



## Comments and suggestions for iThrive Edinburgh

- 1. Some testimonials or case studies might be useful. Photos of people taking part in activities or safe/outdoor places.***

Great idea and we do hope to include stories as an ongoing development for iThrive Edinburgh. This will involve blogs, photos and videos of people sharing their mental health stories, their experiences of using services and ideas on how to keep well.

- 2. The use of so much yellow I associate with warning signs or alarms so maybe consider a softer colour palette.***

We will reduce the amount of yellow across the website whilst keeping a strong link to the Thrive Edinburgh colours.

- 3. On the 'Find a service' page- choose the type of support - the headings are not very clear.***

Our 'type of support' services allows a wide range of services to fit under these simple headings. We developed the headings with a group of service providers and people with lived experience. We will keep reviewing them and develop them as we go along.

- 4. I understand you will be adding more options to the service list e.g. men and employability.***

Yes, in the service categories, we include 'men' and 'learning, employability and volunteering'.

- 5. I wasn't sure of what was on the 'Need Help Now' page I wasn't sure what that image was off or if it was appropriate for that page.***

Thank you for highlighting this. All illustrations used were for testing purposes and we will review them before the site goes live.

- 6. I don't think Peer Collaborative should be a top-level tab.***

The Peer Collaborative will be developing later this year into a Peer Work Community of Practice and this will be reviewed as the community develops.

- 7. Is there a discussion forum or chat service for people who want to connect with others that are in the same situation as themselves?***

iThrive Edinburgh doesn't have a discussions forum or chat service. We will list a range of online forums and chat services available from other organisations so there will be plenty of options for those seeking support in that way.

**8. *Having space specifically designated to carers and carer support would be very useful***

As part of our service directory, one of the categories is 'Carers'. Additionally, we will have a self-help page with useful resources and links to organisations working to support and empower Carers.

**9. *It might also be beneficial to have a page visible on what to do if you're looking for professional psychological help, how your GP would be the first point of access, etc.***

Thanks for this great suggestion. We will look to develop information that shows citizens how to access support and will look to add this to the site in the coming months.

**10. *It might be worth explaining what areas of Edinburgh are covered by 'north west' etc.***

Thank you for your suggestion. We will add this to the service directory page.

**11. *...the images don't have alternative text in the code - this is needed for people who use screen readers.***

Thank you for highlighting this. The test website didn't include alt text. However, it will be included in the final website along with the accessibility software ReciteMe. If you would like to try out the ReciteMe software, please go to the Health in Mind website and click the accessibility button in the top right-hand corner - [www.health-in-mind.org.uk](http://www.health-in-mind.org.uk).

**12. *Add a Home button on every page***

Like most websites, you can access the homepage by clicking on the iThrive Edinburgh logo which is anchored to the top left-hand side of the website.

**13. *Have a "Search this Site" field at the top of the main page for each topic.***

Our search function is anchored in the top right of the website, which means you can see it and access it on any page.

**14. *Info about statutory support services? ...Emergency helplines.***

We are working with statutory and third sector organisations to populate the iThrive Edinburgh service directory and this will also include support lines. Additionally, our 'Need help now' page will also include emergency helplines and local crisis information.

**15. *Links disappear on the teal background when hovered over.***

Thank you for raising this. We will get this fixed in time for the launch.

**16. (In the service directory) Are these actually 'service' categories, or 'user' categories?**

The service categories are made up of a mixture of user groups and topics related to a particular service. Service providers have the option to categorise their service with multiple tags to help citizens find the best service for their specific needs.

**17. Remove underlining on the text that is not a hyperlink – it's confusing**

To make sure links are marked clearly, we will remove underlining on text that is not a hyperlink.

**18. Information in other languages to make it more accessible**

We will be adding ReciteMe to iThrive. This will allow you to translate the information into different languages including Polish, Arabic, Mandarin, Spanish, Punjabi and Scots Gaelic. We weren't able to add it to the test site but if you would like to try out ReciteMe, please visit Health in Mind's website and click the 'accessibility and language' button in the top right-hand corner - [www.health-in-mind.org.uk](http://www.health-in-mind.org.uk).

**19. It didn't have a great layout on mobile phone**

The test site isn't a fully responsive website and therefore wasn't optimised for mobiles. The final website will be responsive across all devices.

**20. Perhaps add "counselling" services to "Find a service"**

The service directory will include counselling but will fall under one of the following headings –

- Support in person
- Support with others
- Support over the phone
- Support with someone with similar experience
- Drop-in
- Information and Advice

Once the website is populated, the search engine will pick up services with counselling in the name and/or description. So, if you type in 'counselling' in the search bar all counselling options will appear.

**21. A bit more explanation of what links are in the getting help bit. (What each service is for, eg. shout)**

We can add a summary underneath the main helplines on the 'Need help now' page to make it clear what the service provides.

**22. Need services or links to things like green space, gardening, physical activity opportunities, things to do such as museum and galleries, arts - or I might be missing this.**

As part of our self-help section, we will have resources linking people to green spaces, physical activities and creative opportunities.

**23. *About Us page - quite wordy, doesn't feel as user friendly as rest of the site.***

Thanks, we'll rework this.

**24. *Links to other sites for complex mental health like schizophrenia or bipolar etc.***

In our self-help section, we will have links to different resources from external organisation related to a range of mental health difficulties including Schizophrenia and Bipolar Disorder.

**25. *I would like to see some fun game sections just to help deal with a mental overload.***

Thank you for your suggestion. We will look into developing this in the future.

**26. *I would also like to see what services can be appointment based as well as what can be a drop-in service***

In the service directory, you can filter services to only show drop-ins. Additionally, on the service page, there will be a section called 'How to access this service'. This section will let you know if the service is appointment based or drop-in.

**27. *Where the text box states 'read for more info' could it say instead; 'click here for more info' Confused my Mum a bit who is 72 but used the site easily***

Thank you for raising this. We are unable to put 'click here for more info' as it's too much text for a button. We have changed the buttons to say 'Find out more' which we hope is clearer and we will review this again once the site is launched.

**28. *It may be the plan anyway- but in the "find services" bit, a blurb or guidance on specialised services explaining what they do/ who they are aimed at/ how to refer yourself etc. would be helpful for someone who hasn't accessed services before.***

Each service page will include all relevant information a person will need to access that particular service. This includes information on what the service provides, how to access it, who can access it, how to refer, contact details, and downloadable materials (leaflets, referral forms).

**29. *I would like to see some strategy pages on how to cope with stress or emotional overload. I would also like to be interested in more content covering all aspects of emotional health***

As part of our self-help section, there will be information on a range of mental health and wellbeing difficulties such as sleep, panic attacks, depression, stress and bereavement. Additionally, there will be a selection of tips to boost your wellbeing

such as positive affirmations, breathing and relaxation exercises, the Five Ways to Wellbeing and a large collection of mental health apps and online resources.

**30. It's a tiny suggestion! But it would be great if when you scroll down the page that the top banner, where 'Find a Service, Self-Help, Peer Collaborative is listed on the right hand side, stayed in view. A bit like when you lock the top row on a spreadsheet, so you can always see the headings. That way the main sections are always easy to navigate to without having to scroll all the way back up the page.**

Thank you for the suggestion. We will lock the top menu to the page when you are scrolling.

**31. It felt too prescriptive and relies on providers continually updating their services to you, as opposed to someone being able to know overall what an organisation offers and contacting them directly.**

Thank you for raising this. We want to make sure people have as much information as possible to make informed decisions and know where to go for support. We have developed a robust process that will ensure the information listed on iThrive Edinburgh is up-to-date. We discuss this with service providers before listing their information and with their support, we can update the information promptly and easily. Additionally, on our service page, there will be a link to the organisation's website which will allow users access to a full overview of what they do.

**32. Would it be at all possible to include the distance from someone's postcode to the service, in some way? Be that through a google map with directions, or through miles?**

We can look into this as a further development but will be unable to do this for the launch in October 2020.