you said
we did

healthwatch
Wiltshire

Improving online mental health support

You said...

Young people told us that being able to access information about their mental health and make informed choices was important to them.

What happened next...

Our team of young volunteers decided to review the online support available in Wiltshire in a mystery shopping project.

The Young Healthwatch Wiltshire team created a series of scenarios around conditions such as depression and schizophrenia, to review Wiltshire Council's On Your Mind website, which is run by Barnardo's, and the Wiltshire Child and Adolescent Mental Health Services (CAMHS) website. They identified what information was useful and relevant, what was good and what could be improved.

While the volunteers saw the information provided as a good starting point, they thought it didn't go into enough detail, particularly on some of the lesser-known conditions. They also thought the information could be more accessible, and be better

targeted towards different age groups.

Their suggestions for improvement included a search bar to aid navigation, and a chat function to provide peer support in a safe environment. They also wanted to see young people involved in the future design and development of the websites.

As a result of the young volunteers' findings, changes have been made to the On Your Mind website with the introduction of a search bar, while a translation tool and chat function are currently being looked into.

The young volunteers have also been invited to take part in future testing of the CAMHS website during its revamp and in the development of the On Your Mind website.

Read the report on our website.

It's extremely helpful to get this feedback. The young people will hopefully find that some of the changes they have suggested have already been implemented. We are hoping to allocate some additional dedicated staff time to lead on the website development in the near future and would welcome further input from young people to assist us with this.

Liz James, Children's Services Manager, Barnardo's