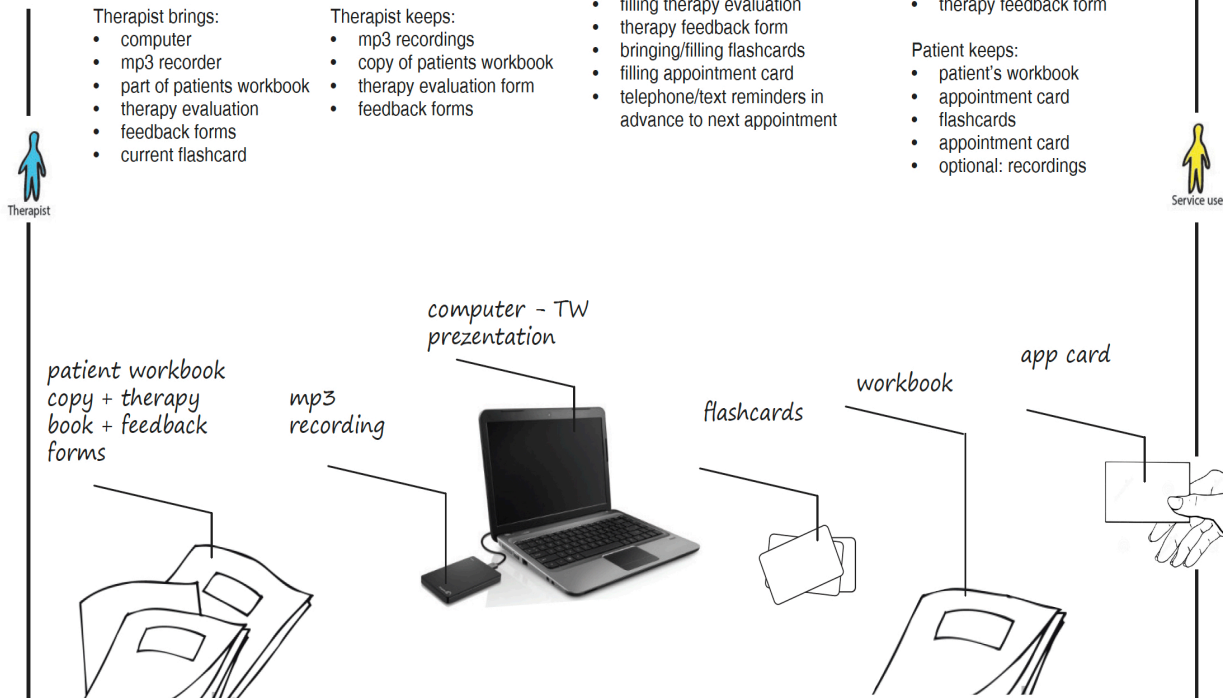


Outputs from the *Discover* Phase of the Design Research

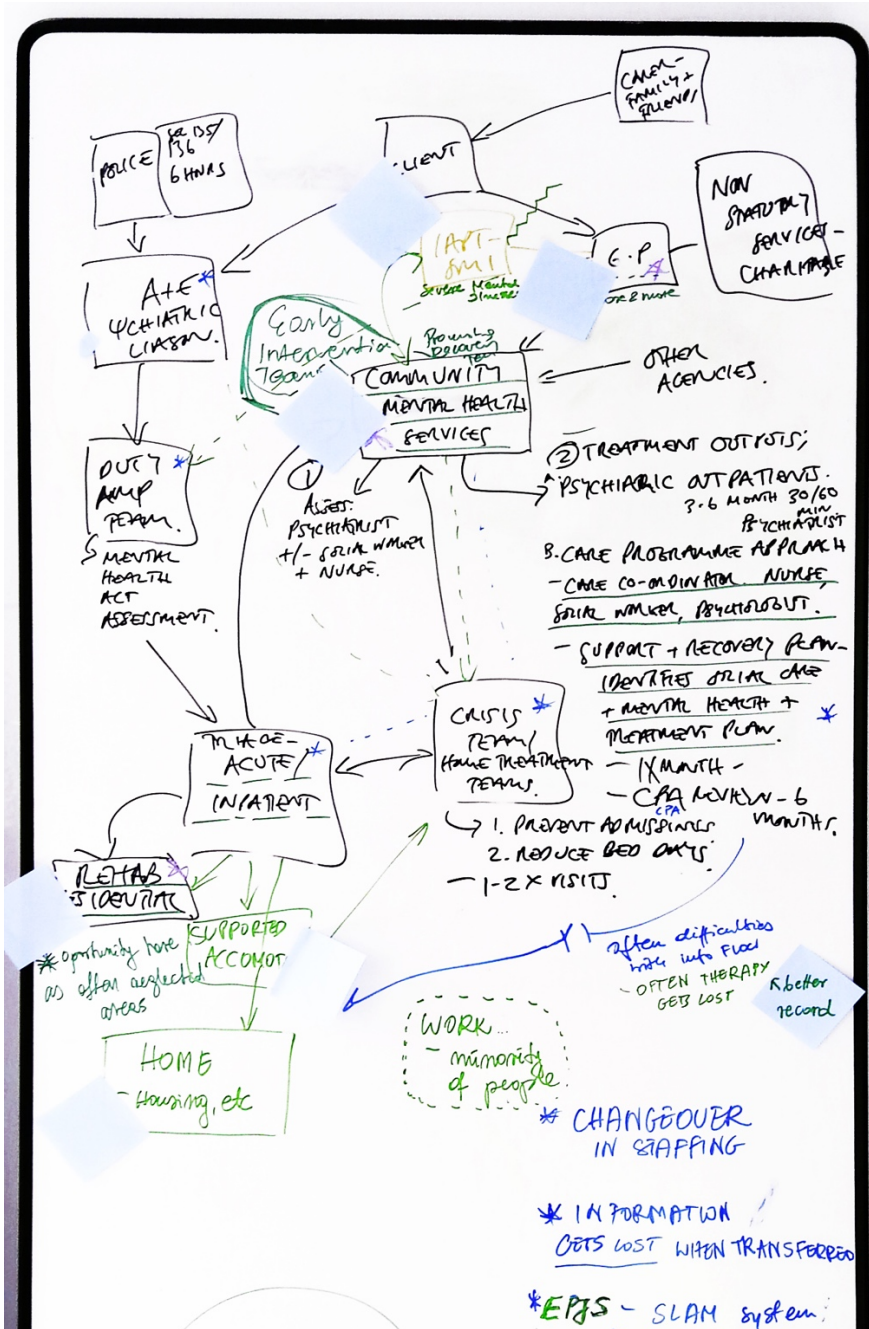
Process map of therapy sessions.

Thinking Well now

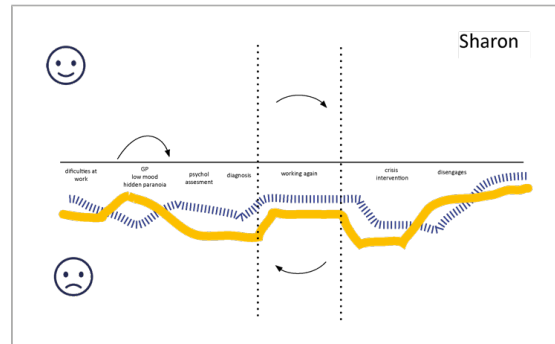
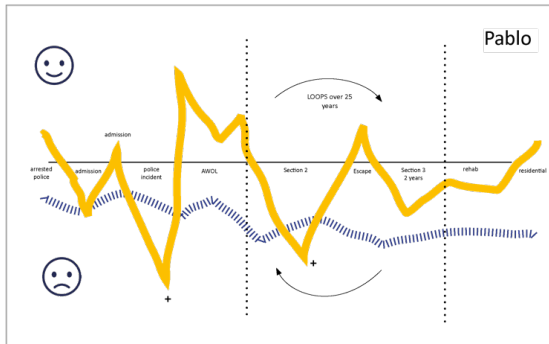
current therapy setup



Process map of the service context.



Service user journeys.



Service user profiles (with illustrative photos, not actual participants).

SERVICE USER PROFILE

Name (anonymised): Liam

Age: M, 37, White British.

Gender:

BACKGROUND, EDUCATION, ACTIVITIES OF DAILY LIVING

Unemployed. Afraid of taking public transport and people staring him. Goes out only to visit his brother. Has a smartphone. Not confident in using. Interested in improving skills.

RELATIONSHIPS, HOUSING, SOCIAL SITUATION

single, lives alone

Views therapy as supportive and useful, but struggles to apply insights to daily life as struggles to be organised.

OVERALL HEALTH

Mild difficulties with attention, memory and reasoning.

PSYCHOSES (condition, healthcare journey through the system)

Psychosis diagnosed when he was 25. Early onset with hospitalisation. Takes medication regularly. Clonazepam and Olanzapine.

SERVICE USER PROFILE

Name (anonymised): Charon

Age: F, 39, Black African

Gender:

BACKGROUND, EDUCATION, ACTIVITIES OF DAILY LIVING

English second language. Has basic mobile phone, confident in using. Interested in improving skills. Views therapy as supportive, unsure if useful and applicable to her situation.

RELATIONSHIPS, HOUSING, SOCIAL SITUATION

housewife, married, lives with husband and children. Unhappy in her marriage, no support from husband who refuses to recognise her health difficulties. Dependent financially.

OVERALL HEALTH

Mild impairment in attention, memory and reasoning due to voices. Overweight, problems with blood pressure. High levels of stress upsets her stomach.

SERVICE USER PROFILE

Name (anonymised): Eliza

Age: F, 51, White British.

Gender:

BACKGROUND, EDUCATION, ACTIVITIES OF DAILY LIVING

Has smartphone and laptop. Frequent and competent use. View therapy as supportive and useful, and able to apply insights to daily life. Quite active and her surrounding doesn't notice her problems with psychosis and prolonged periods of depression.

RELATIONSHIPS, HOUSING, SOCIAL SITUATION

Involved with church community, but very secretive about her life and worries.

OVERALL HEALTH

Struggling with diabetes. Progressing eye problems. Not active. Weight concerns.

PSYCHOSES (condition, healthcare journey through the system)

No reported difficulties.

SERVICE USER PROFILE

Name (anonymised): Pablo

Age: M, 62, Black Caribbean.

Gender:

BACKGROUND, EDUCATION, ACTIVITIES OF DAILY LIVING

Unemployed. Hardly ever goes outside. Heavy smoker. Likes to play music and set up artists. Likes music. Significant difficulties with learning and applying therapy insights.

RELATIONSHIPS, HOUSING, SOCIAL SITUATION

Single, no fixed abode. Changed social housing and shifted temporary accommodation multiple times. Views social contact as supportive, although ambivalent about therapy and if relevant to his situation.

OVERALL HEALTH

Moderately severe cognitive difficulties in attention, reasoning, memory and comprehension. Problems with eye sight and difficulty walking. Diabetic.

PSYCHOSES (condition, healthcare journey through the system)

Auditory and visual hallucinations. Multiple sections. Psychosis and schizophrenia spectrum disorder diagnosed when he was 18. First admission with police and A&E. Refuses to take medication.

SERVICE USER PROFILE

Name (anonymised): Caty

Age: F, 29, Indian and Black Caribbean.

Gender:

BACKGROUND, EDUCATION, ACTIVITIES OF DAILY LIVING

student/ volunteer, single, lives alone

Doesn't have many friends, keeps distance to other students.

RELATIONSHIPS, HOUSING, SOCIAL SITUATION

Has smartphone and laptop. Frequent and competent use.

OVERALL HEALTH

Mild impairment in attention, memory and reasoning due to voices, visions and somatic sensations.

PSYCHOSES (condition, healthcare journey through the system)

Views therapy as supportive and useful, and able to apply insights to daily life although impact limited due to social circumstances and intense distress. Interview, concept prototype testing, modality prototype testing, low fidelity prototype testing.

Moodboard for thoughts and emotions.



Themes emerging from the *discover* phase, with illustrative participant quotes.

Theme	Comments
Therapy usability	<p>It was annoying to keep the notes. It would be much easier for me to listen to them than writing.</p> <p>I almost forgot everything about therapy, I can't remember.</p> <p>It was a lot of writing things down, too many questions. I did not like the repetitiveness, there was a lot to take in and answer.</p> <p>I made pictures of some therapy tips on my phone, so I can look at them when I'm stressed.</p> <p>I keep the flashcards in my wallet.</p> <p>I liked the fact my therapist made it personal to me, encouraging me to listen to my music and use lyrics to help me cope.</p> <p>I really like the little cards. I take photos of them on my phone.</p>
Technology	<p>I've got my laptop, but I don't use it, I can't do it, I don't know.</p> <p>I have problems with text on my phone, I can read it, but I can't text out.</p> <p>I'm not sure about using technology in therapy. I'd worry about GPS and people tracking me.</p> <p>I wish I could record reminders for myself during the session that later would be texted to me.</p> <p>I would like to have a device I carry with me that would show me my progress.</p> <p>I would love the therapy to be accessible on a phone, tablet or online.</p>

I'd like to have a wristband connected to the therapy to give me prompts, but it would have to be discrete and look good.

I'd like an app to give me different suggestions throughout the day, I would like it to be personalised to me.

Having a laptop opened up a new world for me. It helps me monitor myself. It would be useful if the therapy could be customised. Therapy helped build my confidence in using a computer.

I would like to be able to see how I've improved on a graph.

I'd like to be able to monitor my stress levels to see my progress and what I've achieved.

Enjoyment

I really enjoyed the videos during sessions.

I liked the exercises and games. It was good to know my results.

What I enjoyed most was the little games and tasks. It would be good to look at them again.

I liked the focus on practical skills and tasks.

Relationship to therapist

I do not want to share too much in or about therapy. I want to have control over what people know.

I don't want anyone else to know about therapy, I'd rather not have it every week.

The most important thing about therapy was that I felt like I'm being helped.

I'd prefer prompts to be a 2-way messaging service.

Interpersonal support

The important thing about therapy was talking to the therapist and getting feedback, having somebody to talk to.

It was really helpful to know that other people are going through the same thing. Good to hear about their experiences and how they cope.

I would love to belong to a support group. Somebody would have to look after the group, to make sure everyone had a voice.

It would be helpful to have a virtual support group to connect all together; an expert could be there as well.

I find it helpful to talk to people. It's helpful to hear about others' experiences.

Sometimes its really difficult to come up with alternative ideas, it stressed me out, it would be great to see suggestions of what other people wrote.

