

Video transcript for 'Setting you up for SilverCloud success at NHS Berkshire Talking Therapies'

0:00:03.600,0:00:07.640

Hi, my name is Katie. I'm one of the Digital Service Leads here at Talking Therapies and I'm a

0:00:07.640,0:00:12.800

Psychological Wellbeing Practitioner. You've been signed up for SilverCloud online reviews and that

0:00:12.800,0:00:17.600

means you will have a Psychological Wellbeing Practitioner (or PWP for short) working with

0:00:17.600,0:00:22.880

you through SilverCloud. They'll be logging in around once a fortnight, so once every other week,

0:00:22.880,0:00:27.160

to leave you some detailed messages to give you some feedback on what you've already looked at on

0:00:27.160,0:00:32.040

the programme, your engagement in the programme, and what they suggest looking at moving forwards

0:00:32.040,0:00:37.320

to help you reach your goals. SilverCloud is based on cognitive behavioural therapy, and the program

0:00:37.320,0:00:42.560

really is giving you the information on tools and techniques to challenge and change those thoughts

0:00:42.560,0:00:48.080

and behaviours that often keep us in a cycle of low mood or anxiety. You can use SilverCloud

0:00:48.080,0:00:52.840

through an app or a webpage and I'm going to show you a quick webpage demonstration in a minute,

0:00:52.840,0:00:57.000

but you can also sign up for the app once you have signed up for your SilverCloud account.

0:00:57.640,0:01:03.240

We know that SilverCloud has the best data and evidence base for us in Talking Therapies. So,

0:01:03.240,0:01:08.080

what that really means is that we know that the programme is really likely to get you engaged.

0:01:08.080,0:01:12.880

Most people tend to engage best with SilverCloud. They drop out of treatment less and they tend to

0:01:12.880,0:01:18.680

recover the best. And that's why we've recommended this for you in the first instance. In terms of

0:01:18.680,0:01:22.760

getting the most out of the programme, some key pointers are logging in little and often and doing

0:01:22.760,0:01:28.360

around one module per week. A module takes around

60 minutes. So that could be 10 minutes a day, 20

0:01:28.360,0:01:32.280

minutes every other day. But the more little and often, the more you're integrating this into your

0:01:32.280,0:01:36.880

daily life, the best you're going to get on with the programme and the better you are able to reach

0:01:36.880,0:01:42.200

your goals. As I discussed already, your therapist will usually do your reviews every couple of weeks

0:01:42.200,0:01:45.440

and we'll always leave a message on the programme for you to let you know when we're going to be

0:01:45.440,0:01:50.800

looking at your account next and we usually like to have two sessions booked in at any point. So,

0:01:50.800,0:01:54.840

you will know those dates that we're going to be logging in, but you don't need to be

0:01:54.840,0:01:59.040

logged in live at the time. That's just the time that we go in and leave that message for you.

0:01:59.920,0:02:03.920

We tend to offer around four to eight sessions on average, but we'll always communicate with you

0:02:03.920,0:02:08.520

where you are in your treatment journey and what we think the best next steps might be, whether

0:02:08.520,0:02:14.000

that is discharging you or thinking about other options. If you need to contact your therapist,

0:02:14.000,0:02:18.200

you can message us on the programme, but we can't see anything until the day of your review.

0:02:18.200,0:02:21.400

So, if you're wanting to do anything such as cancel an appointment in line with our

0:02:21.400,0:02:26.640

cancellation policy we've already discussed with you, then we would need you to send an email to us

0:02:26.640,0:02:31.040

and we will pop our personal email address on the programme for you. But until then, you have the

0:02:31.040,0:02:36.440

Talking Therapies email as well. Just to show you some key pointers of the programme. Now,

0:02:37.960,0:02:41.960

this is what it will look like for you. This is a test account that I have. So, this is

0:02:41.960,0:02:46.720

what you see on the client side. It's really easy to carry on with the programme. You just

0:02:46.720,0:02:51.200

click continue here, but you can also see an overview of whatever programme you have here.

0:02:52.560,0:02:55.960

You then have a tools section that shows you all the tools. You might see more and

0:02:55.960,0:02:59.040

more of these the more you go through the programme because each module gives you

0:02:59.040,0:03:03.240

different tools and techniques to practice. But if you ever wanted to go back to any,

0:03:03.240,0:03:07.120

this is where you'd find them, and you can always see previous bits in there as well.

0:03:08.280,0:03:12.240

There's some information about your supporter and you can see an overview of your supporter messages

0:03:12.240,0:03:17.960

here as well as thinking about what your supporter sees and just a reminder of who your supporter is.

0:03:19.120,0:03:23.920

You can go into see notifications here. So, this is where it's asking me about that survey. You can

0:03:23.920,0:03:29.960

see a pop-up, but also if you click on your name, you've got account settings here. And one I'd

0:03:29.960,0:03:34.160

really like to highlight in particular to you is reminders, because we know that people that set up

0:03:34.160,0:03:40.320

reminders on SilverCloud again tend to engage best and recover best with the program. If you need any

0:03:40.320,0:03:44.800

help throughout your treatment, this tab shows you some urgent help and support as well as some other

0:03:44.800,0:03:50.240

areas here. So, as you can hopefully see, it's quite simple to work through the programme and

0:03:50.240,0:03:54.480

your therapist is here if you have any questions. We wish you all the best with SilverCloud.