

# PEER 2 PEER

**Dr Joseph Kendall**

Core Psychiatry Trainee

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Could technology have the answer for our patients?



# Problems



## Lack of resources

Cuts to services have dramatically reduced the support for our patients



## Feeling isolated

COVID, busy departments, a change in culture in general making people feel alone



## Locked out

There's support out there but many of my patients don't know how to access it



# Peer to peer

Is this the answer?



## **A new resource**

Or at least underutilised. Many volunteers would be keen to help in assisting others recovery.



## **Get people connected**

Make an easy platform for patients to put their thoughts or experiences. Connect patients together.



## **Personalised support**

Personalised support and direction from someone who's been in the same position



# Peer 2 Peer support

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Could we share experiences and not just music?

# Who could we help?

**1 in 6 people**

Currently experiencing a mental health problem

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**9 in 10 people**

Own a smartphone

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**9.3 million people**

Who are experiencing difficulty with a 90% chance we could reach them



# Digital peer support works



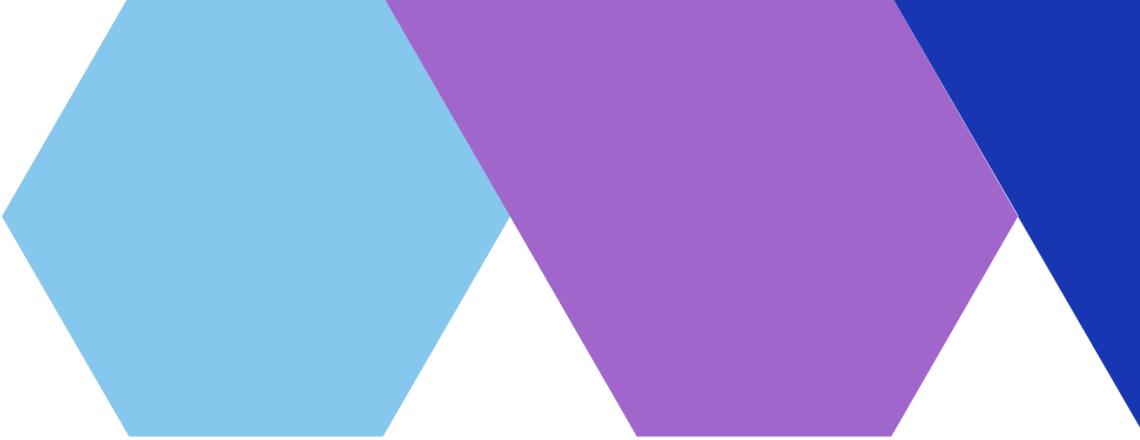
**“It's been a difficult couple of years for me and accessing the support on Mind's community has been invaluable. It helped me to acknowledge that there were issues I need to address, helped when I was at work in getting me through the day and during my recovery.”**



Quote taken from Side by Side message board run by Mind

# Even Pubmed says so

Digital peer support interventions appear to be feasible and acceptable, with strong potential for clinical effectiveness. However, the field is in the early stages of development and requires well-powered efficacy and clinical effectiveness trials.



**The best thing is that  
there are no risks**





# Risks

It is mental health there  
is always risk

## **Anonymous accounts + vulnerable people**

A recipe for disaster?

## **Bad advice**

Would we have to control? Then are we  
taking away the voice we're trying to  
add

## **Not another app**

Would anyone download this?



“EVEN THE  
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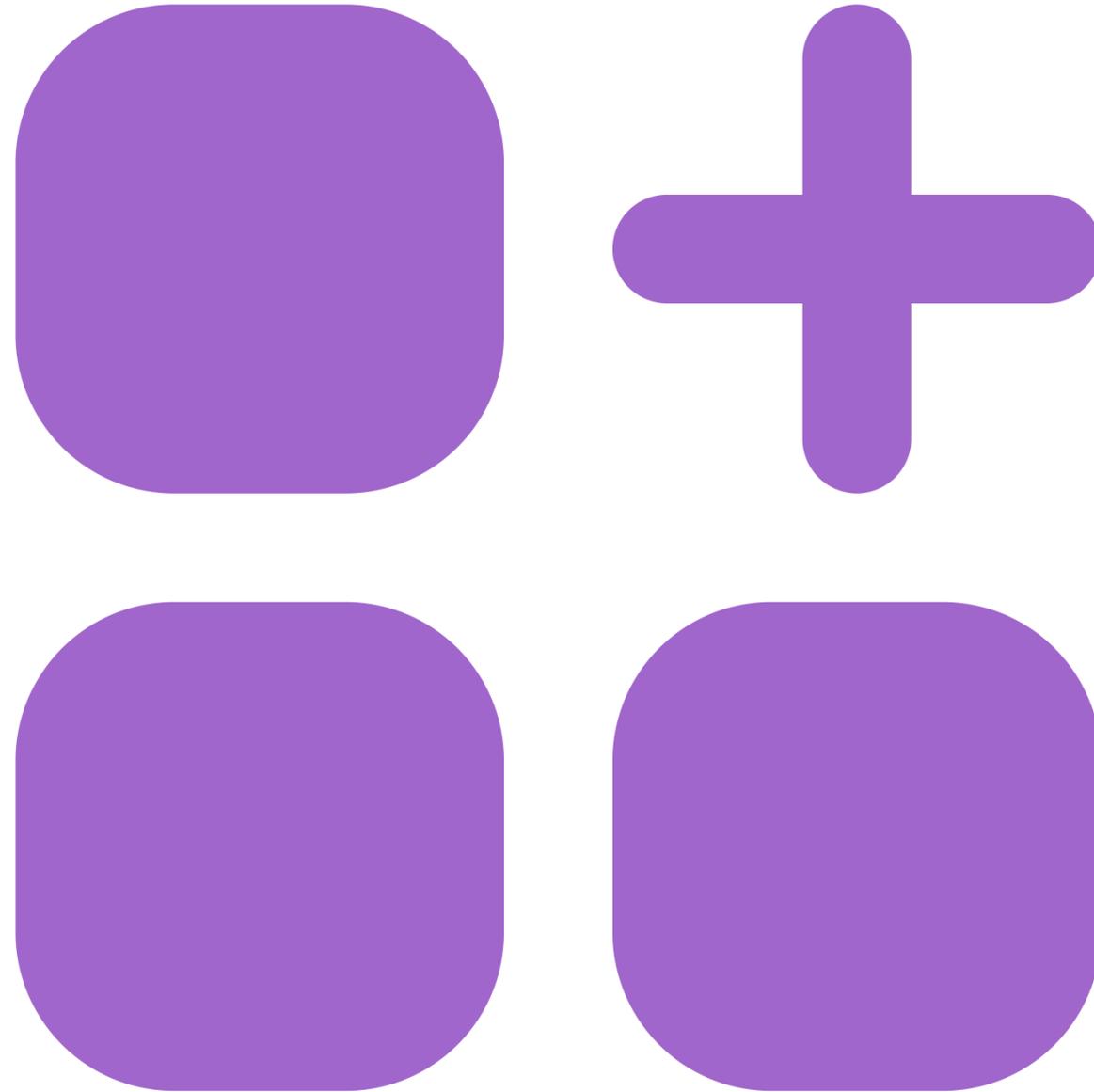
- GALADRIEL  
THE FELLOWSHIP OF THE RING

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**"I would not be here if it  
wasn't for peer support"**

**"What's peer support?"**

# Four key features



# About me

**About**

**me**

Patient can put as much or as little information as they want

Using this we can direct appropriate resources to them

They can use this place as self reflection

# Let's chat



Connects you anonymously to a volunteer with lived experience

Immediate live advice and direction

# About others

**About**

**others**

Information about mental health diagnoses written by patients with lived experience

Stories and reflections on what they have found helpful

# Around me

**Around**

**me**

Information on resources and peer support networks around patient

Using location services if enabled or a postcode if not

THANK YOU  
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VERY MUCH!