

## Digital Technology for Mental Health: Asking the right questions #digitalMHQ

### Steering Group meeting 4 by 'phone

**Attending (*alphabetical order*):** Victoria Betton, Sophie Dix, Kathy Chapman, Katherine Easton, Iris Elliott, Chris Hollis, Thomas Kabir, Chris Packham, Paul Radin, Mat Rawsthorne, Sandra Regan (Chair), Liz Rye, Lucy Simons, Alli Suddaby, André Tomlin.

**Apologies:** Debbie Butler, Kate Cavanagh, Rachel Churchill, Louise Knowles,

### Action points

| No. | Action point  | Who         | Due by         | Status                      |
|-----|---|-------------|----------------|-----------------------------|
| 2.  | Chris Packham to suggest Clinical Commissioner contacts to approach as partners in the PSP  | CP/LS       | Nov/Dec 2016   | ongoing                     |
| 4.  | Review uncertainties from other mental health PSPs for relevance  | LS/KE       | By Jan 2017    | revisit this later (summer) |
| 11. | Ideas for further funding to be discussed with LS   | ALL         | Ongoing        | ongoing                     |
| 33. | Section 5 of the protocol to be revised and amended.  | LS/KE/AT/RC | March 2017     | Ongoing                     |
| 37. | All steering group members to review the partners list and add further contacts.  | ALL         | March 2017     | Ongoing                     |
| 38. | All steering group members to identify and inform Lucy of key events and meetings for opportunities to publicise the project/survey     | ALL         | March 2017     | Ongoing                     |
| 39. | A printed copy of the survey to be produced for completing at face to face meetings   | LS          | April 2017     | Ongoing                     |
| 42. | Lucy and Thomas to liaise over workshops with children and young people.  | LS/TK       | April/May 2017 | Ongoing                     |
| 43. | Confirm a 5 year cut off for checking the evidence base is agreed by a quorate of clinical steering group members                       | LS          | March 2017     | Ongoing                     |
| 44. | André and Rachel to provide a plan of the evidence checking strategy to supplement the project protocol                                 | AT/RC       | March 2017     | Ongoing                     |
| 45. | Steering group members to contact Lucy if interested in co-authoring the paper for Evidence Based Mental Health by the 31st March 2017. | ALL         | April/May 2017 | Ongoing                     |



|     |  |                |                      |  |
|-----|--|----------------|----------------------|--|
| 46. | Lucy to circulate the first version of the film for quick feedback this week so Inkwell can deliver the final version next week              | LS/ALL         | March 2017           |  |
| 47. | Lucy to revise the survey in response to the pilot feedback and discussions at the meeting. Steering Group members to provide rapid response | LS/ALL         | March 2017           |  |
| 48. | Steering Group members to identify contacts and networks that can help us reach diverse communities.   | LS             | March/<br>April 2017 |  |
| 49. | Lucy to contact individually members of the Steering Group to populate the Partners' contact list  | LS             | March/<br>April 2017 |  |
| 50  | Lucy to discuss other methods for gathering uncertainties with relevant members of the Steering Group  | LS/AT<br>TK/LR | April 2017           |  |

## Notes of the discussion

### 1. Welcome, apologies and introductions

Sandra welcomed everyone to the teleconference and reminded us of the ways of working for teleconference meetings.

### 2. Notes of last meeting and actions not covered by the agenda

Sandra highlighted the action points not covered by the agenda for the meeting which would be carried forward to the April meeting

- 33. reviewing section 5 of the protocol
- 43. 5 years cut off for the evidence checking strategy
- 44. plan of the evidence checking strategy

The notes of the discussions in Steering Group 3 were accepted as correct.

### 3. Signing off protocol sections 1-4

Lucy had circulated a revised Protocol (version 6 dated 22 February 2017) with all the changes clearly highlighted. No further issues were raised and these sections of the protocol were agreed as signed off.

### 4. Gathering uncertainties

#### 4a. First survey

Version 4 of the survey had been piloted with 9 people who had provided useful feedback on the layout and demographic questions. Most had found it easy to understand and easy to complete. No-one had made any suggestions for changing the main question. Sandra led the group through each section of the survey, considering the collated feedback from the pilot and discussing options for revision. In summary the following points were made:



- aim for more informal, friendly language, especially at the start
- make it more visually interesting
- include only essential information on the first page and all other detailed information on a separate page within the survey which people can access if they want to.
- the first draft of the animated film had been delivered by Inkwell (**action point 46**) and this should be embedded into the first page of the survey
- give an indication of how long the survey will take to complete and include a progress bar
- for the main questions, make the answer box large enough so people can see their whole answer as they type it in
- a number of equality characteristics and whether we needed to ask about them in the survey was discussed at length - it was agreed to only include the minimum (gender, age, location and ethnicity). While it may be respectful to different communities to ask about specific demographic characteristics, the majority of the SG did not think it was essential to the purpose of this PSP. Moreover, it remains an important goal to keep the survey as short as possible to encourage completion. Therefore the decision was to encourage a wide range of responses by recruiting a diversity of partners (**see 4b.**).
- additional questions would be asked about access to and confidence with technology because this is highly relevant to understanding the profile of respondents in this PSP
- there should be no lower age limit on who can respond - an extra age category to be added for up to 16 years
- When asking about people's experience/professional background, we should allow people to select all that apply - this question should also be asked first in the demographic section. Discussion as to whether this might create challenges in the analysis and reporting concluded that it can be dealt with easily.
- We only need to find out if people have accessed services and digital support in relation to their mental health (or the person they care for)

Lucy to revise the survey and send to the Steering Group for rapid review (**action point 47**). We agreed to stick with the timetable to launch the survey before the end of March 2017.

#### **4b. Promotion**

There was no time to discuss the promotion of the survey in detail during the meeting. During the discussion about the survey, it was agreed that steps would be taken to reach a range of diversity groups in the population (**action point 48**). Lucy to contact individual members of the steering group to capture their contacts and discuss ways to promote the survey with the range of communication tools being developed (**action point 49**). Sandra emphasised that it is key to PSP success that SG members take ownership of contacting their networks.

#### **4c. Other methods**

There was no time to discuss in detail other methods to gather uncertainties - mainly through Twitter and face to face meetings. Sandra had discussed using Twitter with the other JLA advisors



and the JLA management team. The conclusion they came to was that:

- This hasn't been done before and makes sense certainly in the Digital Technology context
- We won't be able to gather the details of who contributors are in the same way that we can through survey therefore it should be additional to survey, not a replacement for, and we must be clear as to which are the professional respondents and which the public – so it becomes two additional communities that we are reaching
- We need to provide a safeguard for public respondents and manage the time over which respondents can contribute, therefore we should not just ask openly for people to contribute uncertainties but should consider using a managed “chat” environment, perhaps at more than one time, and separate for profs/public
- There are no dedicated resources in this PSP for supporting gathering uncertainties via Twitter, so any activity will need to be offered as an ‘in kind’ contribution from a partner.

Lucy to pick up discussions about both of these methods with relevant Steering Group members to report back at the next meeting (**action point 50**).

#### **5. Any other business/next meeting dates**

The issue of how to deal with incomplete surveys was raised. While Survey Monkey will capture incomplete submissions, it may not be considered ethical to use this information as we can not be sure the respondent intended for their information to reach us if the final submit button is not pressed. Steering Group members to give their views on this when feeding back on the next version of the survey (**action point 47**).

#### **Steering Group schedule 2017**

The next meeting will be a Face to face meeting in Nottingham on Wednesday 19th April.

| <b>Meeting type</b>           | <b>Date</b>                         | <b>Location</b> |
|-------------------------------|-------------------------------------|-----------------|
| Face to face                  | Wednesday 19th April                | Nottingham      |
| Teleconference                | Wednesday 7 <sup>th</sup> June      | 14:00 – 15:30   |
| Face to face                  | Monday 10 <sup>th</sup> July        | London (TBC)    |
| Teleconference                | Wednesday 6 <sup>th</sup> September | 14:00 – 15:30   |
| Face to face                  | Tuesday 17 <sup>th</sup> October    | London (TBC)    |
| Teleconference                | Monday 13th November                | 11:15 – 12:45   |
| Final prioritisation workshop | December (date TBC)                 | TBC             |

