



What does the service offer?

The Big White Wall is an innovative online mental health service, which aims to support people aged 16 plus who are feeling under stress and strain to feel better. It is a safe online community of people who are anxious, down or not coping who support and help each other by sharing what's troubling them, guided by trained professionals.

Available 24/7, Big White Wall is completely anonymous so individuals can express themselves freely and openly. Professionally trained 'Wall Guides' ensure the safety and anonymity of all members, led by a senior clinical team involving Consultant Psychiatrists.

An independent review of Big White Wall found that: 73% of people using the site shared an issue for the first time; 80% of people were able to manage how they were feeling without needing to access other help and support; and 95% reported improved wellbeing.

Big White Wall was one of only two app based psychological interventions to receive positive ratings in a review published in the October 2015 edition of the journal 'Evidence Based Mental Health', both in terms of the evidence to substantiate performance claims, and in terms of the use of NHS accredited performance metrics.

The service is available free of charge to all Warwickshire residents, as part of a trial of the service until the end of December 2016.

To access the service visit www.bigwhitewall.com and sign up using a Warwickshire postcode.

Recent Updates and good news:

- Exceeded target of 125 registrations in 2015/2016
- Successful social media campaign
- Over 700 clicks to the website
- Residents can now self refer to the service

Key fact:

In Warwickshire, the percentage of the population with a high anxiety score has been falling more quickly than the England figures (2011/12 - 2014/15, Annual Population Survey).

Service contact details:

 www.bigwhitewall.com

 theteam@bigwhitewall.com

Commissioner contact details:

Paula Mawson, Health Improvement Commissioning & Performance Lead: Mental Health
paulamawson@warwickshire.gov.uk