aw I love these Prezzies, they are fun aren't they. Okay so I've gone onto Good Vibes like this one - um, so Good Vibes this one was very much about promoting positive communication um, and, it was thinking about building up a nice little network of people that you could contact so it was an app, and wearable. The idea being that you could have the app on the phone and you and your group of friends could have a wearable and they kind of mocked up little plasticine wearables so you could have a little necklace or a little bracelet everyone in your group of friends would have one so the idea being that if you felt distressed or upset then you could squeeze your wearable and everyone in your network could have - they would be prompted so their wearable might light up or flash or there would be some sort of way that they would be informed that you weren't feeling good so - this would prompt them to go onto the app and give you some Good Vibes or say something positive to you, or input a nice picture um, and that would hopefully make you feel better. So they said it would work as a wearable but you wouldn't necessarily have to have that. It could just work as an app in itself and these guys weren't thinking specfically about self harm and they were saying it might be good for somebody who was coming out of a bad place and beginning their recovery um, and also you could come in with quite a slow engagement with the app so you could pick it up as and when and so there is actually a mock up of this one so I'll show you Nicole speaking about it-   |  |
| \*plays audio\*  |  |
| Researcher: So you would hopefully by the end of it, have a bank of things so not even necessarily get to the point where you would squeeze your wearable you could go on and you'd have these pictures and positive messages from your friends um, because they actually um, did a little qualitative mixed methods survey with the participants and they found unsurprisingly that people are very quick to give compliments about others and find that very easy - say something nice about Liam, he's got nice glasses - saying something about yourself that is positive or giving yourself a compliment is much much harder and even the language that is used to kind of talk about people being positive about themselves is often egotistical or narcissistic so there are kind of playing on that idea that its much easier to give positive vibes to someone else. So this is what the app would look like, this is the first interface I can actually show you - what it would look like. Have you seen marvel apps before? Its a way of life mocking up, sorry the writing is quite small - but you've got your nice glasses on. So, your Good Vibes then Good Vibes from your friends so these are sorts of the quotes that people have said so you can then click on the photos - you are good at remembering to feed our cats and so you can go through this little bank so I think this maybe should be the first interface so you've got your own vibes and then you can send good vibes to friends then you also have the opportunity to send good vibes to friends so you can chose who you want to send them to and you are prompted to say something nice about them then you can attach a photo and submit and this idea that it talks to the jewellery or wearables as well  |  |
| Male 1: Well, I suppose I like the idea because whereas maybe with some of the others you've got that risk of people who you don't know kind of like being trolling. At least with this it is your existing friendship group so I suppose you've naturally got, you're predisposed to want to help them especially if you are all signed up for the same kind of reason um, I suppose - In term of practically, it would probably be quite expensive with the wearable and everything and also I suppose nowadays everyone has their like phone, getting a notification probably people are likely to respond quickly to that anyway in the same way that if your wearable was lighting up or whatever so maybe that would kind of like - um, maybe thats unnecessary but also I suppose its kind of a very sort of directed like a group chat - things you might have with a group of friends so maybe if I was feeling a bit rubbish I might just say something in a group chat kind of thing and expect some kind of influx of positive feedback so I suppose its kind of like that um, but, if I wanted to go and do that then I would kind of have to go and say that I wasn't feeling good or something whereas with this you don't have to do that because you are sending it out there without having to say anything and I suppose thats quite good because obviously there is that issue with not feeling comfortable and not knowing what to say and people will reach out and know how to respond or know what it means so I suppose yeah thats quite a good aspect so I wonder how would people find this so would it be something like -  |  |
| Researcher: Could it be incorporated into like a care pathway - is it something that therapists could within the NHS or without sort of signpost people to - would it just be on the app store and then - promote it - what do you think ? |  |
| Male 1: I suppose maybe like the kind of - what is the word I'm looking for like the ownership of it would have to be very much like one person instigating it amongst their group of friends so they might be told by their therapist or whatever and they would tell their friends and then get them on it and that sounds really good and I suppose that way you might be helping people in your friendship group who otherwise haven't really recieved any kind of help and they might think that this is really good for - Dan but this is also really good for me - Um without them having to say anything I mean I like the idea of the wearable thing but if it was to kind of come for - flurition if it was to happen then - if it was maybe it would just be the app realistically  |  |
| Researcher: Yeah the wearables are a nice idea but I think as you say - first of all is it necessary and is it feasible expense wise |  |
| Male 1: Cause then I suppose you've got that whole issue of money, who is this for - is this for middle class kids with money to burn and smart phones and have a wearable thing and then so is there a gap then you know, people that are missing out on it - if you were looking at it like maybe like older people like maybe like professionals who might use it they might have an apple watch and then they wouldn't need an additional wearable cause they could just tap their - I dunno how these apple watches work but maybe they could just tap their screen and they could send it out to their friends |  |
| Researcher: Thats pretty much how it works, Rehan has - not an apple watch but he's got a Motorola smart watch and if he gets a notification and it buzzes on his wrist and the screen lights up which is essentially what the wearable would do - so -  |  |
| Male 1: It could kind of be incorporated into existing technology -  |  |
| Researcher: What do you think of the design of the interface?  |  |
| Male 1: I think its nice, I think its simple -  |  |
| Researcher: A few people have said that it looks like its geared towards younger people -  |  |
| Male 1: I would say definitely but I think thats who would use it - you might not get a group of women in their 50s all using it but I suppose if they were all feeling a bit down maybe then like they'd ring their sister its that different kind of generation whereas young people might sometimes want something and not say what they want but if its already there kind of settled then people understand the idea that if they feel a bit crappy then maybe they can get some kind of feedback. But also people know that they are feeling down anyway so this would take another conversation like I know you weren't feeling great the other day but how you feeling now? And they might say well you sent me this good vibe and now I'm feeling great |  |
| Researcher: I think one of the worries that um, other people have interviewed had - you kind of said the opposite which is quite interesting - um, would people respond and if they didn't respond cause its quite an ownerous thing to say I've got this app and I'm kind of relying on other people to respond to me not to fulfil my worth but that kind of what they're basing their good feelings on is getting com- not necessarily compliments but what is the word I'm looking for? Sort of like affirmation from others but you said that you think that people will respond because they often have their phone out  |  |
| Male 1: I think so - I think they would I think if they had all kind of signed up to it for the same reason then I don't see why they wouldn't. If they don't want to be involved then they would just say no but if its your friends and people that you know then you are going to want to respond. You are already invested in that person so whereas with some of the others where its maybe people who are like random people whats it to them but when you've got that relationship with people anyway you know if it popped up for me kind of thing and it was somebody that I knew then I would respond - and you are inclined that way anyway and you want to kind of help people and you want to help your friends and once you were kind of in on it then you would use it but then I suppose you don't know - if people would kind of - I think they would, I think its finding it would be a thing, I think once people had found it  |  |
| Researcher: Cool, shall we move on? Go back to the Prezzie! That was the final one so we'll go back to - go to Speak Up. I always have problems thinking about this one because the issues with these is that I'm relying on the bits of video and the documentation that exists for it so for some of them the documentation is a bit all over the place so I'm trying to piece together what was it? His team won a prize. Um so there were actually more of them to start with, so this team were called Speak Up um, Colin is an audio engineer that does a lot of work with children and sort of getting them involved in um, audio mixing kind of running workshops with them. Charlotte is a medical student, there is some rotations in psychiatry and mental health but not really any experience with people with mental health or self harm, Jen um, quite sort of - she's done a lot of work with different mental health organisations in the North East so she knows her stuff um, and then, Delvin who actually works here and he is sort of a bit more involved in the development so there is actually a mock up of this one on Marvel which is quite cool so um, so I will move on, so they created or their concept was a community driven experience platform and they were sort of trying to address not only the community that displayed self harming behaviours but also their support network so they were thinking very much about supporting the supporters. So the premise very much was when somebody is harming or when they know someone is self harming - quite often, where do you go for information to think about finding out more but they were saying this can often be quite dangerous cause how do you know that you can trust the information that you are finding. They were kind of thinking as well that potentially you could go on - and I'll show you the platform as well, and so this would be the main interface you could either say I'm new or I'm back - come on - no don't do this, there we go - do you self harm - do you know someone who self harms? So we'll go with i'm new - this is taking a long time - and, the idea being that you can - its sort of like a forum for people to talk about self harming or them knowing someone that is self harming and you can then sort of go through and decide whats been helpful for you and what hasn't been helpful so you would have sort of a helpfulness rating system which you would only be able to see so when you go on you would only be able to have access to the posts you might find helpful. I'm worried someone I know is self harming so you can have these different posts and you can rate whether they are helpful or not helpful, the idea being that they can marry up the people that find each other's posts helpful so they were kind of thinking what would probably happen is they would get people married up who had similar experiences and they could then talk things through with them so yeah its very community driven and it relies on them having that information from the community to start with - |  |
| Male 1: So these kind of like posts and stuff that you see, are they almost like kind of little like vinyet kind of - its not like a he said she said so these are posts that you can see and then you read them?  |  |
| Researcher: Yeah |  |
| Male 1: Ah I see, I like that idea actually because I think it eliminates the risk of that trolling cause obviously that would have to be moderated anyway but it would be easier to moderate anyway because you don't have that like instant chat kind of thing or like a forum its just people moderating individual stories so I think that makes it a bit easier and a bit more practical. I think its nice that it offers people support who might not experience self harm themselves but are supporting somebody like they think someone they know might be self harming so yeah actually I think its quite good, I think its different to some of the other ones cause its offering something a bit different but I also think its quite achievable and quite practical cause like you said you've got that level of moderation is required but not on the same level which one where -  |  |
| Researcher: Wavelength?  |  |
| Male 1: Yeah so obviously with that you've got a huge kind of moderation job whereas this one is less so - so yeah, I think its quite good - how long ago was it? There was this company in London and they were developing this website called Puzzled Out so what it was was the idea was Cam's service users would be given like a code and put into this website and questions would come up about their local counselors and experience and they could fill it out and feed it back but also there was an option there for them to kind of put their story so they could upload their story and it would be moderated and put onto the site even if it was just a short little thing and then say new service users came onto the sight they could put in their post code and find stories nearby where they lived so we went round Cam's conferences and stuff and spoke to service users and professionals and Cam's commissioners and that was very similar where people would go on and read stories and get something back, so it cam be done or similar things have been done |  |
| Researcher: Has that been built then? |  |
| Male 1: Yes, I believe it is acting - I just think the thing was it was supported by quite a lot of support from the support service which doesn't exist anymore so I think the 2011 the funding doesn't exist anymore so I'm wondering if Cams actually have money to kind of - cause I think the idea was you would pay to use the site so CCG or whatever would pay to use the website and then behind the scenes they would take all the questionaires but I think if you go on the site you can still see bits and pieces and see all the stories so yeah I think its a good idea |  |
| Researcher: They were sort of suggesting you could potentially try out kind of - I don't really know how this would work but they were interested in the idea of trying out difficult conversations on this but I don't really know how that would work actually. So a conversation where you were worried about someone self harming and you didn't know how to have that conversation you could then seek advice from other people  |  |
| Male 1: So someone could post a story about how they initiated a conversation? |  |
| Researcher: Yeah that kind of thing |  |
| Male 1: Okay, so I suppose if you've seen that kind of thing and you rated it as helpful then you would get more similar ones coming up wouldn't you. Would you be able to change the kind of say originally it was you starting a conversation and you'd have that conversation with them - would you be able to change it so you could have just supporting somebody like could you change your preferences?  |  |
| Researcher: You could - there is definitely opportunity to be able to do that |  |
| Male 1: I think its good I think it offers the people who are supporting people and its very -  |  |
| Researcher: It is and you are absolutely right because its thinking about the community and the material is driven by the community. There aren't too many issues with that one I think |  |
| Male 1: And there are less kind of safe guarding type of things its less work to kind of -  |  |
| Researcher: I think thats a really good point  |  |
| Male 1: I think its probably something thats quite useful |  |
| Researcher: Okay thank you very much |  |