NHS Greater Glasgow and Clyde: BPD Dialogues Group

Borderline and Beyond:
Impact of a Lived Experience Information Leaflet

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Background: BPD Dialogues is a lived experience group co-facilitated by a mental health engagement charity and NHS Greater Glasgow and Clyde. We launched an information leaflet called 'Borderline and Beyond' in 2022. The leaflet aims to give informed lived experience perspectives on the realities of borderline personality disorder, and to challenge conflicting and stigmatising information available on the internet. The leaflet was developed over two years through a co-production process. It was designed to be accessible, visually appealing and led by real voices of experience. The leaflets have been promoted through staff newsletters, a linked staff training programme and on the Health Board website.

Challenges

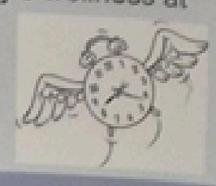
We are a small group of volunteers

Many demands on our time

The work depends on everybody's wellness at the time

Oct '23- March '24:

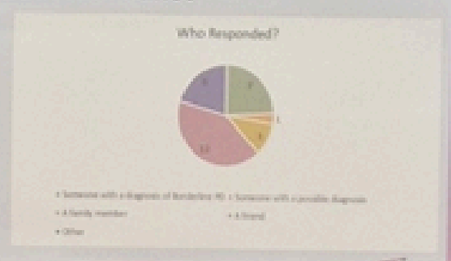
27 hours of work carried out!



Patient and Family Survey (31 Responses)

- **90% found the leaflet helpful or very helpful**
- **100% replied that it was important/ very important it was written from Lived Experience**
- **93% would definitely recommend this leaflet to a friend**
- **81% would not change anything about the leaflet**

What People said:



Leaflet outlined how difficult and exhausting the condition is from the point of view of people with lived experience of BPD

The narrative in the leaflet read as frank and honest

It was very good not to have the usual views and info from clinical professionals, which whilst best intentioned often comes across as patronising and very arrogant

Like the 'factoids' and the quotes bring the content to life. Also liked the section on relationships, so real. The balance on highlighting the positives was good to see

BPD is a misunderstood condition . Having the diagnosis explained in straightforward language, and giving BPD sufferers a voice is really helpful for those close to them

Wish I had been given a leaflet like this when I was diagnosed instead of being d to go online and look

Knowing as well that it had been written by people like me, it made it feel a bit more close to home, since a lot of the experiences are 80% to 100% relatable

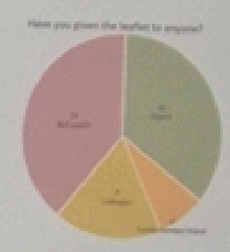
I thought the gentle tone of voice and use of 'we' throughout might help someone feel less alone with their diagnosis and more importantly their symptoms

Staff Survey (88 Responses)

- 47% of respondents were AWARE of the Borderline and Beyond leaflet
- 25% thought the leaflet was VISIBLE/ AVAILABLE in their ward/ CMHT

We did spot checks, and found the leaflet displayed in 3/10 CMHTs

What Staff Said:



Patients have said how normalising and informative the leaflet is

Patients have discussed how useful this has been to make sense of the diagnosis. Importantly has given hope about treatment options available but also to feel recognised due to it been written from lived experience

Really informative in an approachable manner. Overall, I think would be really useful as a first introduction to patients or families

Some have been handed the leaflet and not been given much else in terms of post-diagnostic support

I think the wording is a little flippant at times (e.g. mini factoid). The colours of the leaflet also support this image

Very informative but long - will people read all through this? The pages with white print are more difficult to read. There are some terms that seem quite complex and wonder if they are needed, but it's a balance with providing enough information for those who would wish to know more. Excellent, thanks for sharing

I would have preferred not to have pink on the pages, as not just females affected

Maybe more of an explanation as to why BPD may have developed, and that it is different from 'mental illness

Conclusions and Next Steps:

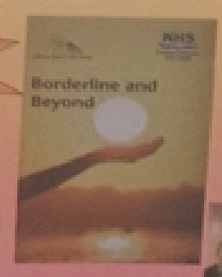
- Most feedback has been extremely positive
- It is frustrating that despite so much effort, the leaflet is not more visible in clinical areas
- We plan to design a poster with a QR code to access the leaflet on the App
- Based on feedback, we are developing a second Coping Strategies leaflet
- We will retain our colourful informal style, but take on comments to make this easier to read

App and Website:

The leaflet is also now available on the NHS Greater Glasgow and Clyde My Mental Health App and Website.

See the Borderline and Beyond Leaflet here:

352 Views So far...



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