Referring to "Silvercloud" Computerised CBT Programme

SilverCloud provides private and secure access anywhere, anytime to evidence-based, online programs that will help to teach you techniques that helps you reduce symptoms of stress, anxiety, low mood or depression. Based on cognitive behavioural therapy, mindfulness and positive psychology SilverCloud is very interactive and very flexible. The program can be run on a PC or laptop. It can also be used on your mobile phone or tablet device so that you always have access to it.

Computerised CBT is recommended by NICE and SIGN and can be accessed with minimum delay. It is suitable for patients whether being treated with or without medication, and for those who have co morbid long term health conditions. It is suitable for patients aged 16 and above.

Referral Criteria:

Suitable for patients with:

✓ Mild to moderate depression and/or anxiety: including phobias and panics associated with Diabetes Type 1, Type 2 or Chronic Pain

✓ Willingness to be pro-active in their treatment recovery and to use a computer programme

Not suitable for patients:

✗   With <u>active</u> suicidal ideas or plans: refer to relevant service

✗   Who are unable to read or write English (reading age below 10/11 years)

✗   In acute phase of psychosis or mania, or with cognitive functioning disorder, e.g. dementia

Referral Procedure:

Phase one – June 2019
Referrals can be made by completing the Silvercloud referral form and emailing or posting to Lan.beatingtheblues@nhs.net

Its important that your put an email address for the patient on the referral form as this will be used by the Silvercloud program to generate an account.

Phase two – September 2019
GP's will be able to make a direct referral to the service via SCI Gateway.

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After Referral:

After the referral is received, the administrator will register your patient on the Silvercloud program. Your patient will then be sent an email with a link to access the Silver Cloud program. A text message with the access link will also be sent if they have provided a mobile phone number. They will be asked to create a secure username and password, read the support agreement and complete the questionnaires. After these steps they will be able to get started with SilverCloud.

For patients who wish to complete the program at the local library they will be sent the location details and an appointment time and date.

Home User Technical Requirements:

Patients completing the programme in their home will require the following:

- Desktop computer, laptop, tablet, or Smartphone, with speakers or earphones (speakers maybe built in)
- Broadband connection

Reviews

Every 4 to 5 weeks during the online treatment the user will be asked to take part in a "review" on an agreed review date. During a review the user will be asked to complete questionnaires and share any comments that you have made over the course of completing the SilverCloud modules. The cCBT service will then provide written feedback and additional advice through that will appear on your Homepage and the Messages page. The feedback and advice provided **will not be clinical** in nature. If you need clinical support at any stage throughout the online treatment please contact your referring clinician to discuss your concerns.

Suicidal Thoughts:

During a review, the patient will be asked if they have had thoughts of harming themselves. If they answer that they have, your cCBT co-ordinator will inform the person that referred them to the programme. If they are completing the course outside of standard working hours it is recommended they contact NHS 24 to discuss these feelings. The cCBT administrator will then inform the referrer in the morning of the next working day.

Further Information:

For further information on the cCBT Service please contact your local cCBT administrator

Email: Lan.beatingtheblues@nhs.net
Phone : 01355 597 999

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