

Tellmi follow-up messaging study

Information Sheet for Participants



Contact the research team

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We invite you to take part in a study

- Before you decide whether to take part, it is important that you understand why this study is being done and what it will involve.
- Please read this sheet carefully. Discuss it with others if you wish.
- It is up to you to decide whether to take part.

Essential study information

- We want to find out how follow-up messaging could be developed within the Tellmi app to support young people who have experience of a mental health crisis which has included suicidal thoughts, feelings or behaviours.
- We are inviting people **aged 16+** to take part in an anonymous online survey - it will take you up to 15 minutes to complete the survey.
- At the end of the survey you will have the chance to enter a prize draw for a £25 Love 2 Shop voucher
- By taking part you will be having a say in how to improve the Tellmi app - your answers will help plan the content and design of follow-up messaging support from the Tellmi app.
- You can always choose not to answer any questions that you do not want to answer.
- As the survey is anonymous we are not able to withdraw responses from the survey once they are submitted (using the submit button on the survey form).
- The study is being carried out with Tellmi, by a team based at the University of Bristol and is funded by the NHS via the National Institute for Health & Care Research, Applied Research Collaboration West <https://arc-w.nihr.ac.uk/>

Why are we doing this study?

Recent developments within the Tellmi app have provided the opportunity to improve how one-off counselling support is offered to young people after posting about thoughts of suicide or when making other crisis posts. Research suggests that sending follow up messaging after counselling could be helpful and reduce further risk, but that there is a need to consider young people's preferences around the way that these messages are delivered and what they might say.

What do I do now?

- If you would be interested in taking part please complete the survey by following this link: <https://app.onlinesurveys.jisc.ac.uk/s/socs/tellmi-survey>
- To submit your responses to the study you need to hit the submit button.
- If you have any questions or would like to find out more please contact Hannah Family at Hannah.family@bristol.ac.uk

Tellmi Messaging study - Survey - Participant Information Sheet V1 06/01/2026.

What if I have questions about the study?

Please ask the researchers any questions: Hannah Family,
Hannah.family@bristol.ac.uk

Who is running and funding the study?

The study is organised by the University of Bristol. The study is funded by NIHR ARC West and has been reviewed and approved by the Faculty of Health Sciences Research Ethics Committee (Ref 24805).



What if there is a problem?

In the event that something does go wrong, and you are harmed during the research, and this is due to someone's negligence then you may have grounds for a legal action for compensation against the responsible organisation, or the employer of the responsible individual, but you may have to pay your legal costs

If you have any concerns about any part of the study please contact the study

Chief Investigator: Lucy Biddle on (0117) 455 7758 lucy.biddle@bristol.ac.uk

If you have a complaint: please contact the Faculty of Health Science Research Ethics Committee, via the Research Governance Team, research-governance@bristol.ac.uk