



Leeds

Clinical Commissioning Groups

mhabitat

Co-designing MindWell Leeds – defining practitioners requirements.

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CAHPO Digital Innovator 2017

mhabitat

www.wearemhability.com

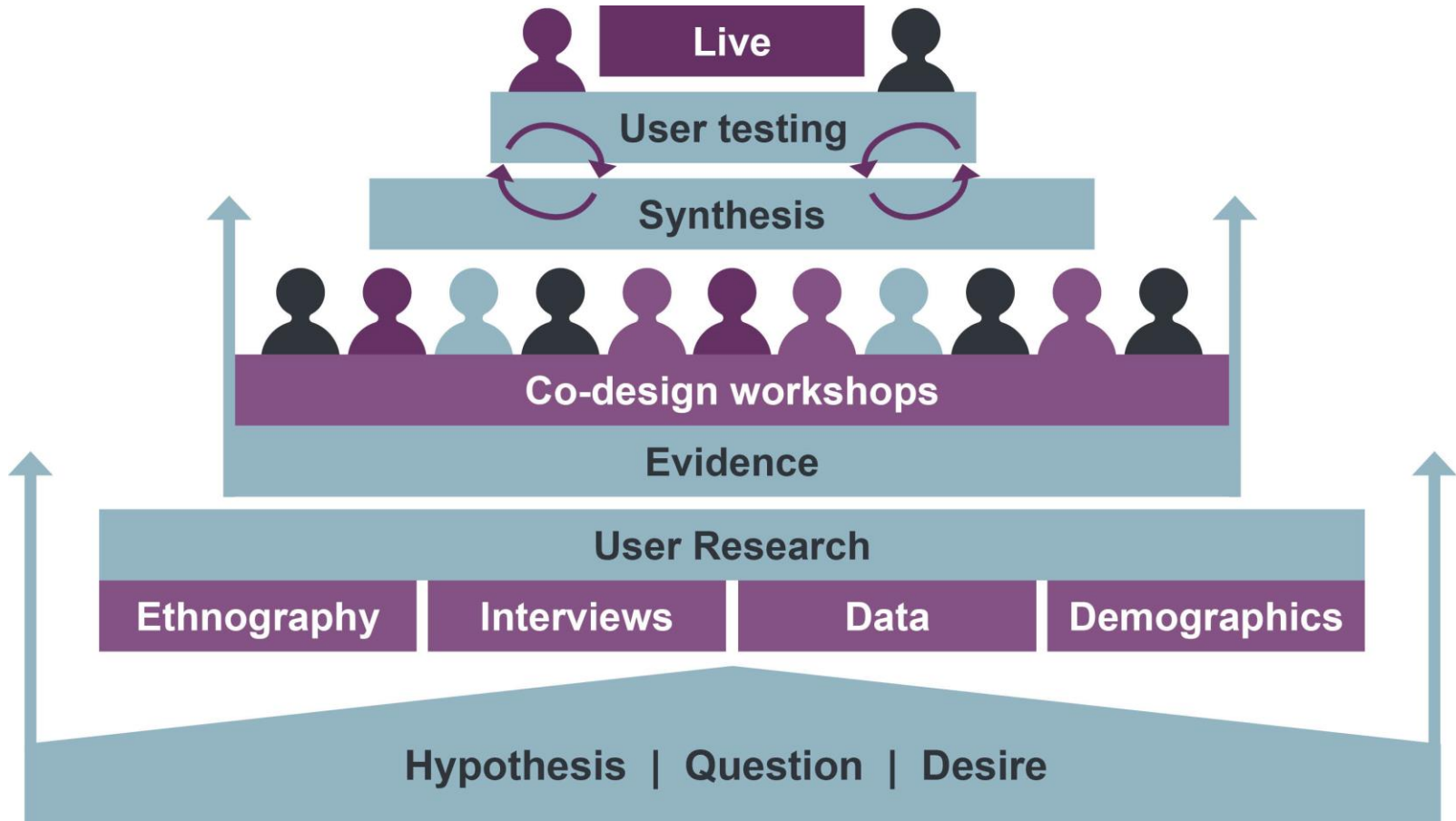
Start with the end in mind

- Commissioned as a **process** not a defined end product.
- Mental Health Framework Programme review - Leeds wide.
- Kick off meeting **vision:**

“Use simple, inclusive content to support people in need, their carers, professionals and the public to make mental health services in Leeds more easily accessible.”

- Defined user groups, 10 personas, targeted invites to ensure wide representation.

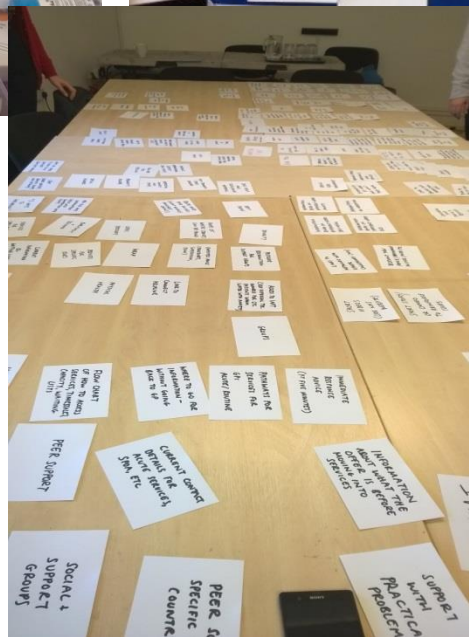
Co-design



RESPECT



VOICE



Accessibility – more than Browse Aloud

- **Tone of voice**
- **Addressing digital exclusion.**
- **Sensory requirements**
- **Systems adoption.**
- **Undermining stigma.**
- **Insight and trust.**



Why is MindWell different to other sites?

The key is user involvement!

We have engaged hundreds of people across the city - service users, carers, clinicians, GPs, support workers, practitioners, employers etc

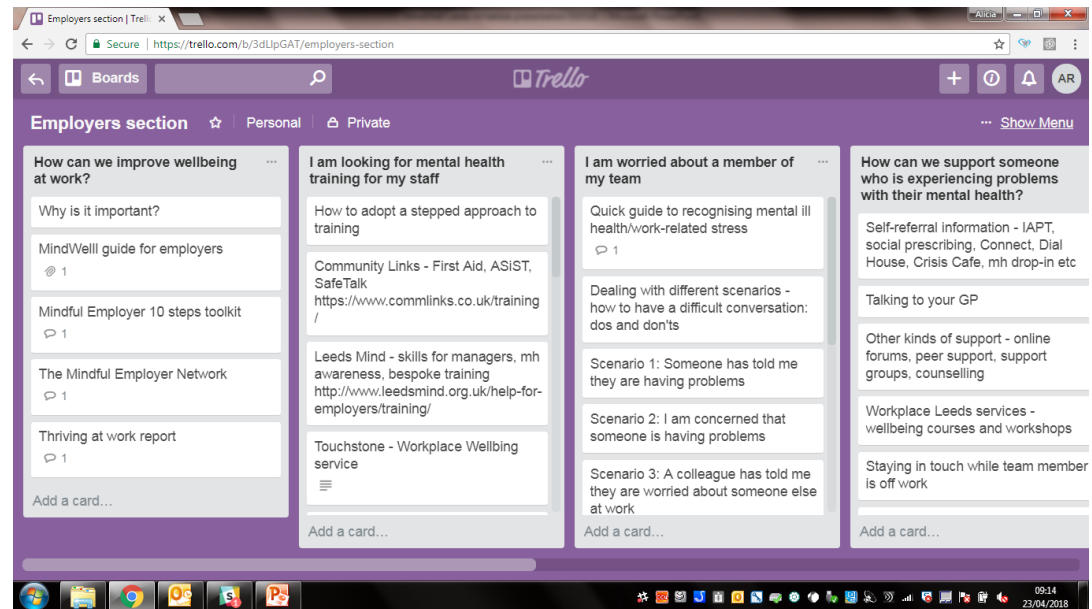
Ongoing user testing and review



‘...fantastic! I struggle with concentration. The information provided is bite size chunks that I found manageable, easy to read and understand’

Working with employers – co-designing a resource area

- Defining the problem
- Card sorting – Trello board
- Look and feel
- Tone of voice



GP specific....

Lead GP for MindWell: Zoe Neill.

- Initial user testing sessions with a range of GPs (anyone who would listen!)
- Onsite testing sessions with practice staff followed by online honing.
- Addition of resources for GPs wellbeing
- Trial for 12 months – the area now needs significant development.
- Scoping scale of work achievable within the resources for 18-19.

A quick run through.....



**Mental health information
for everyone in Leeds**

[https://www.mindwell-
leeds.org.uk/professionals/gps](https://www.mindwell-leeds.org.uk/professionals/gps)

MindWell Leeds Awards:

