Summary Notes from Anxiety and Depression Network Patient Forum
6th February 2019
4-6.30, High Wycombe Holiday Inn

Present: Ineke Wolsey (Network Manager), M R (Bucks Healthy Minds), Alisha Smith (Research Assistant with Professor Clark), Kiran Sharma (Oxon Talking Space Plus PPI lead), Ruth Tipping (PPIEE Lead for Milton Keynes Talk For Change), DA (Bucks Healthy Minds), G P (Bucks Healthy Minds), Anisha Gangotra (Employment Advisor, Bucks Healthy Minds) D B(Berks Talking Therapies)

Apologies: KP (Berks Talking Therapies), Shannon Gardner (Berks Patient Engagement Lead)**,** Michelle Lee (Reading University Researcher and project support officer for the Network). Ineke shared with the group that K won't be able to attend PF in the near future as he needs to be available to support his wife and family through a period of illness. The group expressed sadness at this news and sends K warm wishes.

Introductions: The group welcomed Kiran who is now the Oxon Talking Space PLUS PPI Lead and Ineke gave a quick overview of the Anxiety and Depression Network's activity and purpose.

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. As we have now also started our 'Improving Access to Psychological Therapies for Older Adults' project this work will need to be postponed until later in the year.
- Ineke and Hanna to discuss recruiting patient reps from Oxon. Hannah has now started her HI training and Kiran has stepped into her shoes. Ineke to talk with Kiran

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

The main topic of this meeting was the app which those of us who attended ERG got to play with for the first time. Patient Forum focused in on the change management aspects of introducing the app.

It was thought that successful implementation has to **start with the staff** as their enthusiasm and support for using Paddle will be critical and that, therefore, getting staff on board has to be carefully planned in. Suggestions included:

- **Appoint Paddle** (and step 2 Staying Well new protocol) **Champions** for each service
- Ensure the process is set up in such a way that it **won't increase therapist's workload** e.g. see if the link to the app and the instruction video can be sent out ahead of the first appointment i.e. at the end of assessment if a second appointment will be booked in.

- Have a **bullet point list** of how the app might make a therapists life easier as well as add benefits for the patient. This to be included in all awareness raising sessions and the training videos.
- Ensure all **staff** get to download the app themselves and get time to get to know it/ watch the training video/ get any questions answered. This might be done during Champions training sessions
- Ideally we would get to a point when all **questionnaires** can be uploaded, even during therapy
- Using the app might encourage patients to send their **home work** through/ complete the **questionnaires** before the session (although some therapists prefer to complete them during the session)
- Who should the champions be? Ineke to explore with service leads but it would make sense for Champions to raise awareness of/ train staff in/ both Paddle and the new step 2 Staying Well protocol.
- **Training for Champions** needs to be face to face

Once Paddle and Staying Well champions have been appointed following consultation with the service leads we should:

- Train them and support them
- Start the (restricted) roll-out of Paddle for piloting (Berkshire)
- Produce a timeline for various project steps to fit in with evaluation steps including pre and post introduction of Paddle and SW tools etc

Ineke and Michelle to work on this with service leads and SW working group and report back to Patient Forum with a proposed project plan for roll-out.

The group talked extensively about the questionnaires to be uploaded monthly after discharge and the issues of **flagging risk/ spotting deterioration** and at what point to contact the patient and, if so, how etc. Ineke shared that Berks implemented a patient follow-up protocol for a SilverCloud trial. Action on Ineke: contact Sarah Sollesse to discuss their protocol.

Ineke to remind GI app developers to add a 'help' button i.e. the link to the demonstration video

Employment advisors: this needs a more detailed conversation with the service lead (how might the app fit in with employment advisers' work?)

Alerts/ Notifications: can we add a question: If you feel you need help contact your local service? Ineke to explore with GI

Dates for meetings for 2019:

- **3rd April**
- **5th June (CHANGE from 12th June discussed at meeting!)**
- **18th September**
- **27th November**