



docready.org

Up to 20% of young people in Britain deal with mental health issues every year. (That’s up to six students in every classroom.) However, when it comes to seeking help, nearly four in ten don’t feel comfortable talking with their doctors.

In collaboration with Enabled by Design, Neontribe and Social Spider, FutureGov partnered with Right Here Brighton and Hove to develop a simple, elegant tool that empowers young people to talk with their doctors about mental health.

Helping young people make the most of their mental health care

Research

We sought insight from relevant local organisations like MIND and community LGBT groups, as well as from mental health practitioners and GPs.

By conducting interviews and a customer mapping journey, we were able to see how young people interact with their doctors and identify pain points along the way.

Co-design

Our entire project was co-designed with young people from Brighton & Hove in southeast England.

We maintained the same user base throughout the project, which led to strong feelings of ownership among the young people who co-designed Doc Ready. They felt like an integral part of the process -- because they were.

Approach

Over the course of six months, we used an Agile process to evolve from discovery to minimum viable product to finalised tool.

Maintaining a flexible approach allowed us to make rapid changes when needed; for example, when our users found that a stripped-down checklist tool was more useful than the feature-rich tool originally planned.

82%

of users surveyed felt the tool helped them think more clearly and feel ready to talk to someone else

77%

were more able to take control and ready to make up their own minds about things

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