

Evaluation of the Distress Brief
Intervention Pilot Programme:
technical appendices 1, 2 & 4.

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Appendix 1 – DBI Interview and Focus Group data collection tools

Topic guide: focus groups with staff involved in level 1

First of all, I would like to find out a bit about how DBI works in [setting].

1. How and when did you first hear about the DBI intervention?
 - How might this benefit your organisation/service?
 - What do you hope that DBI will achieve (explore for both staff/organisation as well as for people in distress)?
 - Did you have any concerns when you first heard about DBI?
 - Was there any consultation with staff initially? How was it communicated to staff?
2. Thinking about what Level 1 means within your setting, where do you usually refer people on if they require further support?
 - Explore: the referral process; suggestions for improvement/what works well
 - What, if any, difference has DBI made to how well you know and work with other services?
3. How did you feel about the training that you received – did it meet your needs? If not, what could be improved?
4. What do you think is working particularly well at present?
 - Have any initial concerns been addressed?
5. Have you encountered any problems so far?
 - Explore: resource issues (funding; capacity/time;)
 - Recruitment to training; engaging the relevant people to participate in training
 - Lessons for other teams to consider? (e.g. how they overcame problems – strategies that might be useful for other teams to use.)
6. We are interested to know about any particular groups most at risk of suffering distress in your local population.

- Are these the groups that are currently being targeted?
 - Is there anything about your area or local population that means that you need to do things differently? (E.g. high rural population/high deprivation etc.)
 - Have you had to adapt DBI processes in any way to make them fit better with your local area?
7. In your experience so far, does DBI make any difference to how you assess and refer people in distress?
- Explore: perceived impact on own/colleagues' practice; impact on people with distress
8. What are your thoughts on any feedback information you are getting about DBI?
9. If the evaluation shows that DBI works well and is worth continuing with, is there anything that might need to be done to ensure continued success?
- Explore: capacity, management, support/training; long term improvements/amendments to the intervention

Topic guide for level 2 participants – DBI service users

1. Can you talk me through what happened when you needed to seek help for the distress that you were feeling?

- Explore: brief details of the issue that led to help seeking; how they accessed services; what happened at the first meeting (level 1)
- What did they think of the way that they were treated at the time? Was this the first time they had been in distress? Was this any different to any previous contact when they needed help? (If appropriate)

2. You then accepted the suggestion of further help. How did this feel? Can you tell me what happened next?

- Explore: process of referral from their perspective; understanding of next steps; waiting time; communication
- Could anything have been done to make this easier for you?

3. What happened when you started seeing [organisation/staff name]? (Level 2)

- Explore: the support given; how long they were in contact; nature of the contact; whether they felt listened to/cared for

4. What, if anything, did you learn about ways of dealing with feelings of distress?

- Explore: how this was done; has this improved their ability to cope

5. This new way of helping people who are experiencing distress usually lasts for around two weeks. After this period, did you learn out about any other community support? Can you tell me about that?

- Explore: whether they were signposted to new sources of support/ones already known; did the DBI contact increase confidence to engage with community support
- How have things been since the DBI initial contact ended? If there have been further periods of distress, were they able to do anything differently?

6. What, if anything, could have been improved and made things easier for you in accessing community support?

7. Finally, is there anything else that you would like to say about the contact that you had with staff or how things were organised?

Evaluation of a Distress Brief Intervention - Level 1: Focus Group - Participant Information Sheet

Who is carrying out this research?

You have been trained to deliver a Level 1 “Distress Brief Intervention” (DBI) to people who present to your service in distress. This is a way of offering support to people who are in emotional distress by trying to make their first contact with the health services or police as caring as possible. It then offers further support over the next two weeks. As you are aware, the DBI intervention is being independently evaluated by a team of researchers at the University of Stirling, led by Edward Duncan. The team is working in collaboration with ScotCen, a social research organisation, led by Joanne Mclean, Chris White of the Mental Health Foundation and Helen Mason at Glasgow Caledonian University. The research team is working on behalf of the Scottish Government who would like to find out what the DBI intervention is doing well and how it can be improved.

Why are you asking me?

You are being invited to take part in a focus group with your peers to help us learn about your experiences and views on the Distress Brief Intervention Programme. The focus group will be a structured discussion led by a researcher. Taking part is voluntary. You do not have to take part if you don't want to. Whether you take part or not will not affect your role and participation in the Distress Brief Intervention Programme.

What's involved?

The focus group will be held at a mutually agreeable time and location. It will last around 1 hour. We will record the focus group using an audio recorder and will take notes to help remind us of the conversation. You will be invited to actively participate in the group discussion. Recordings will be transcribed and then destroyed. Only anonymised transcripts will be shared by anyone not in the immediate research team.

Is the research confidential?

Yes. We will treat information you give in the strictest confidence under the Data Protection Act 2018 and the European Union General Data Protection Regulation. The results collected are used for research purposes only and no one looking at the findings should be able to identify you in any way. The focus group will be confidentially transcribed. Any identifying information will be removed and we will replace your real name with an alias so you cannot be identified. The recording will be destroyed as soon as we have checked the audio recording.

What will happen to any information I give?

The information you provide will be treated with care and with full respect for your privacy. Information will be held securely by the Scottish Government for up to 5 years for research purposes only and will be managed in accordance with data protection legislation. It will not be possible for anyone not in the immediate research team to connect any information containing personal identifiers like names with any other information you give in the focus group, as transcripts and research reports will not include names. Consent forms will be stored separately from any other information you provide. You will only be contacted for evaluation purposes.

What are the risks and benefits of taking part?

As the intervention is being delivered in a small number of locations only, it can be difficult to ensure that staff participants remain completely anonymous. We will do this by making sure that any quotes used cannot be attributed to any individual and we will present any information which is published in reports, journal articles or conference papers in such a way that individuals cannot be identified.

Your answers will help us find out about what DBI is doing well and how it can be improved. Taking part is completely voluntary, but we do hope you will get involved.

Where can I find out more?

If you have any further questions, please contact Eileen Calveley from the DBI evaluation team at Stirling University on 01786 46 6285 or at Eileen.calveley@stir.ac.uk.

If you wish to make a complaint about this study you can contact Professor Jayne Donaldson (Dean of Faculty of Health Sciences and Sport, University of Stirling) on 01786 46 6345

If you would like to take part in the evaluation, please complete the enclosed consent form and return it in the enclosed freepost envelope and it will come directly to the evaluation team.

For further information about how the DBI evaluation team processes personal data for research purposes and your data rights please visit our webpage: <https://www.dbi.scot/evaluation-privacy-notice/>

Evaluation of a Distress Brief Intervention - Level 2: Staff Interviews- Participant Information Sheet

Who is carrying out this research?

You have been trained to deliver a Level 2 “Distress Brief Intervention” (DBI) to people referred to you by the NHS or Police Scotland. This is a way of helping people who are in emotional distress by trying to make their first contact with the health services or police as caring as possible. It then offers further support over the next two weeks. As you are aware, the DBI intervention is being independently evaluated by a team of researchers at the University of Stirling, led by Edward Duncan. The team is working in collaboration with Joanne McLean at ScotCen, a social research organisation, Chris White of the Mental Health Foundation and Helen Mason at Glasgow Caledonian University. The research team is working on behalf of the Scottish Government who would like to find out what the DBI intervention is doing well and how it can be improved.

Why are you asking me?

You are being invited to take part in an individual interview to help us learn about your experiences and views on the Distress Brief Intervention Programme. Taking part is voluntary. You do not have to take part if you don't want to. Whether you take part or not will not affect your role and participation in the Distress Brief Intervention Programme.

What's involved?

You are being invited to take part in an individual interview. This will not last longer than one hour. The interviews are likely to be by telephone, but could be face to face if that is preferable. We will record the interview using an audio-recorder. Recordings will be transcribed and then destroyed. Only anonymised transcripts will be shared by anyone not in the immediate research team.

Is the research confidential?

Yes. We will treat information you give in the strictest confidence under the Data Protection Act 2018 and the European Union General Data Protection Regulation. The results collected are used for research purposes only and no one looking at the findings will be able to identify you in any way. The interview will be confidentially transcribed. Any identifying information will be removed and we will replace your name with an alias so you cannot be identified. The recording will be destroyed as soon as we have checked the audio recording.

What will happen to any information I give?

The information you provide will be treated with care and with full respect for your privacy. Information will be held securely by the Scottish Government for up to 5 years for research purposes only and will be managed in accordance with data protection legislation. We will transcribe this interview and may use selected quotes from the interview in reports, conference presentations and publications. You will not be identifiable in any of these quotes, your name will be replaced by another to help us keep your participation anonymous. Consent forms will be stored separately from any other information you provide. You will only be contacted for evaluation purposes.

What are the risks and benefits of taking part?

As the intervention is being delivered in a small number of locations only, it can be difficult to ensure that staff participants remain completely anonymous. We will do this by making sure that any quotes used cannot be attributed to any individual and we will present any information which is published in reports, journal articles and conference papers in such a way that individuals cannot be identified.

Your answers will help us find out about what DBI is doing well and how it can be improved. Taking part is completely voluntary, but we do hope you will get involved.

Where can I find out more?

If you have any further questions, please contact Eileen Calveley from the DBI evaluation team at 01786 46 6285 or email Eileen.calveley@stir.ac.uk.

If you wish to make a complaint about this study you can contact Professor Jayne Donaldson (Dean of Faculty of Health Sciences and Sport, University of Stirling) on 01786 46 6345

What do I do now?

If you would like to take part in the evaluation, please complete the enclosed consent form and return it in the enclosed freepost envelope and it will come directly to the evaluation team.

For further information about how the DBI evaluation team processes personal data for research purposes and your data rights please visit our webpage: <https://www.dbi.scot/evaluation-privacy-notice/>

Evaluation of a Distress Brief Intervention - Level 1: Focus Group Consent Form

We'd like to hear from you!

We would like to hear about your experience of delivering the Distress Brief Intervention Level 1 intervention. This is a way of offering support to people who are in emotional distress by trying to make their first contact with the health services or police as caring as possible. It then offers further support over the next two weeks.

What do I need to do next?

Please ensure you have read the enclosed Information Sheet (Version 3, dated 10/9/2018) before deciding if you want to take part. If you would like to take part, please read the statements and add your initials to the boxes in the consent form, sign and date the form and return it in the freepost envelope. You can either hand the envelope to your DBI local lead or post it straight to the evaluation team.

You must initial all boxes to be eligible to take part in the study.

Statement

Initials, if consent is given

I have read the Information Sheet and had the opportunity to ask questions.

I understand that I do not have to take part, and that I can change my mind at any time without giving a reason.

I agree to my data being analysed and stored securely in accordance with the Data Protection Act 2018 and the European Union General Data Protection Regulation and only being used for research purposes.

Statement

Initials, if consent is given

I understand that my responses will be anonymised in any publications, conference papers or reports.

I agree that the focus group can be audio-recorded.

I agree to take part in the DBI evaluation.

Participant

Print name:

Signature: Date:

Researcher

Print name:

Signature: Date:

Evaluation of a Distress Brief Intervention. Level 2: Staff Interview Consent Form

We'd like to hear from you!

We would like to hear about your experience of delivering the Distress Brief Intervention Level 2 intervention. This is a way of offering support to people who are in emotional distress by trying to make their first contact with the health services or police as caring as possible. It then offers further support over the next two weeks.

What do I need to do next?

Please ensure you have read the enclosed Information Sheet (version 3, dated 10/9/18) before deciding if you want to take part. If you would like to take part, please read the statements and add your initials to the boxes in the consent form, sign and date the form overleaf and return it in the freepost envelope. You can either hand the envelope to your DBI local lead or post it straight to the evaluation team.

You must initial all boxes to be eligible to take part in the study.

Statement Initials, if consent is given

I have read the Information Sheet and had the opportunity to ask questions.

I understand that I do not have to take part, and that I can change my mind at any time without giving a reason.

I agree to my data being analysed and stored securely in accordance with the Data Protection Act 2018 and the European Union General Data Protection Regulation and only being used for research purposes.

I understand that my responses will be anonymised in any publications, conference papers or reports.

I agree that the interview can be audio-recorded

I agree to take part in the DBI evaluation.

Participant

Print name:

Signature: Date:

Researcher

Print name:

Signature: Date:

Appendix 2 – Outcome measurement data collection tools

Evaluation of a Distress Brief Intervention - Participant Information sheet

Who is carrying out this research?

An intervention called “Distress Brief Intervention” (DBI) is being used by a range of health, police and other groups in Scotland. This is a way of helping people who are in emotional distress by trying to make their first contact with the health services or police as caring as possible. It then offers further support over the next two weeks. A contact you recently had with a health professional or member of Police Scotland is part of the DBI intervention. The DBI intervention is being independently evaluated by a team of researchers from the University of Stirling, led by Edward Duncan. The team is working in collaboration with Joanne Mclean at ScotCen, a social research organisation, Chris White of the Mental Health Foundation and Helen Mason at Glasgow Caledonian University. The research team is working on behalf of the Scottish Government who would like to find out what the DBI intervention is doing well and how it can be improved.

Do I have to take part?

No. Taking part is voluntary. You are being invited to take part because you have been referred to DBI Level 2 and attended a support meeting. You do not have to take part if you don't want to. Whether you take part or not will not affect the support that you receive from DBI.

What's involved?

You are being invited to fill in a short questionnaire about your experiences of DBI. You will be given the opportunity to take part in the evaluation at your first and last support sessions.

We would like to link this information to the routine data that is collected about you by your DBI practitioner, such as your age and sex. We would also like to ask your permission to access the outcomes of the DBI plans which you will be developing with your DBI practitioner to help us understand how the DBI intervention works in different places and with different people. To link this information with your questionnaire, we would use a unique code to protect your identity on any study documentation. This information will not include any personally identifiable information such as your name or contact details.

We would also like to contact you in around three months to see how you're getting on and invite you to take part in a discussion. If you are happy for us to contact you, you can give your contact details on the evaluation form and we will send you further information on what this would involve.

Is the research confidential?

Yes. We will treat information you give in the strictest confidence under the Data Protection Act 2018 and the European Union General Data Protection Regulation. The results collected are used for research purposes only and no one looking at the findings will be able to identify you in any way. Your care providers will not have access to this information and will not know whether or not you decide to take part.

What will happen to any information I give?

Your answers will be treated with care and with full respect for your privacy. Information will be held securely by the Scottish Government for up to 5 years for research purposes only and will be managed in accordance with data protection legislation. It will not be possible for anyone not in the immediate research team to connect any information containing personal identifiers like names with any other information you give in the questionnaire and consent forms will be stored separately from any other information you provide. You will only be contacted for research purposes.

Whether you take part or not, and any information that you give, will in no way affect the support that you receive from the Distress Brief Intervention team.

What are the risks or benefits of taking part?

There are no risks in taking part in the research. Your responses will not be known by your DBI practitioner and it will not affect the service you are offered in any way, if you decide not to take part. You can stop taking part at any point.

Your answers will help us find out about what Distress Brief Intervention is doing well and how it can be improved. Taking part is completely voluntary, but we do hope you will get involved.

Where can I find out more?

If you have any further questions, please contact Jessica Shields of the DBI evaluation team at ScotCen on 0131 240 0210 or at Jessica.Shields@scotcen.org.uk.

If you wish to make a complaint about this study you can contact Professor Jayne Donaldson (Dean of Faculty of Health Sciences and Sport, University of Stirling) on 01786 46 6345

What do I do now?

If you would like to take part in the evaluation, your DBI practitioner will give you a consent form and a paper questionnaire or a web survey to fill in. You can hand your completed paper questionnaire back to your DBI practitioner or pop in into the freepost envelope and it will come directly to the evaluation team.

If you do not want to take part, just let your DBI practitioner know.

For further information about how the DBI evaluation team processes personal data for research purposes and your data rights please visit our webpage: <https://www.dbi.scot/evaluation-privacy-notice/>

Participant Information sheet – Follow Up Questionnaire

Who is carrying out this research?

An intervention called “Distress Brief Intervention” (DBI) is being used by a range of health, police and other groups in Scotland. This is a way of helping people who are in emotional distress by trying to make their first contact with the health services or police as caring as possible. It then offers further support over the next two weeks. A contact you recently had with a health professional or member of Police Scotland is part of the DBI intervention. The DBI intervention is being independently evaluated by a team of researchers from the University of Stirling, led by Edward Duncan. The team is working in collaboration with Joanne Mclean at ScotCen, a social research organisation, Chris White of the Mental Health Foundation and Helen Mason at Glasgow Caledonian University. The research team is working on behalf of the Scottish Government who would like to find out what the DBI intervention is doing well and how it can be improved.

Do I have to take part?

No. Taking part is voluntary. You are being invited to take part as you were referred to DBI Level 2 and gave your consent to being contacted three months after your final session. We are interested in whether your experience of DBI is still helpful to you now.

What’s involved?

You are invited to fill in a short online questionnaire regarding your experiences of DBI and how you’ve been getting on since then.

Is the research confidential?

Yes. We will treat information you give in the strictest confidence under the Data Protection Act 2018 and the European Union General Data Protection Regulation. The results collected are used for research purposes only and no one looking at the findings will be able to identify you in any way.

To protect your confidentiality, your care providers will not have access to this information and will not know whether or not you decide to take part. This means that it’s very important that you seek help if you are feeling distressed now, as you will not be contacted as a result of completing the questionnaire. You can contact your GP, NHS 24, Breathing Space or Samaritans for support and some contact details are given on the next page.

What will happen to any information I give?

Your answers will be treated with care and with full respect for your privacy. Information will be held securely by the Scottish Government for up to 5 years for research purposes only and will be managed in accordance with data protection legislation. It will not be possible for anyone not in the immediate research team to connect any information containing personal identifiers like names with any other information you give in the questionnaire and consent forms will be stored separately from any other information you provide. You will only be contacted for research purposes. Whether you take part or not, and any information that you give, will in no way affect any support you receive.

What are the risks or benefits of taking part?

There are no risks in taking part in the research. Your responses will not be known by your DBI practitioner and it will not affect any services you are involved with. You can stop taking part at any point.

Your answers will help us find out about what Distress Brief Intervention is doing well and how it can be improved. Taking part is completely voluntary, but we do hope you will get involved.

Where can I find out more?

If you have any further questions, please contact Alex Scholes of the DBI evaluation team at ScotCen on 0131 240 0210 or at alex.scholes@scotcen.org.uk.

If you wish to make a complaint about this study you can contact Professor Jayne Donaldson (Dean of Faculty of Health Sciences and Sport, University of Stirling) on 01786 46 6345

If you are experiencing distress and need support now, you can contact:

- Your GP
- NHS 24 – Phone: 111
- Breathing Space - Phone: 0800 83 85 87
- Samaritans - Phone: 166 123; Email: jo@samaritans.org

What do I do now?

If you would like to take part in the evaluation, just complete the online survey and it will come directly to the evaluation team.

For further information about how the DBI evaluation team processes personal data for research purposes and your data rights please visit our webpage: <https://www.dbi.scot/evaluation-privacy-notice/>

Participant Consent Form

We'd like to hear from you!

We would like to hear about your experience of the Distress Brief Intervention (DBI) programme. This is a way of offering support to people who are in emotional distress by trying to make their first contact with the health services or police as caring as possible. It then offers further support over the next two weeks.

What do I need to do next?

Please ensure you have read the enclosed Information Sheet (Version 4, dated 24/10/2018) before deciding if you want to take part. If you would like to take part, please read the statements and add your initials to the boxes in the consent form, sign and date the form. This form should then be handed back to your DBI practitioner. You must initial all boxes in the first table to be eligible to take part in the study.

Statement Initials, if consent is given

I have read the Information Sheet and had the opportunity to ask questions.

I understand that I do not have to take part, and that I can change my mind at any time without giving a reason.

I agree to my data being analysed and stored securely in accordance with the Data Protection Act 2018 and the European Union General Data Protection Regulation and will only be used for research purposes

I understand that my responses will be anonymised in any publications, conference presentations or reports.

I agree to take part in the DBI evaluation.

Sharing of non-identifiable routinely collected information

Statement Initials, if consent is given

I give my consent for my non-identifiable data to be shared with the evaluation team

Participant

Print name:

Signature: Date:

DBI Level 2 Practitioner

Print name:

Signature: Date:

For DBI Level 2 Practitioner use.

Please tick as appropriate to confirm how consent was given:

Consent completed by individual:

Consent completed by DBI practitioner during phone session:

DBI Level 2 First evaluation questionnaire

First we would like to ask you three questions about your recent experience of getting help from the person in the police, ambulance, and your GP surgery, A&E or other NHS services who referred you to the DBI service.

1. Thinking about that person, please circle the number that best describes how much you feel that they treated you with **compassion**.

Being treated with **compassion** means that you feel listened to, the person cares, understands and wants to help.

0	1	2	3	4	5	6	7	8	9	10
Not at all								Completely		

2. Thinking again about that person, please circle the number that best describes how much they helped you to **cope** with the immediate distress you were feeling.

0	1	2	3	4	5	6	7	8	9	10
Not at all								Completely		

3. Did that person give you a clear explanation of what would happen over the next 24 hours?

Yes		No		Don't know	
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Thinking about the period leading up to your contact with the person who referred you to DBI:

4. This form has 5 statements about how you have been **over the last week**. Please read each statement and think how often you felt that way last week. Then tick the box which is closest to this.

	Not at all	Only occasionally	Sometimes	Often	All or most of the time
I have felt terribly alone and isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt OK about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt panic or terror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been happy with the things I have done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt despairing or hopeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. The DBI service aims to contact you within 24 hours after you have been referred. Do you think this is:

Too long	<input type="checkbox"/>
Just about right	<input type="checkbox"/>
Too short	<input type="checkbox"/>

6. Gender (please tick):

Female Male Other Prefer not to say

We want to speak to people about their experience of DBI.

If you are willing to be contacted to be asked to take part in a three month follow up questionnaire and/or a discussion with someone from the evaluation team, please give your contact details below.

I would like to be contacted to be asked to take part in:

- A discussion

- A follow up questionnaire

Name	
Email address	
Phone number	

Thank you for filling in this evaluation questionnaire. The completed questionnaire should now be placed in the Freepost envelope and can then be handed to your DBI practitioner or posted straight to the evaluation team.

Three month follow up evaluation questionnaire

We'd like to hear about how you've been getting on in the three months since your last contact with DBI.

Firstly, we would like to ask you about how you have been feeling recently.

- Please circle the number that best describes how much distress you are experiencing today.

0	1	2	3	4	5	6	7	8	9	10
No distress									Extreme distress	

- This form has 5 statements about how you have been **over the last week**. Please read each statement and think how often you felt that way last week. Then tick the box which is closest to this.

	Not at all	Only occasionally	Sometimes	Often	All or most of the time
I have felt terribly alone and isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt OK about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt panic or terror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been happy with the things I have done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt despairing or hopeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We understand that everyone is different, and that people will benefit in different ways from a service like DBI. We would like to ask you about what you hoped for and what you got out of DBI.

3. When you were referred to the DBI service, what did you hope to achieve from it?

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4. To what extent did the DBI service help you achieve what you hoped for? (tick one box)

Not at all		Partially		Fully		Don't know	
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5. Did you complete a Distress Management Plan (D-MaP) during your DBI sessions?

Yes		No		Don't know		Prefer not to say	
-----	--	----	--	---------------	--	-------------------------	--

6. In the three months since your last contact with DBI, have you used any of the plans or strategies from your Distress Management Plan (D-MaP) to manage your distress?

Yes		No		Don't know		Prefer not to say	
-----	--	----	--	---------------	--	-------------------------	--

7. Over the last three months, what part of the help you got from DBI, if any, has continued to be of value to you?

8. Is there anything you ***didn't get*** from the DBI service that would have helped you?

Finally, we'd like to hear about whether you have accessed any further support since DBI.

9. Were you referred on to any other services by your DBI provider?

Yes		No		Don't know		Prefer not to say	
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10. If so, did you take up this service?

Yes		No		Don't know		Prefer not to say	
-----	--	----	--	------------	--	-------------------	--

11. If you did not take up the service to which you were referred, why not?

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12. In the three months since your last contact with DBI, have you been in contact again with the police, ambulance service, your GP surgery, A&E or other emergency services **because you were in distress**?

Yes, once	
Yes, between two and four times	
Yes, five or more times	
No	
Prefer not to say	

Level 2 Final Evaluation questionnaire

Thinking about your Level 2 DBI practitioner, please circle the number that best describes how much you feel they treated you with compassion.

Being treated with compassion means that you feel listened to, the person cares, understands and wants to help.

0	1	2	3	4	5	6	7	8	9	10
Not at all										
Completely										

2. Thinking about your Level 2 DBI practitioner, please circle the number that best describes how much they helped you to manage the distress you were feeling.

Examples of this could be helping you to recognise when you are starting to get distressed or helping you to develop tools and strategies for coping with distress.

0	1	2	3	4	5	6	7	8	9	10
Not at all										
Completely										

3. Thinking about the time period since you have been working with your DBI practitioner:

This form has 5 statements about how you have been over the last week. Please read each statement and think how often you felt that way last week. Then tick the box which is closest to this.

	Not at all	Only occasionally	Sometimes	Often	All or most of the time
I have felt terribly alone and isolated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt OK about myself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt panic or terror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been happy with the things I have done	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have felt despairing or hopeless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Distress Brief Intervention offers up to 14 days of support. Do you think this is:

Too much	
Just about right	
Not enough	

5. Please rate the following statements about the support you have received from Distress Brief Intervention.

Please read each statement and indicate how much you agree or disagree with it	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My practitioner made me feel at ease (introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner let me tell my story (giving you time to fully describe your condition in your own words; not interrupting, rushing or diverting you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner really listened to me (paying close attention to what you were saying; not looking at notes or computer as you were talking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner was interested in me as a whole person (asking/knowing relevant details about your life, your situation; not treating you as “just a number”)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner fully understood my concerns (communicating that he/she has fully understood your concerns and anxieties; not overlooking or dismissing anything)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner showed care and compassion (seeming genuinely concerned, connecting with you on a human level; not being indifferent or “detached”)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner was positive (having a positive approach and a positive attitude; being honest but not negative about your problems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner explained things clearly (fully answering your questions; explaining clearly, giving you adequate information; not being vague)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner helped me to take control (exploring with you what you can do to improve your health yourself; encouraging rather than “lecturing” you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My practitioner made a plan of action with me (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Please rate the following statements about your experience of Distress Brief Intervention.

Please read each statement and indicate how much you agree or disagree with it	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
DBI has given me the tools and skills to manage my distress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DBI has helped me to find out where I can access support if I feel distressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DBI has improved my understanding of why I feel distressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DBI has helped me to recognise when I start to become distressed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DBI has helped me to make plans to improve the situations in my life which are causing me distress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If DBI had not been offered to you, what would you have done instead?

8. Is there anything else that you would have liked from DBI? Please tell us what

Appendix 4: Staff training survey findings

Level 1 staff survey findings

Sample characteristics

Table Error! No text of specified style in document.-a Breakdown of Level 1 responses by DBI pilot site

DBI pilot site	Number of respondents	%
Lanarkshire	96	56
Aberdeen	53	31
Borders	18	10
Inverness	5	3
Total	172	100

Table Error! No text of specified style in document.-b Breakdown of Level 1 responses by frontline service

Frontline service	Number of respondents	%
Police	135	78
Ambulance	17	10
Primary Care	16	9
Mental health team	2	1
Other	2	1
Total	172	100

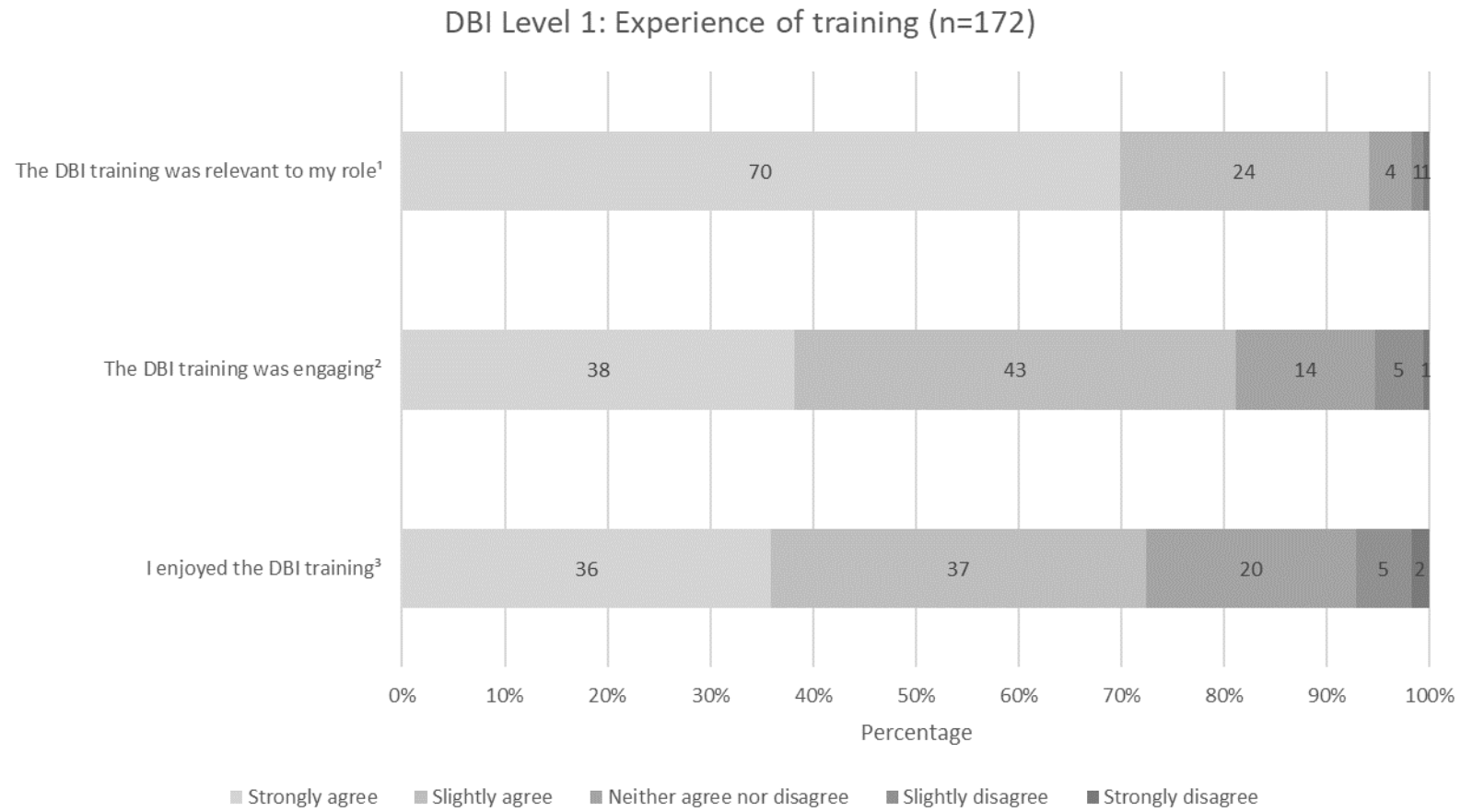
Table Error! No text of specified style in document.-c Breakdown of Level 1 responses by training format

Level 1 training format	Number of respondents	%
Face-to-face/buzz sessions only	115	67
Online and face-to-face/buzz sessions	33	19
Online only	24	14
Total	172	100

Skills, competencies and confidence to deliver DBI Level 1

Figures A to C below set out the findings for survey questions related to how engaging and relevant the DBI training was and whether it gave DBI practitioners the skills, competencies and confidence they needed to deliver DBI Level 1.

Figure A Percentage agreement with statements relating to DBI Level 1 staff experience of training on a 5-point scale (n=172)



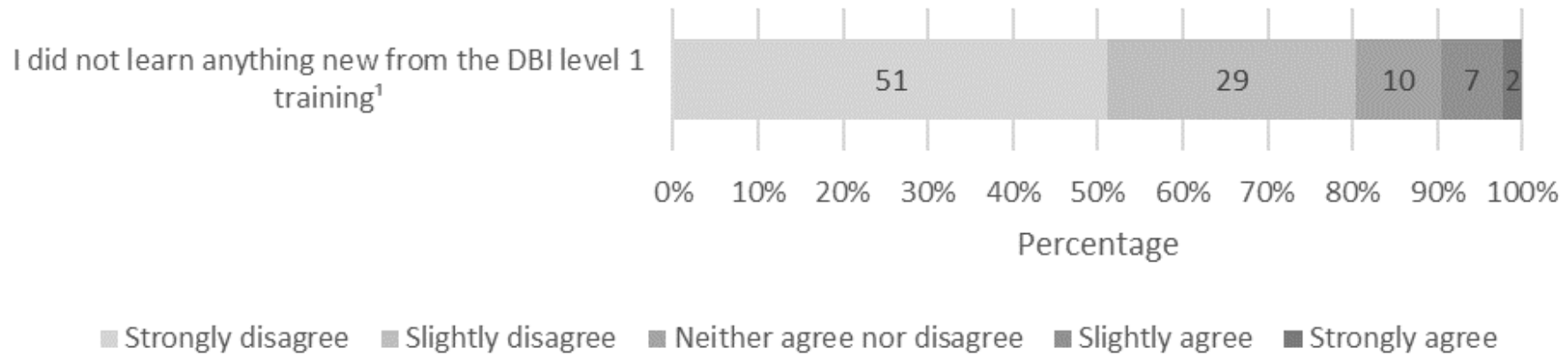
¹ missing values=3

² missing values=2

³ missing values=5

Figure B Agreement with statement on DBI Level 1 staff experience of training (n=172)

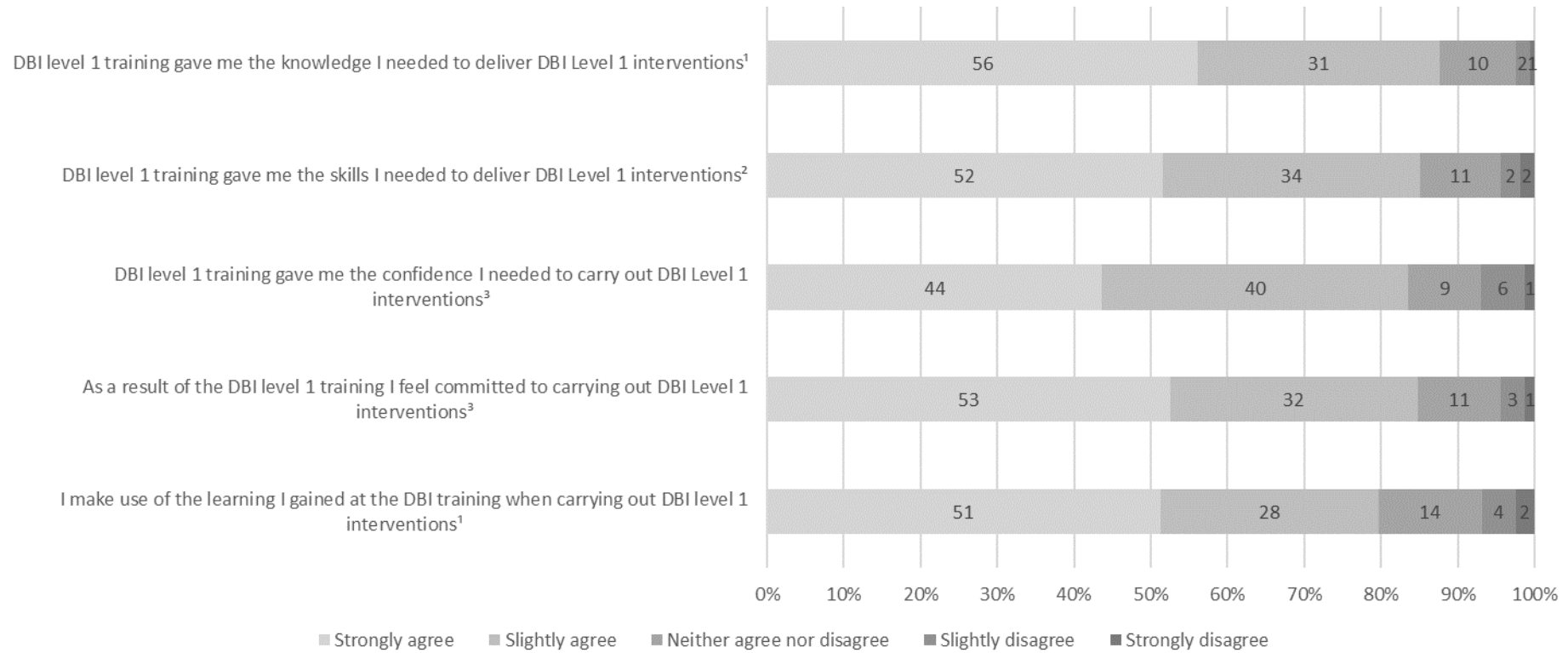
DBI Level 1: Experience of training (n=172)



¹ missing values=4

Figure C Agreement with statements on the impact of DBI Level 1 training on staff knowledge, confidence skills and commitment confidence (n=172)

DBI Level 1: Perceived impact of training on knowledge, skills, confidence and commitment (n=172)



¹ missing values=10

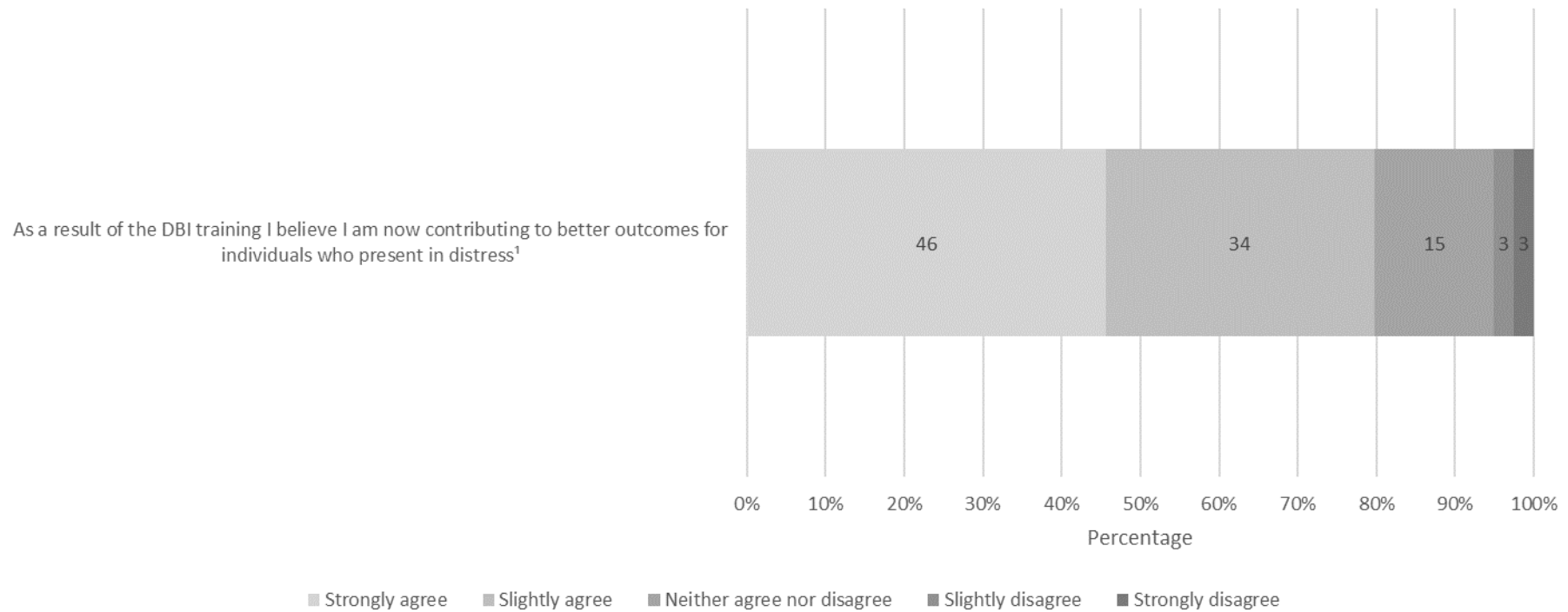
² missing values=11

³ missing values=14

Staff perceptions of outcomes for individuals

Figure D Agreement with statement on perceived impact of DBI Level 1 training on staff contribution to outcomes for individuals (n=172)

DBI Level 1: Perceived impact of training on outcomes for individuals (n=172)

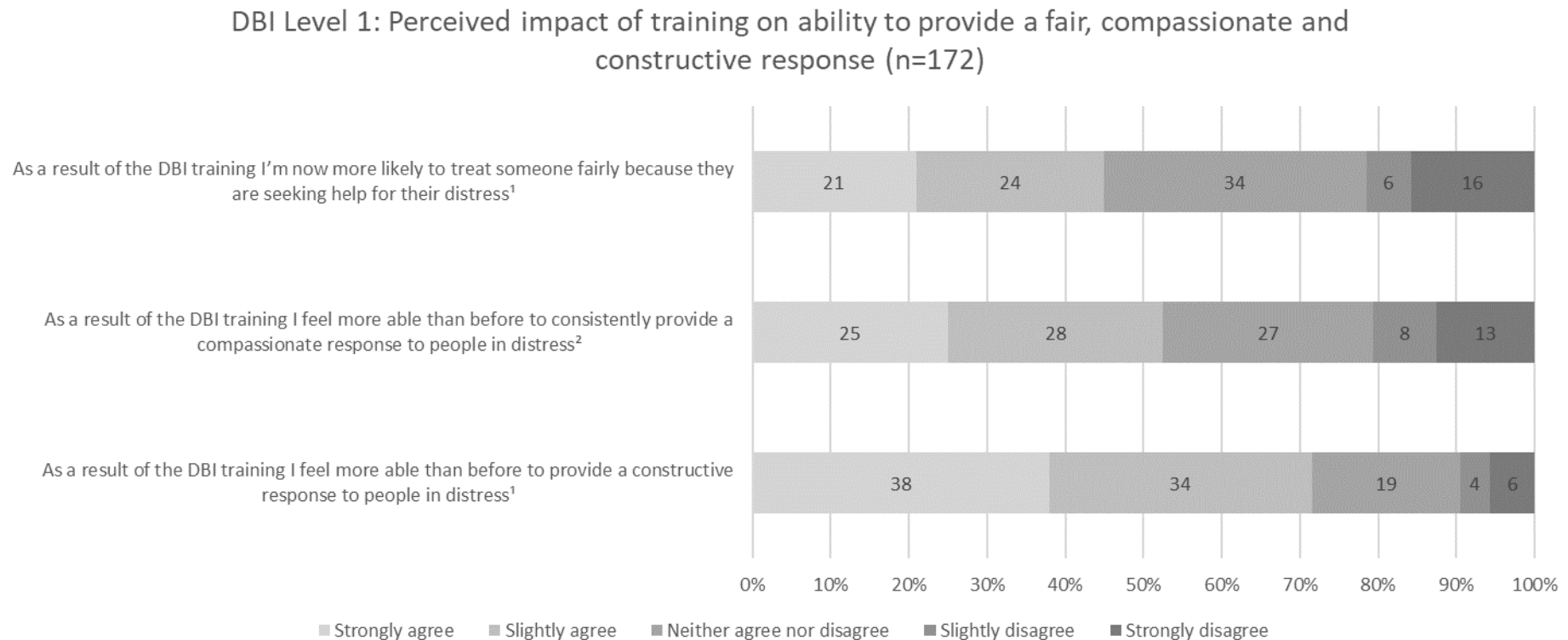


¹ missing values=14

Consistent and sustained compassionate response

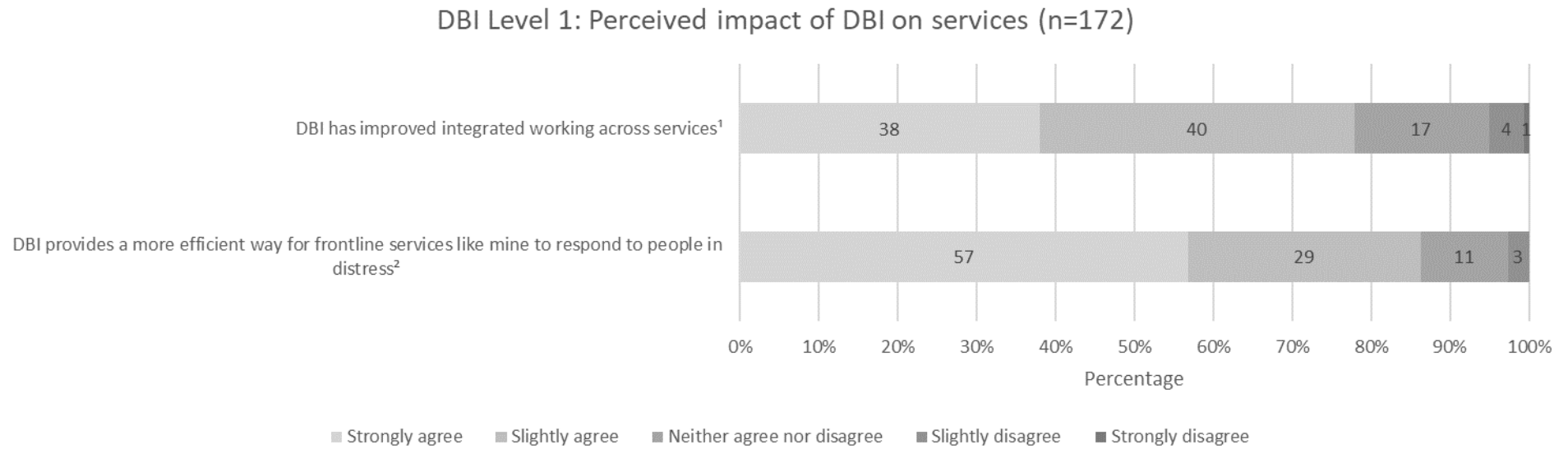
Figures E and F below set out the findings on whether Level 1 practitioners felt the training enabled them to provide a consistent and sustained compassionate response to individuals presenting to them in distress.

Figure E Percentage agreement with statement relating to the perceived impact of DBI Level 1 training on staff ability to provide a fair, compassionate and constructive, on a 5-point scale (n=172)



¹ missing values=14 ² missing values=12

Figure F Agreement with statement relating to the perceived impact of DBI on frontline services (n=172)



¹ missing values=13 ² missing values=19

Training and support needs

Respondents were asked to provide details of any unmet training needs they felt they had and any additional training they had undertaken which was helpful to them in delivering DBI. Of the 69 respondents who answered, 43 felt that they had no unmet training needs. Those who cited additional training needs felt they would benefit from:

- a refresher session on the original training
- training on the DBI referral systems including learning about the support which is offered to individuals and other agencies
- the opportunity to shadow Level 2 staff
- training on mental health
- Solihull training.

Of the 67 respondents who answered the question on additional training they had undertaken which they felt helped them in delivering DBI Level 1 interventions, 26 said that they had received relevant additional training including:

- mental health training such as Mental Health First Aid, mental health awareness and self-harm awareness
- suicide prevention training such as ASIST
- DBI Train the Trainer
- training on gender-based violence.

Level 2 findings

Sample characteristics

Table A Breakdown of Level 2 responses by DBI pilot site

DBI pilot site	Number of respondents	%
Lanarkshire	12	41
Borders	8	28
Aberdeen	5	17
Inverness	4	14
Total	29	100

Skills, competencies and confidence to deliver DBI level 2

Figures G to I below set out the findings for survey questions related to how engaging and relevant the DBI training was and whether it gave DBI practitioners the skills, competencies and confidence they needed to deliver DBI Level 2.

Figure G Percentage agreement with statements relating to DBI Level 2 staff experience of training on a 5-point scale (n=29)

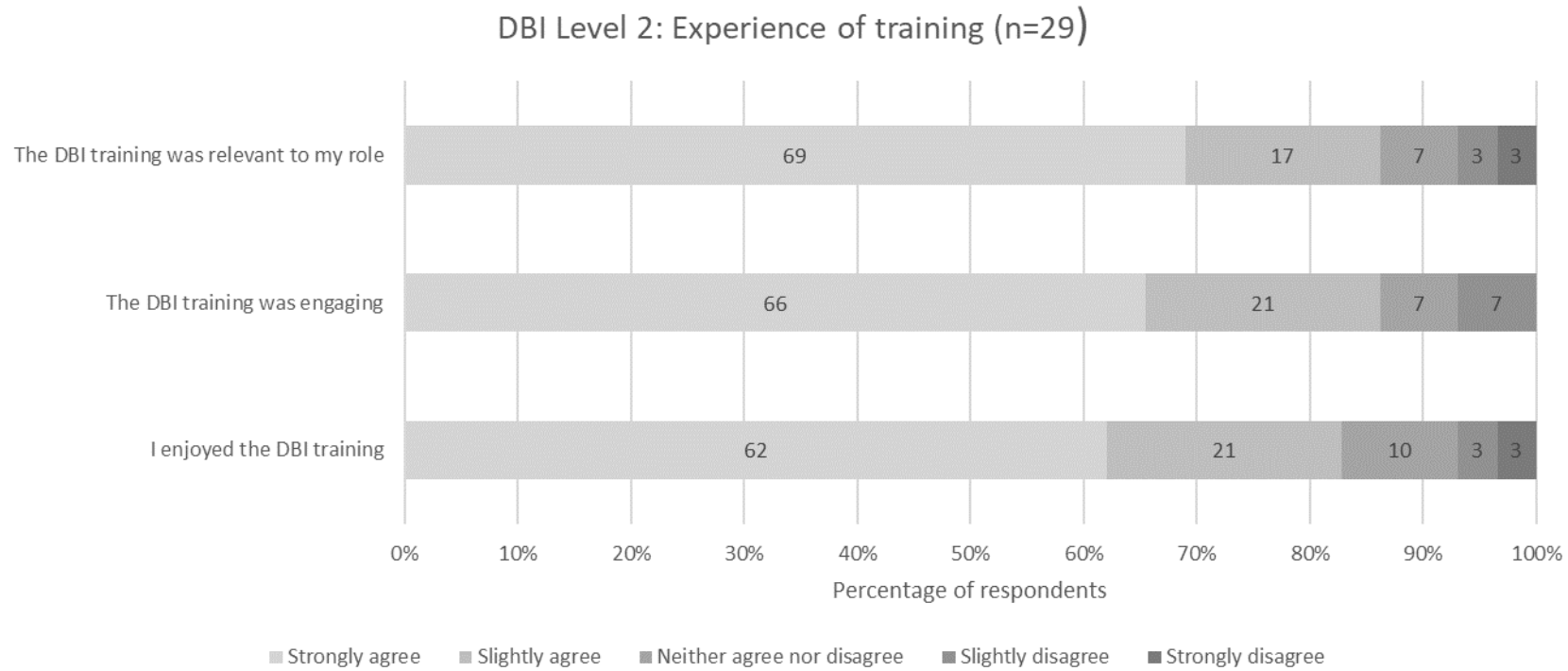


Figure H Percentage agreement with statements relating to DBI Level 2 staff experience of training on a 5-point scale (n=29)

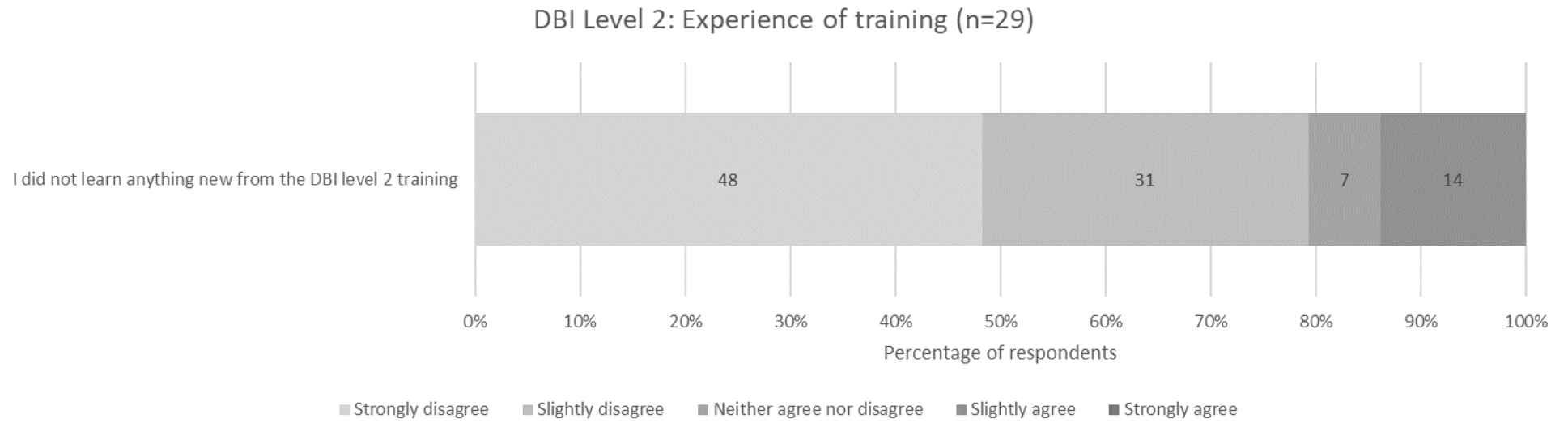
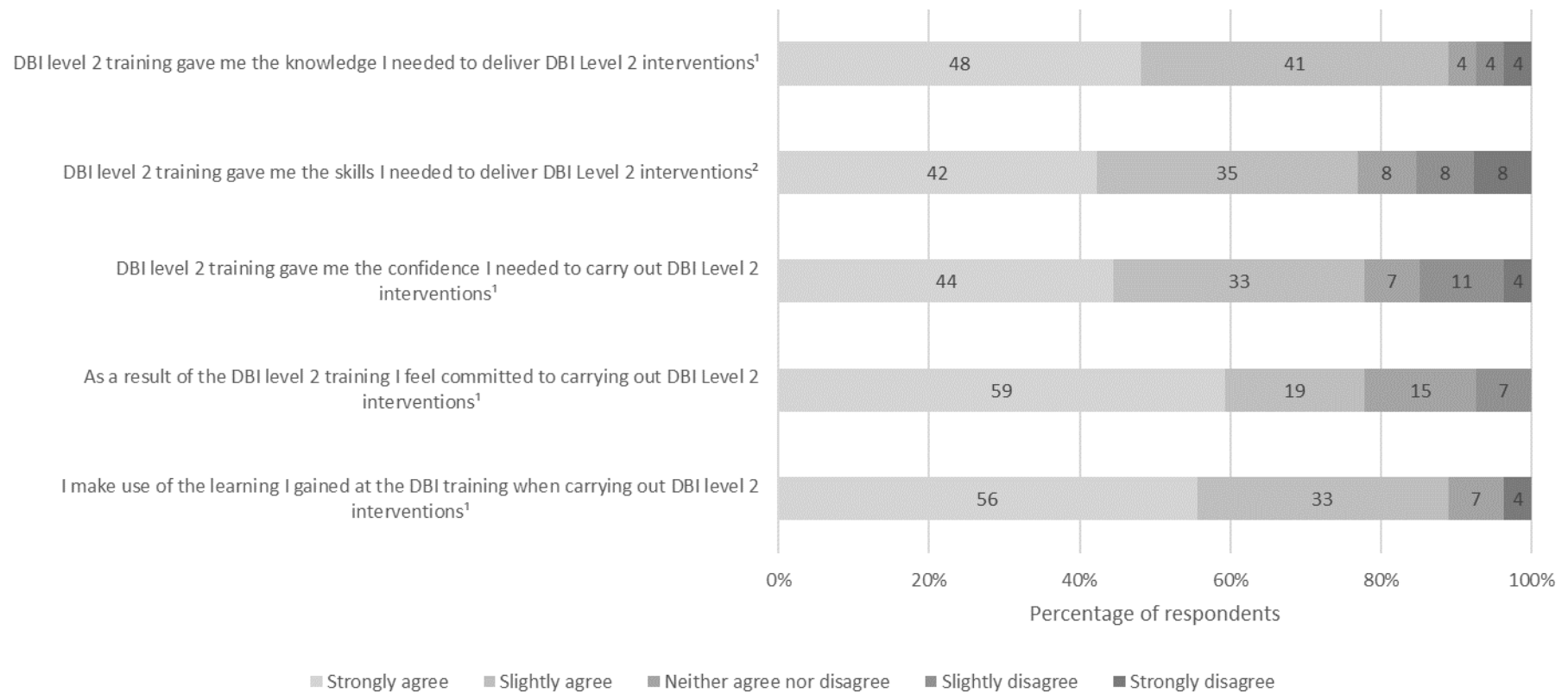


Figure 1 Percentage agreement with statements relating to the impact of DBI Level 1 training on staff knowledge, confidence skills and commitment confidence, on a 5-point scale (n=29)

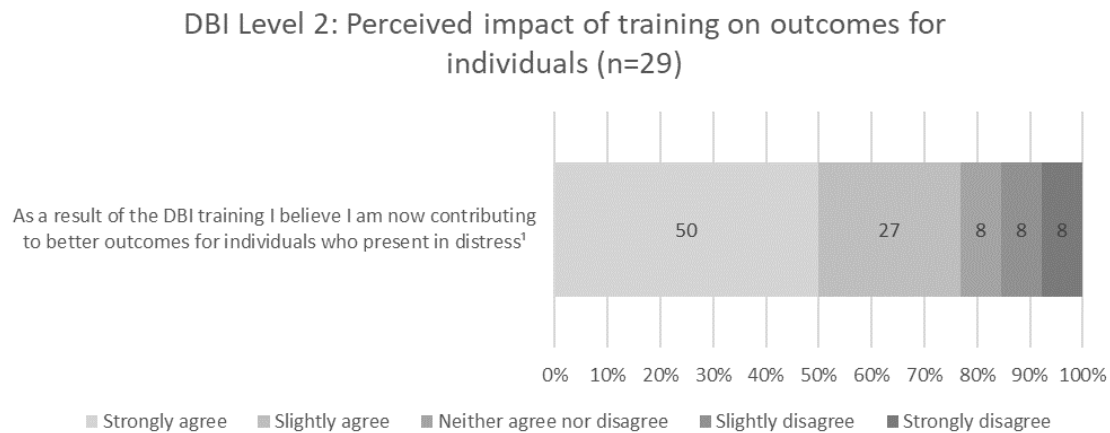
DBI Level 2: Perceived impact of training on knowledge, skills, confidence and commitment (n=29)



¹ missing values=2 ² missing values=3

Staff perceptions of individual outcomes

Figure J Percentage agreement with statement relating to the perceived impact of DBI Level 1 training on staff contribution to outcomes for individuals, on a 5-point scale (n=172)



¹ missing values=3

Consistent and sustained compassionate response

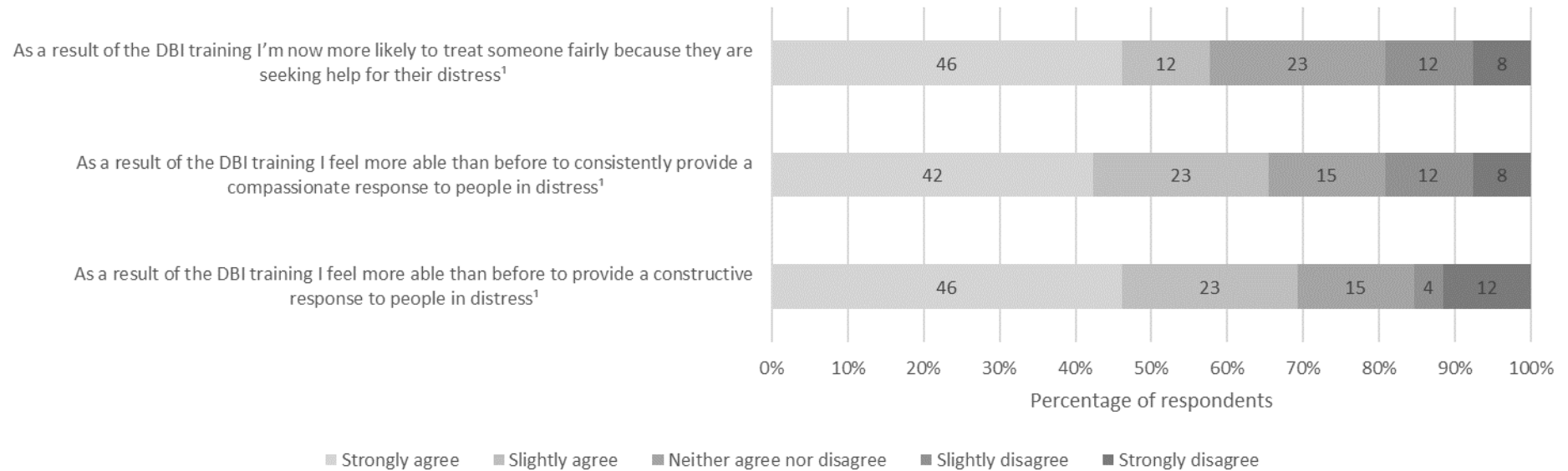
Figures K and L below set out the findings on whether Level 2 practitioners felt the training enabled them to provide a consistent and sustained compassionate response to individuals presenting to them in distress.

Training and support needs

Only a small number of respondents provided details of unmet training needs or training that they had undertaken (n=14). The most commonly mentioned training, both as an unmet need and as a useful training undertaken was talking therapies including counselling, CBT, trauma, decider skills. Suicide prevention training such as ASIST was also mentioned as both a training need and useful training undertaken. A further suggestion for additional training was to shadow frontline staff to gain a greater understanding of their role.

Figure K Percentage agreement with statement relating to the perceived impact of DBI Level 1 training on staff ability to provide a fair, compassionate and constructive, on a 5-point scale (n=29)

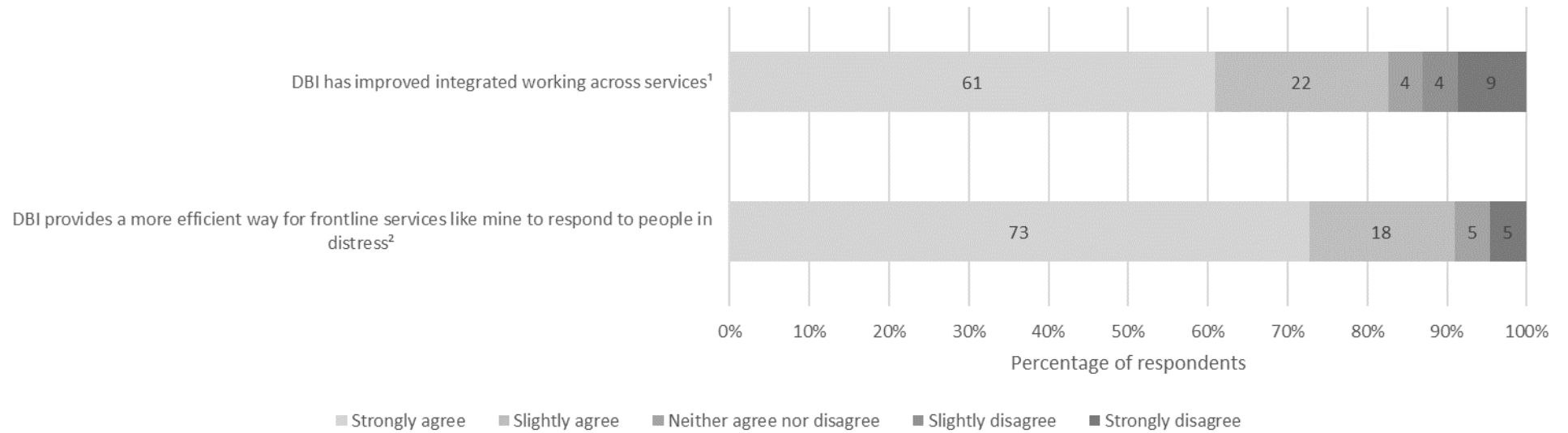
DBI Level 2: Perceived impact of training on ability to provide a fair, compassionate and constructive response (n=29)



¹ missing values=3

Figure L Percentage agreement with statement relating to the perceived impact of DBI on frontline services, on a 5-point scale (n=29)

DBI Level 2: Perceived impact of DBI on services (n=29)



¹ missing values=6 ² missing values=7

