

# Big White Wall 24/7 Digital Mental Healthcare



## Big White Wall – Who We Are




- Founded in 2007 as an online peer-support network, Big White Wall provides 24-7 support for mental health and wellbeing issues in a safe, anonymous environment.
- We work with health and social care providers, universities, the Armed Forces and employers to provide our service across the UK, and we have been recognised as a High Impact Innovation by the NHS, amongst many other awards.

# Big White Wall - What We Do


- Big White Wall is a Digital Mental Health service for mild to moderate mental health conditions.
- Big White Wall is completely anonymous, and available at all hours of the day.
- Residents can access BWW simply by entering their postcode.




**Post a Talkabout**  
Talk to other Big White Wall members who may be experiencing the same thing as you.




**Create a Brick**  
Express your feelings by creating a Brick using pictures and images.




**Assess Yourself**  
Take assessments to set goals and track your progress.



**Find Useful Stuff**  
With over 200 articles on Big White Wall, you can understand more about how you are feeling.



**Join a Program**  
Register for on-line guided support courses using recognized therapies.



**Make Friends**  
Connect with other Big White Wall members who feel like you so you can support each other.

# What is the SupportNetwork?

## *The Wall*

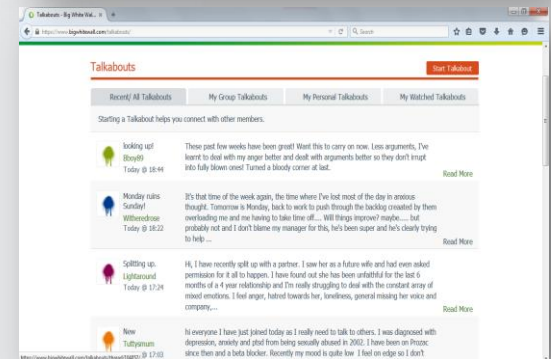
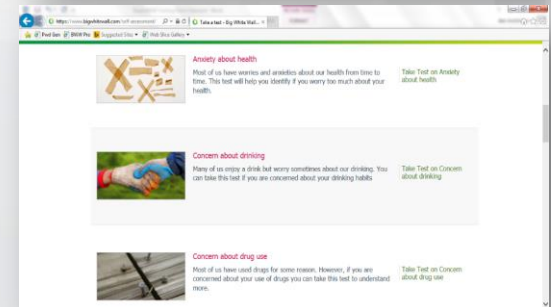
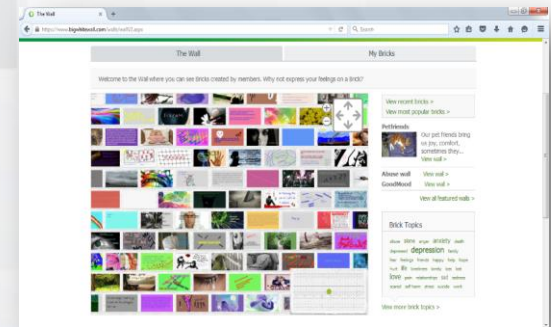
Bricks - User-generated art therapy through use of image and text to express feelings, and prompt discussion.

## *Assess Yourself*

Useful Stuff - Range of tests on emotional health and issues surrounding healthy lifestyles. Members record their progress and access materials focussed on self-improvement and understanding.

## *Talkabouts*

Members talk to each other about their problems and express themselves in a safe online platform.



# Benefits of the SupportNetwork

***Anonymous and safe.*** Members are unidentified, which provides an atmosphere that encourages openness and self-expression.

***Active at any time of day or night.*** Outside of working hours and at weekends, and always staffed by our team of clinically qualified Wall Guides.

***Builds resilience and self-awareness.*** Self-improvement tools such as the online tests suggest recovery pathways, personalised to the member in question.

# What is a Guided Support Course?



Modular online programmes, which are evidence based, lasting 2-6 weeks

Courses contain material to work on week by week, followed with a group of peers also taking the same course

Includes healthy lifestyles courses for weight management, stopping smoking and reducing drinking

Courses also available in managing depression and anxiety and other mental health and wellbeing concerns

# Benefits of Guided Support

***Personalised to the user.*** Focus on identifying behaviours that are different for each individual, providing suggestions for changing them.

***Evidence-based and successful.*** Our Managing Anxiety and Managing Depression participants have showed reductions of 3.5 points on average, using the standard anxiety and depression questionnaires (PHQ9 and GAD7).

***A wealth of materials.*** Users set themselves goals, identify their 'triggers' for negative behaviours, keep track of how they are improving and get tips from the group using the tools and resources available.

# Does Big White Wall Work?

- 46% of our members share an issue for the first time.
- 70% of our members report improved wellbeing.
- Key benefits reported include reduced isolation, improved coping skills and strategies, and better emotional health.
- More than 66% of logins outside of office hours
- We have reached over 40,000 people since 2007. Our supportive community is very active.