

# Tellmi follow-up messaging study Information Sheet for Participants

## Contact the research team



**Dr Hannah Family:** 0117 456 0514 / [hannah.family@bristol.ac.uk](mailto:hannah.family@bristol.ac.uk)



## 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 online interview with a researcher. The interview will last around 60-minutes.
- The interview will help to improve the design of follow-up messaging support within the Tellmi app.
- **All information you give us will be treated as confidential**, and any personal details will be removed from interview transcripts so that individuals cannot be identified.
- If you take part, you will be offered a **£25 high street shopping voucher** to thank you for your time.
- The study is 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/>

## What do I do now?

- If you would be interested in taking part please fill out this form: <https://app.onlinesurveys.jisc.ac.uk/s/socs/tellmi-expression-of-interest-form-think-aloud-interviews>
- If you have any questions or would like to find out more please contact Hannah Family at [Hannah.family@bristol.ac.uk](mailto:Hannah.family@bristol.ac.uk)
- **Filling out the form / contacting Hannah will not commit you to taking part.**

## 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.

**Why am I being asked to take part?** Because you are a young person who has used the Tellmi app and you have had previous experience of a mental health crisis which has included suicidal thoughts, feelings or behaviours, and we would like to explore ways to better support young people at these times.

**Do I have to take part?** It is up to you to decide if you want to take part in the study. Before you take part, the researchers will describe the study and go through this information sheet and answer any questions.

**What if I change my mind?** You are free to withdraw at any time, without giving a reason. If this is prior to the interview, we will immediately destroy any personal information we hold about you. If you do wish to withdraw from the study after the interview has taken place it may not be possible to withdraw any data that has already been anonymised (around one week after interview). Please contact Hannah using the details above if you want to withdraw from the study.

### **What will happen if I take part?**

You will be invited to join an online interview on Microsoft Teams with the researcher

At the start of the interview, Hannah will ask to check your age (she will ask to see photo-ID that has your name and date of birth) and she will also check that you have all the information you need and answer any questions you have. During the interview we will show you the messages developed, and we will ask you to read these and say out loud your thoughts about the messages, the wording, their layout the design, how it looks in the app. You can choose which questions you answer.

At the end of the interview you will be offered a £25 high-street shopping voucher to thank you for your time.

### **Possible benefits and disadvantages of taking part**

There are **no direct benefits** from taking part, but you may find it useful to have the opportunity to talk about your experiences of using the Tellmi app. By taking part you will be having a say in how to improve the Tellmi app. You can always choose not to answer any questions that you do not want to answer.

We do not expect there to be any **disadvantages** for taking part, but if any issues are raised in the interview that are difficult. Before taking part in the interview we will ask you to complete a personal safety plan, which we ask you to share with us, so that in the unlikely event that it does raise issues for you, we can help you put that plan in action. Most people find taking part in research interviews an enjoyable and positive experience.

### **Is the study confidential?**

All the data collected will be treated as confidential and held securely at the University of Bristol.

We will keep all information about you safe on a secure university computer folder that only the study team will have access to.

The interview will be audio recorded. A written record (transcript) of this recording will be made by a University of Bristol approved transcription service called Bristol Transcribing and Translation services, who have signed a confidentiality agreement and comply with our Data Security standards. The transcript will be made anonymous by removing any identifying information (e.g. names, places, organisations, dates) so you cannot be identified from it.

All personal data (names, phone number or email) used to arrange the interview, will be kept separately from written records (transcripts) of the focus group discussion. Once we have finished the study, all contact details will be deleted. We will write our reports in a way that means no-one can work out that you took part in the study.

If you agree to take part you will be asked to complete an online consent form, which will be stored electronically in a password-protected folder on a secure University of Bristol data server (Research Data Storage Facility) for a period of 10 years, when it will be securely destroyed.

**There are some limits to confidentiality;** if what is said in an interview makes us think that you, or someone else, is at significant risk of harm, we may have to break confidentiality to make sure some support is offered. We would try to talk to you about this first.

## ***What will happen to the results of the study?***

The interview data will be analysed by the research team and the results shared with Tellmi, the health service, local authorities and other researchers. This will be in the form of reports, articles in medical and health journals, newsletters, and talking about the results at conferences. Anonymous quotes from the interview may be published, but no names or identifying details will be reported so it will not be possible to trace who said them.

Audio recordings of the interview will be destroyed one month following publication of the final study report (this is expected to be by April 2026). Anonymised focus group transcripts (which do not contain identifying features) will be securely archived for 10 years on a password protected University of Bristol computer server, with the Chief Investigator, Lucy Biddle as data custodian.

Storage of all data will comply with the General Data Protection Regulation (2018) and The University of Bristol's data protection policies. You can find out more about how we use your information by contacting the research governance team at [research-governance@bristol.ac.uk](mailto:research-governance@bristol.ac.uk)

## ***Sharing data with other research studies***

***If you take part, you will be asked if your anonymised focus group data, with the personal details removed, can be made available to researchers working on other relevant studies subject to a legally binding non-disclosure contract.***

### **What are your choices about how your information is used?**

If you agree to take part in this study, your data saved from this study may be used for future research if you have given permission for this to happen. This means that it will be stored in an online database so that it is available to use by other researchers. We will ask for your permission to make your focus group (or interview) data **open access** during the consent process which we will do before we start the focus group.

**What is open access?** Open data means that data are made available, free of charge, to anyone interested in the research, or who wishes to conduct their own analysis of the data. We will therefore have no control over how these data are used. However, all data will be anonymised before it is made available and therefore there will be no way to identify you from the research data.

**Why open access?** Open access to research findings and access to data is considered best research practice and is a requirement of many funding bodies and journals. As a large proportion of research is publicly funded, the outcomes of the research should be made publicly available. Sharing data helps us to get the most use out of research data. More information about open access to research data, and the levels of access can be found at: <https://www.bristol.ac.uk/staff/researchers/data/accessing-research-data/>

### **What if I have questions about the study?**

Please ask the researchers any questions: Hannah Family,  
[Hannah.family@bristol.ac.uk](mailto: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](mailto: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](mailto:research-governance@bristol.ac.uk)

## **Thank you for taking the time to read this information**

If you would like to take part please express your interest via this link:

[🌐 Tellmi expression of interest form - think aloud interviews](#)

or if you have any questions, please contact Hannah Family at

[Hannah.family@bristol.ac.uk](mailto:Hannah.family@bristol.ac.uk)