

INTRODUCTION

Whilst there is a growing body of quantitative evidence supporting the efficacy of digital Cognitive Behavioural Therapy (dCBT), qualitative studies regarding its acceptability are lacking. This lack of qualitative research is especially notable within CYP populations, despite an increased reliance on digital interventions (particularly following the COVID-19 pandemic). We explored CYP and their parents/caregivers' experiences of receiving dCBT from Healios, a digital mental health care provider, using a specialist videoconferencing platform with additional digital tools.

METHOD

We invited CYP who received at least 1 session of dCBT in 2020 (and their parents/caregivers) to provide feedback by completing two questionnaires (The Friends and Family Test; FFT and the Experience of Service Questionnaire; ESQ). Free text responses were analysed using inductive thematic analysis (Braun & Clarke, 2006). Questionnaire structures allowed for positive (e.g. "what went well?") and negative (e.g. "what could be improved?") responses to be coded and analysed separately. Once coding was complete, similar codes were grouped into overarching themes. Code frequencies were measured, themes were further refined through amalgamation, or split into subthemes. Any differences were resolved through discussion until consensus.

RESULTS There were N=682 participants in total. N=378 (55%) CYP and N=304 (45%) parent/caregivers responded. There were 1,218 positive comments fitting 16 themes. There were 535 negative comments fitting 21 themes.

FIGURE 1. Top three positive themes reported by CYP and their parents/ caregivers

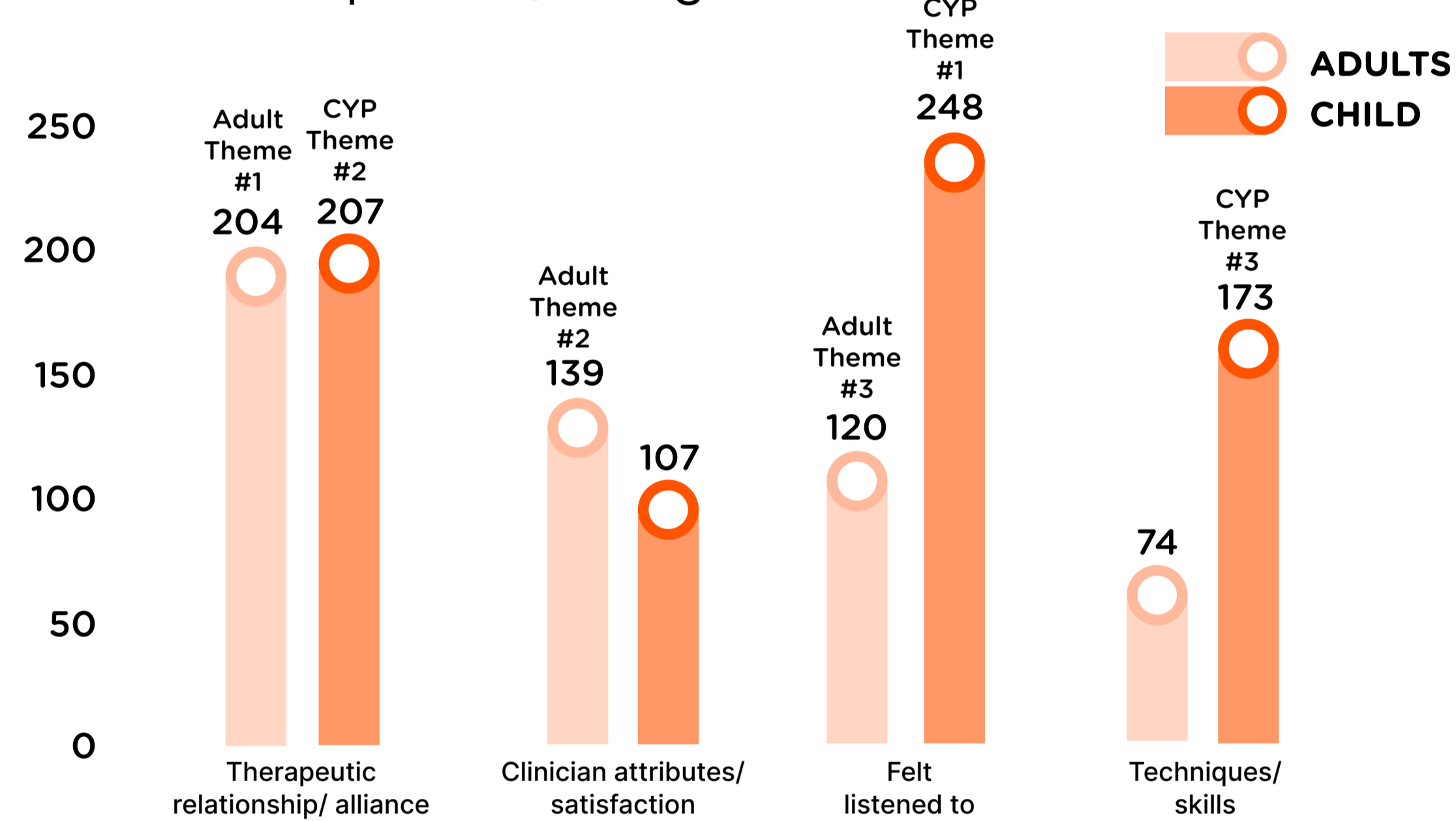


FIGURE 2. Top three negative themes reported by CYP and their parents/ caregivers

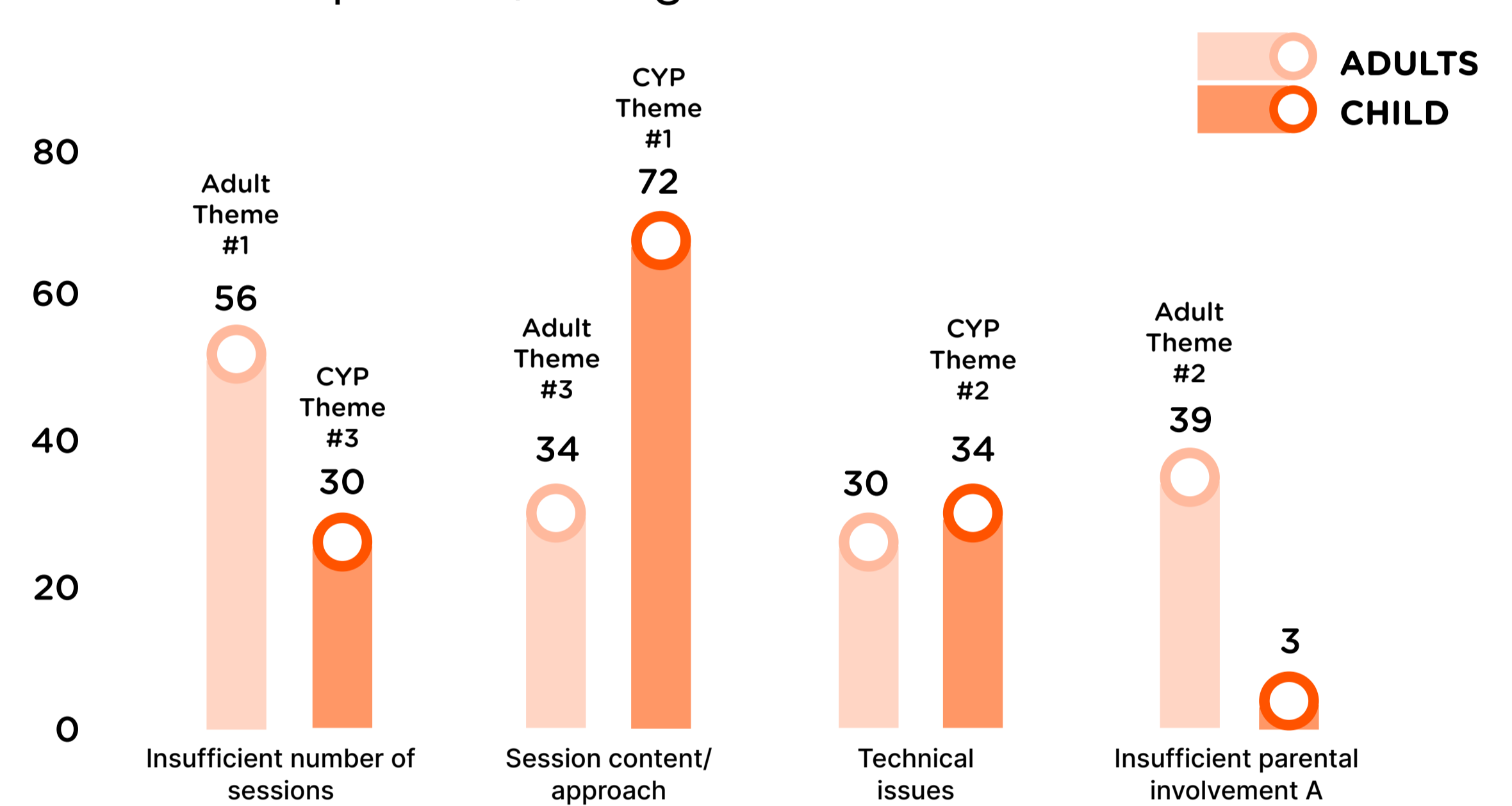


FIGURE 3. Positive themes reported by CYP and their parents/caregivers

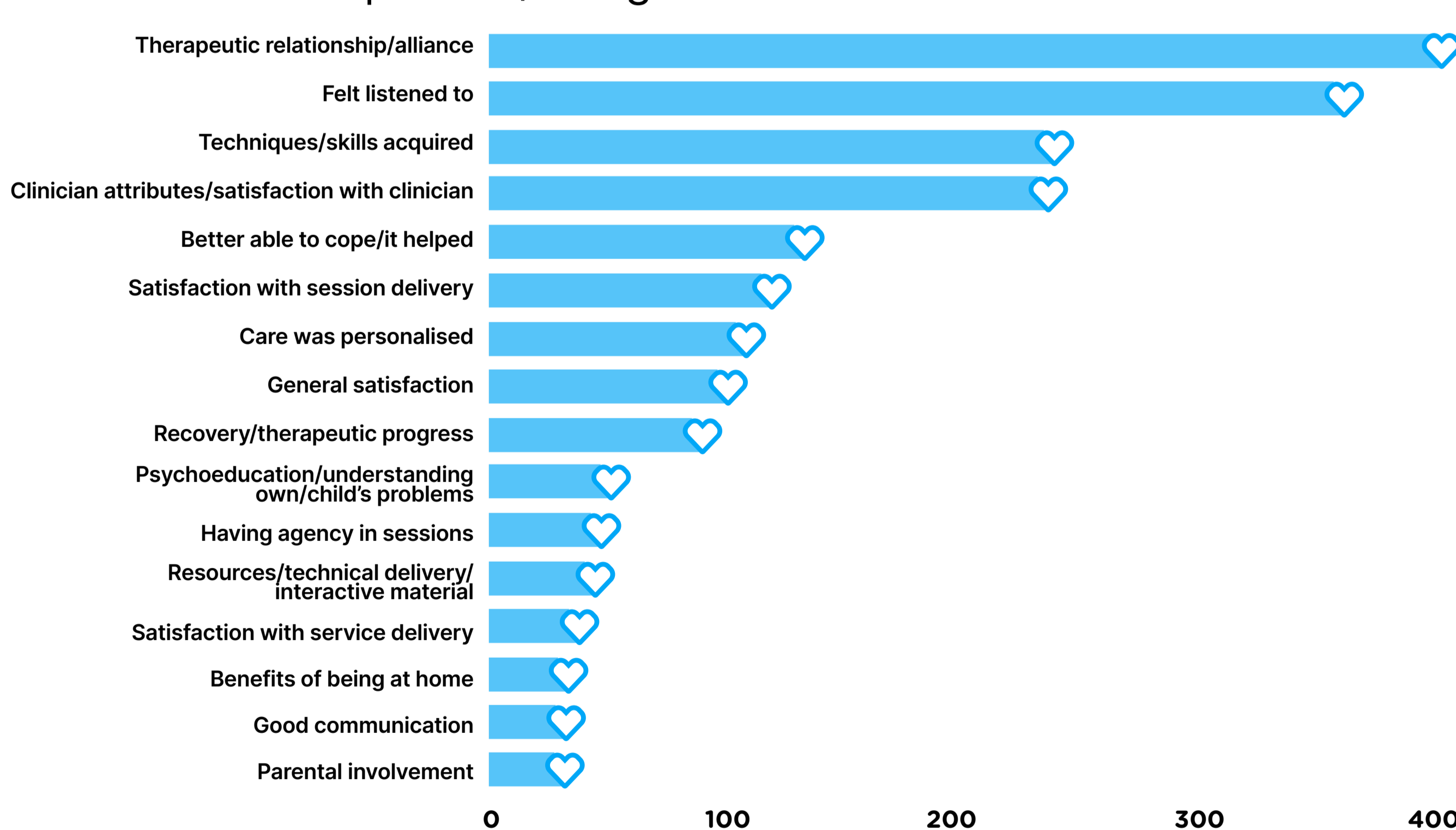
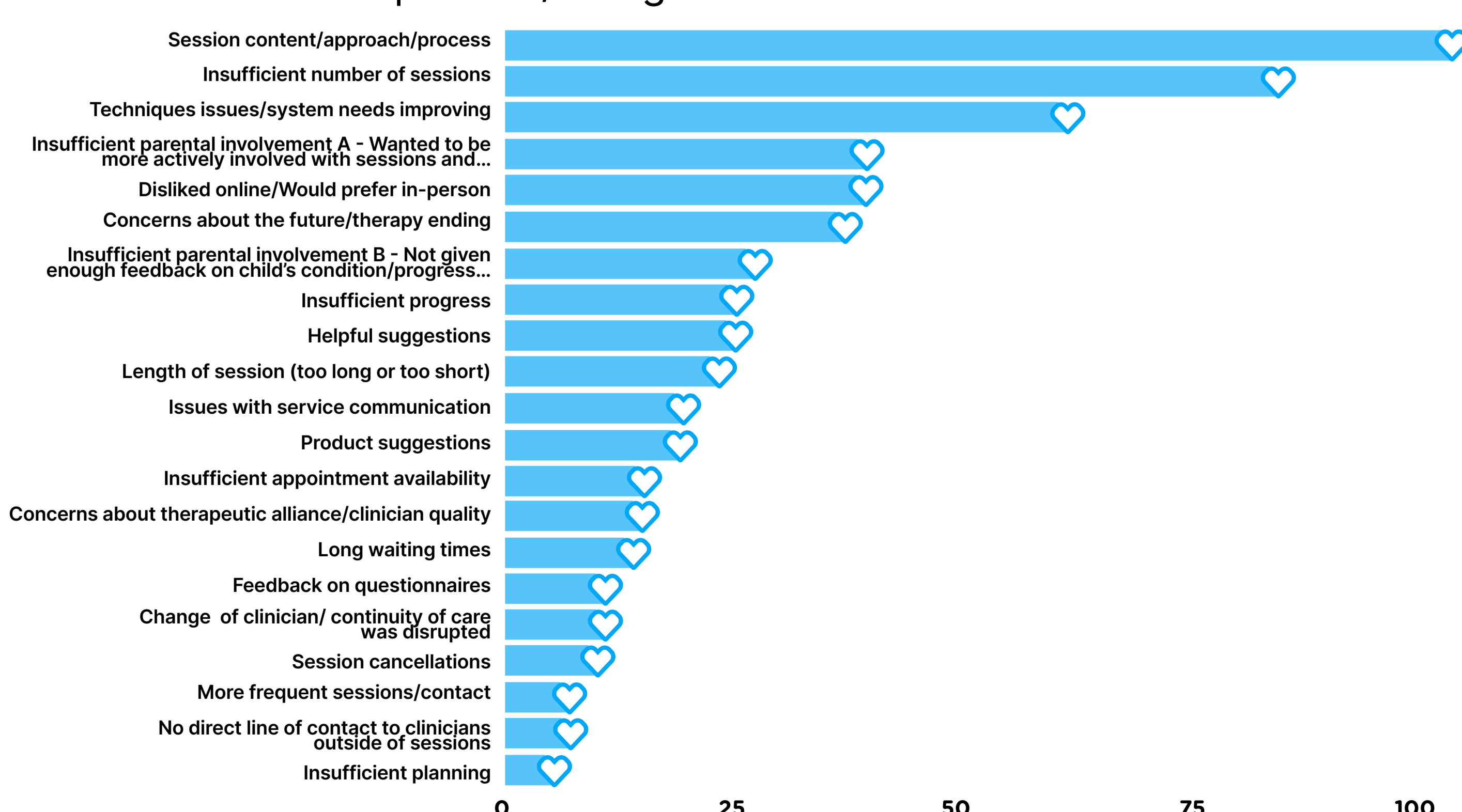


FIGURE 4. Negative themes reported by CYP and their parents/caregivers



DISCUSSION

This study identified key positive and negative themes of dCBT reported by young people and their parents/caregivers.

In line with the wider literature concerning CBT, the therapeutic relationship/alliance was one of the most highly reported positive themes for both CYP and caregivers: "I felt like I was really being heard and my opinions were respected. I was never forced/pressured to do anything I didn't feel comfortable with." This came second to 'feeling listened to', which was considered the most important to CYP: "I was listened to and taken seriously."

By contrast, the top negative theme reported by CYP was the content/approach of the session: "I personally would've liked it to be more education focused and taught me more techniques." On the other hand, parents reported 'insufficient number of sessions' most often in their negative feedback: "give more than 10 sessions when needed" - but this was only third most important to CYP.

Over two thirds of the total responses were positive, suggesting that CYP and their caregivers were satisfied with the dCBT intervention.

REFERENCES:

Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative research in psychology*, 3(2), 77-101.

