Psychology-Informed University Practices for Wellbeing (PsychUP for Wellbeing) Advisory Board

Meeting 4 – Friday 19 February, 14.00-15.00

Agenda

1	Welcome		MR	
2	Minutes of last meeting and matters arising	Meeting minutes	MR	Approval
3	Update on activity	Quarterly activity summary	LG	Information
4	Student Advisory Board	Recruitment report	LG	Information
5	UNI-LINK initiative	UNI-LINK initiative	PF/ SP	Comment
6	Any other business		MR	

Advisory Board members

Attendees:
Prof Mike Roberts (Chair), Managing Director, UCLPartners
Prof David Clark, University of Oxford and National Clinical & Informatics Advisor for IAPT, NHS England
John de Pury, Assistant Director of Policy, Universities UK
Prof Peter Fonagy, Head of Division of Psychology and Language Sciences, UCL and *PsychUP for Wellbeing* Director
Sheila Gupta, Vice-Principal for People, Culture and Inclusion, Queen Mary University of London
Dr Vincent Kirchner, Medical Director, Camden & Islington NHS Foundation Trust
Louise Knowles, Head of University of Sheffield Counselling Service
Prof Stephen Pilling, Head of Department, Clinical, Educational and Health Psychology, Division of Psychology and Language Sciences, UCL and *PsychUP for Wellbeing* Director
Prof Sasha Roseneil, Dean of the Faculty of Social and Historical Sciences, UCL
Fiona Ryland, Chief Operating Officer, UCL
Sir David Sloman, NHS Regional Director for London
Prof Alan Thompson, Dean of Faculty of Brain Sciences, UCL

Apologies:
Prof Deborah Gill, Pro-Vice-Provost for Student Experience & Director of Medical School, UCL
Prof Tim Kendall, National Clinical Director for Mental Health, NHS England
Rosie Tressler, Chief Executive Officer, Student Minds

Secretariat
Dr Laura Gibbon, *PsychUP for Wellbeing* Coordinating Director

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Advisory Board Meeting 3 – Monday 16 November, 15.00-16.00

Meeting minutes

Present	Apologies
Prof Alan Thompson (Chair), UCL (AT)	Prof Tim Kendall, NHS England (TK)
Prof David Clark, University of Oxford, NHS England (DC)	Dr Vincent Kirchner, Camden & Islington NHS Foundation Trust (VK)
John de Pury, Universities UK (JdP)	Louise Knowles, University of Sheffield (LK)
Prof Peter Fonagy, *PsychUP for Wellbeing*, UCL, UCLPartners, AFNCCF (PF)	Prof Mike Roberts, UCLPartners (MR)
Prof Deborah Gill, UCL (DG)	
Sheila Gupta, QMUL (SG)	Prof Sasha Roseneil, UCL (SR)
Prof Stephen Pilling, *PsychUP for Wellbeing*, UCL (SP)	Sir David Sloman, NHS Improvement (DS)
Fiona Ryland, UCL (FR)	
	Rosie Tressler, Student Minds (RT)
In attendance	
Dr Laura Gibbon (Minutes), *PsychUP for Wellbeing* (LG)	

Action summary

Action	Owner	Timeframe
Incorporate the Board's comments into the Office for Students funding application	LG	December

Discussion

Item
1. Welcome and introductions AT welcomed the group. Apologies were received from TK, VK, LK, MR, SR, DS, RT.
2. Minutes of meeting on 16 November 2020 Approved.
3. Quarterly update LG updated the group on programme activity since the May meeting, particularly focussing on two new initiatives developed to support international students, and in response to the pandemic: the Cultural Connections buddy scheme and the peer link intervention. Cultural Connections: • Developed by BSc Psychology students, the scheme pairs international and UK students, with the aim of helping international students acculturate to university in the UK and to help all students benefit from the multicultural university environment at UCL.

The Board discussed the challenges international students are currently facing, often remaining in their home countries to study online. DC shared some experiences from the University of Oxford, which has a well-developed buddy scheme for international students.

Peer link intervention:
- Students' Union UCL have approached *PsychUP for Wellbeing* to suggest a collaboration to train peer supporters to help link students in with services. An intervention blending University Clinic/ Camden & Islington iCope NHS wellbeing workshops and peer support within Students' Union UCL is currently being developed.

4. **Partnership with Koa Health**

Koa Health is a scientifically rigorous provider of evidence-based digital wellbeing and therapeutic tools (e.g., psychoeducation-based apps for stress, depression and to build resilience). PF informed the Board that discussions about an academic partnership are ongoing between Koa Health, UCLPartners and UCL.

Koa Health have worked with student populations in the US and are keen to work with students in the UK. As part of this collaboration, *PsychUP for Wellbeing* Board member SR is working with Koa Health on an evaluation of one of their apps with students at UCL.

5. **Office for Students funding**

SP and LG asked the Board for comment on plans to apply to the Office for Students funding call for innovative ways to reduce barriers to support, taking an intersectional perspective.
- JdP and DC raised the issue of trust for online communities and the importance of thinking carefully about confidentiality, whilst acknowledging the limits on managing this risk.

ACTION: LG to incorporate the Board's comments into the application

6. **Any other business**

The Board acknowledged the gap for students in crisis because of the pandemic, and that contributing solutions to this problem should be a priority for the programme going forward.

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Quarterly activity summary
(November 2020 – February 2021)

General programme updates

Website	The programme website is due to go live this week [link to follow].

Student involvement

Co-production

Programme level	Student Advisory Board recruited; first meeting in early March.
Project level	Student Steering Groups convened for Journeys and UNI-LINK.

Peer research

IMPACTS	MSc projects about to start, looking at experiences of gay men, BAME first generation students, student carers and students with CFS.
UNI-LINK evaluation	An MSc student is evaluating student experiences of UNI-LINK.
Staff wellbeing	SP is co-supervising an MSc student with Karen Smith.
Journeys	DClinPsy students, Alice Tickell and Katalin Hajdu, to start data collection shortly. They are focussing on help-seeking and online life.

Student placements

Trainee Clinical Psychologist leadership placement	Susie Haynes is doing a 6-month leadership placement across the *PsychUP for Wellbeing* and UCL Workplace Wellbeing teams (co-supervised by Karen Smith).

Partnership working

Students' Union UCL	Pilot of peer link worker intervention, a collaboration between the University Clinic and Students' Union UCL, starting after Easter.
UCL Staff Wellbeing	*PsychUP for Wellbeing* reviewed evidence relevant to a query raised by one of the Trade Unions. We have agreed with Karen Smith that we will collaborate on an annual review of the wellbeing offer to staff.
UCL SSW	UCLPartners and UCL Student Support and Wellbeing are collaborating on the UNI-LINK project.

University Clinic

Advisory Group	A group is currently being convened.
Leadership team	Josh Buckman has started as Clinical Coordinator.
Specialist clinics	Recruitment for a psychologist for the addictions clinic is underway.

Research, evaluation and resource development

Survey projects

ISL survey	Data collection has been curtailed by the pandemic.
SENSE survey	Data collection complete and analysis to start shortly.

Evaluations

Cultural Connections buddy scheme	Evaluation of buddy scheme led by PhD student Lyndsey Li. Awaiting REC approval, but data collection expected to start in March.
Peer support implementation	Evaluation of peer support intervention led by PhD student Tom Osborne. REC approval granted and data collection to start soon.

Resource development

Peer support competence framework	UCLPartners project funded by Health Education England. Framework development and training materials ongoing.
Pathways and Outcomes Evaluation (OfS) service evaluation	Collaboration with University of Sheffield. Year 2 of the project will be focussed on translating the evaluation findings from year 1 into resources for the HE sector, including a data toolkit.

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Student Advisory Board
Recruitment report

Promotion for the roles was via UCL communications channels (UCL Student News, Students' Union newsletter, PsychUP for Wellbeing social media); HEIs involved in the national Student Mental Health Partnerships project; HEIs in UCLPartners' North London network; and the national Student Mental Health Research Network (SMaRteN).

A total of 51 applications were received. Predominantly these were from UCL students, but applications were also received from Imperial College London, King's College London and Lincoln University. A diverse range of students applied, psychology and medicine students were over-represented. Fourteen students were invited to interview with a panel of four of the team including two PsychUP for Wellbeing PhD students.

Ten students have been invited to join the Student Advisory Board. The Board includes students with a broad mix of skills and experiences:

- Undergraduates and postgraduates;
- Students taking degrees in a range of disciplines, including psychology, medicine, law, languages, management, social and political sciences;
- International students;
- Students with experience working as a Students' Union Officer, within student services departments, on peer support initiatives and advising Student Minds;
- A student who has led work to support and engage students from working class backgrounds and another student with experience working with young people from disadvantaged backgrounds;
- Students with a range of interests, and direct and indirect experiences in experiences of LGBTQ+ students, experiences of BAME students, eating disorders and transitions to university.

PsychUP for Wellbeing

UNI-LINK initiative

1. Background

Young adults are experiencing significant mental health challenges in the pandemic. University students, stranded from campus, have limited access to peer and wellbeing support. Little national effort is being made to manage this potential crisis in student mental health. This may likely impact efficient functioning of mental health services (e.g., overburdening crisis services) and overwhelm university counselling services.

Addressing this problem requires better links between university, NHS and third sector services, as well as innovative approaches to informatics and streamlining systems, and upskilling the workforce that supports students. This is the remit of Academic Health Science Networks (AHSNs), which align higher education, clinical research, training and healthcare delivery, to improve patient and population health outcomes.

2. UNI-LINK solution

UCLPartners is developing UNI-LINK, an active outreach initiative with technological capacity for e-triage and semi-automatic referral to services, and working with UCL Student Support and Wellbeing to develop an implementation plan for the initiative. UNI-LINK will connect students with relevant services within the university or NHS, so they can receive compassionate, personalised, geographically flexible support.

Most students receiving mental health care do so within IAPT services. IAPT provides effective, available care for common mental health problems, with remote treatment delivery achieving clinical success in lockdowns akin to usual face-to-face rates. UCLPartners will provide training university wellbeing services, to empower them to support students with informed, efficient self-referral to appropriate local NHS (or voluntary) mental health services.

3. Implementation

UNI-LINK will implement an evidence-based e-triage service, maintained by specifically trained wellbeing support specialists (WSSs), to direct students to the most appropriate services. UCLPartners are currently working on an implementation plan for an initial pilot and follow-up phase.

3.1. The process

Self-referral will be facilitated by *care coordination hubs* using intelligent internet programming and minimal extra staff training – to optimise, not replace, existing university mental health services.

Students will be directed to an e-triage webpage by familiar academic staff via a standardised letter inviting them to self-assess. University WSSs, trained by UCLPartners, will scrutinise students' triage responses and facilitate self-referral based on need and location preferences. Self-referrals will be sent automatically to services when students press 'submit'. The e-triage system will invite students presenting with complexity or risk to contact a WSS for more nuanced signposting.

UCLPartners, working with NHS England, can advise WSSs on local NHS provision using a cumulative database of specialist services.

3.2. Core elements

3.2.1 <u>Information on mental health and improved access</u>: UCLPartners staff will train WSSs, to increase their familiarity with IAPT referral processes, mental health problems (in)appropriate for IAPT, and alternative care pathways (i.e., GP or specialist services). Students will be given realistic, positive information about IAPT services and their value. University teaching and professional support staff will be informed remotely about UNI-LINK procedures (via training videos, webinars, digital handouts).

3.2.2 <u>Effective case identification</u>: Students will complete a simple web-form – eliciting information on demographics and location, and the presenting problem (with a student summary) – followed by a self-assessment tool comprising reliable, valid psychometrics. Indications of risk will prompt automated guidance to see the GP or, if severe, to contact emergency mental health services.

3.2.3 <u>Facilitating self-referral</u>: Minimal input will be required from student-facing staff. The e-triage tool will generate an email for WSSs to send to students, containing incorporating suggestions calibrated to their context, presenting problems, and local options; information about IAPT; a request for permission to share referral details with students' GP, IAPT or other services.

3.3. Beyond IAPT

IAPT is well positioned to provide interventions for students with certain severe presentations. However, if presentations are inappropriate for IAPT, or a student wishes to discuss referral options, a brief phone or Zoom consultation can be offered by WSSs. Once the student has selected an option, the webpage will generate a self-referral using the prior information.

3.4. Programme evaluation

Key outcomes will be monitored, including uptake of initial communication; proportion of appropriate self-referrals; and uptake of evidence-based treatments. Student experience will be evaluated through brief satisfaction ratings and interviews by peer researchers (student evaluators).

4. The pilot

UCLPartners is piloting the initiative with a single UCL Division (approximately 1500 students), in the first instance. Materials used will be tested for acceptability by all stakeholders. The pilot will develop, evaluate and improve the three core elements above: a white label webpage for adoption by universities; scripts for communications between wellbeing staff and students; academic staff and students; and wellbeing staff, IAPT, and primary care providers.

After implementation and calibration in UCL, rollout can extend to other universities within the UCLPartners geography in North-Central and North-East London. UCLPartners staff will upskill WSSs at each participating university in how IAPT works; case recognition; further referral processes; and risk assessment and management.