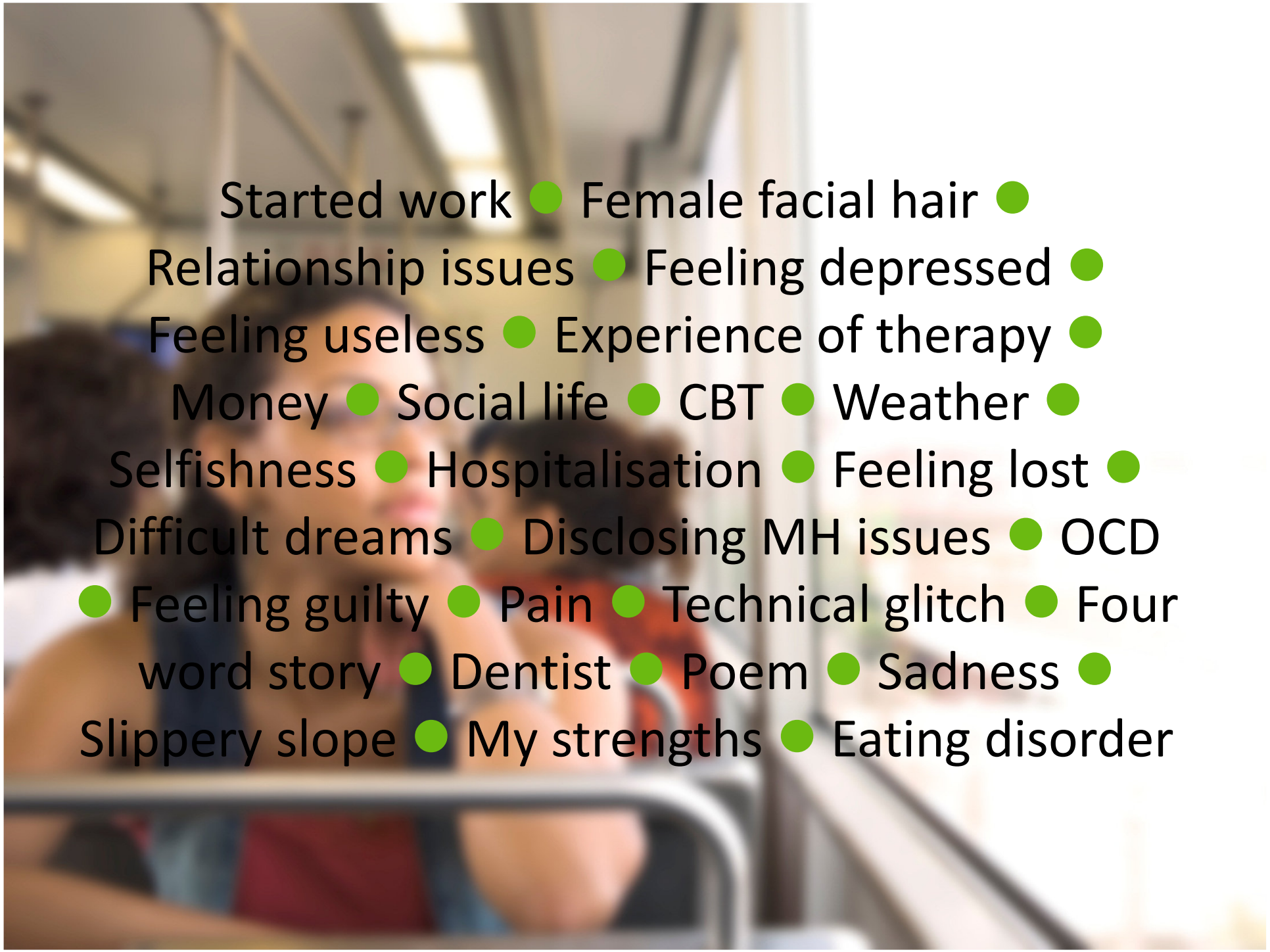
“It’s just really nice talking to people who don’t know you”
Claire Harding
Big White Wall
Big White Wall
Select Your Mood Today
Previous Moods
Feeling better today – not so anxious or scared
Talkabouts
Talkabout
Inspire
Feeling great!
Big hugs UM.. giant car sized hugs.
I'm glad you made your way here and that I have found you!
24/02/2012
What's New
Create Brick
Content Filter Options
stressed
hopelessness
sad
hurt
relationships

Today

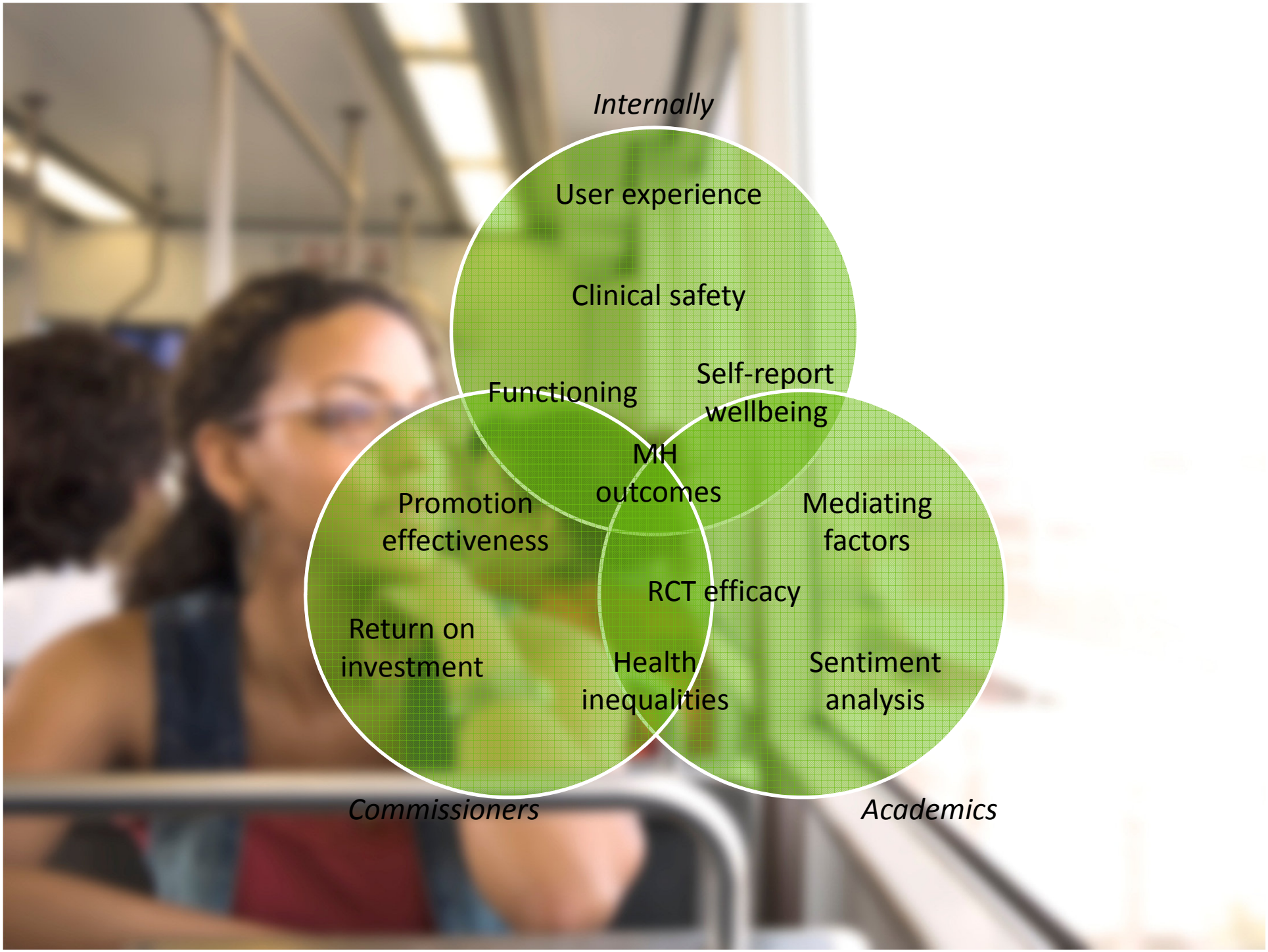
- The BWW SupportNetwork
- Member experiences
- What's distinctive?
- What do we want to know?
- How do we find out?

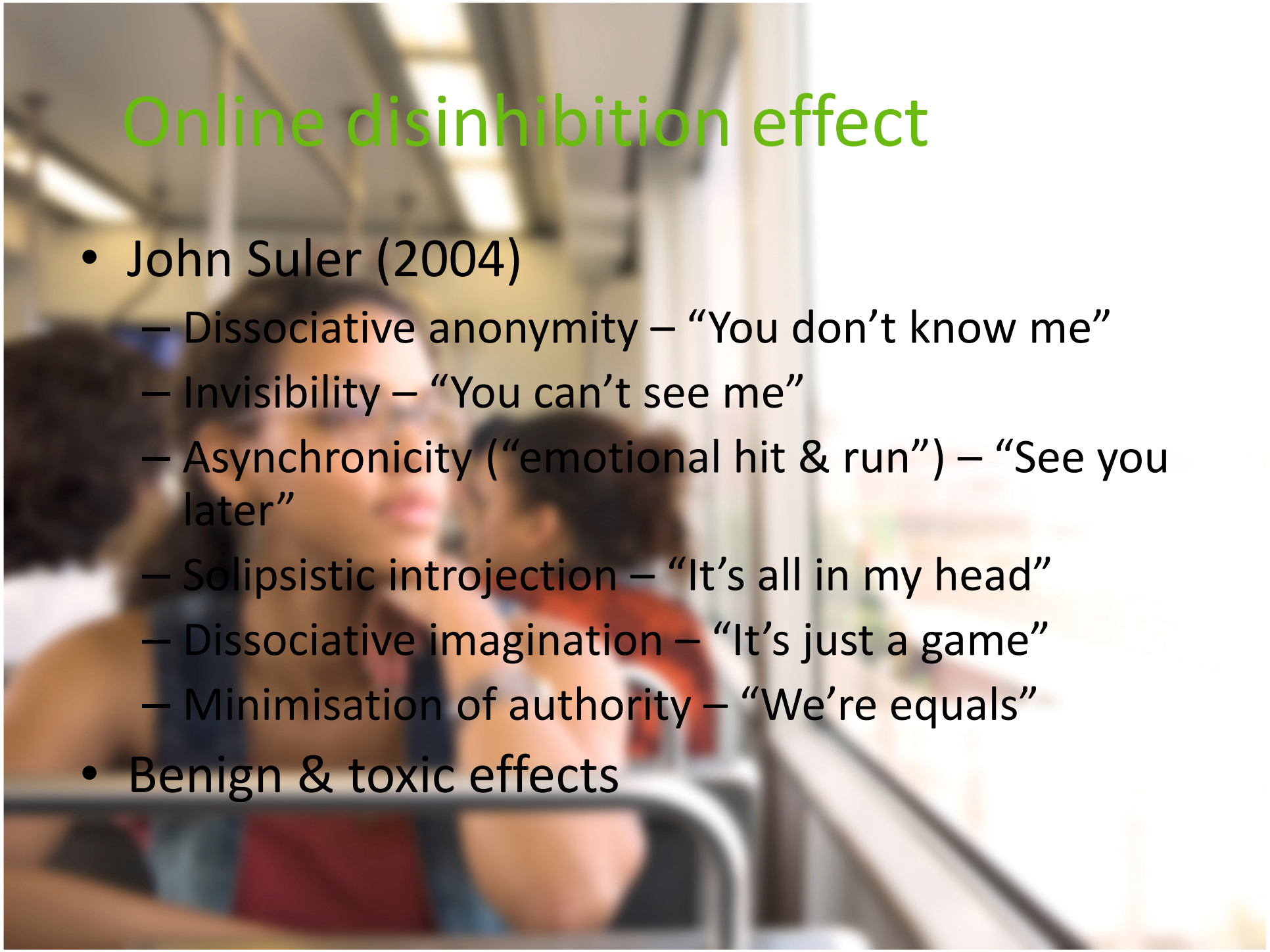
The BWW pathway


Started work ● Female facial hair ●
Relationship issues ● Feeling depressed ●
Feeling useless ● Experience of therapy ●
Money ● Social life ● CBT ● Weather ●
Selfishness ● Hospitalisation ● Feeling lost ●
Difficult dreams ● Disclosing MH issues ● OCD
● Feeling guilty ● Pain ● Technical glitch ● Four
word story ● Dentist ● Poem ● Sadness ●
Slippery slope ● My strengths ● Eating disorder

Support Network: what's distinctive?

- Diagnosis agnostic
- Choice about what information you share
- No rules on length and depth of engagement


Internally
User experience
Clinical safety
Functioning
Self-report wellbeing
MH outcomes
Promotion effectiveness
Mediating factors
RCT efficacy
Return on investment
Health inequalities
Sentiment analysis
Commissioners
Academics



Online disinhibition effect

- John Suler (2004)
  - Dissociative anonymity – “You don’t know me”
  - Invisibility – “You can’t see me”
  - Asynchronicity (“emotional hit & run”) – “See you later”
  - Solipsistic introjection – “It’s all in my head”
  - Dissociative imagination – “It’s just a game”
  - Minimisation of authority – “We’re equals”
- Benign & toxic effects

Supporting others

Bad days, I need supporting, I can find information, I can try to understand depression, what I'm suffering from, how to deal with it. Good days I can support others, I can find information, I can try to understand depression, what I'm suffering from, how to deal with it....

To be able to support someone, share your own experiences is so rewarding & adds so much to my own recovery. I'm not cured, I guess I would describe myself as a recovering depressive; but I can live my life again now.

Online data collection

- Advantages
  - Huge datasets
  - Lots of implicit data on user activity
- Challenges
  - Heterogeneous individual needs: which instruments?
  - Intrusive questions
  - Self-referral = higher attrition
  - Ethical concerns with invisible researchers

What we do

- GuidedSupport; LiveTherapy
  - Condition-specific mental health tests
  - Therapist ratings
  - LiveTherapy RCT
- SupportNetwork
  - Optional mental health tests
  - Subjective wellbeing outcomes
  - Demographics
  - Activity levels

What's next?

- Areas for clinical research
  - Public health RCT
  - LTCs and serious physical illness
  - Managing self-harm
- Improving our service
  - Automatic text analysis
  - Understanding increased risk
  - Predicting depression and anxiety

Big White Wall™

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