



## Service User Information Sheet – Self-referral

### What is SilverCloud?

SilverCloud is an online space which offers a different range of programmes based on Cognitive Behavioural Therapy (CBT) to empower you to develop skills to manage your psychological wellbeing with more confidence, from the convenience of your own locations and in your own time.

The programme is built up around six to seven modules which you can complete at your own pace. The guided time frame for completion is usually around 12 weeks, but you will have access to the platform for a total of 12 months from the date of registration. One of the main benefits of this programme is that you can dip in and out as much or as little as you feel is suitable. The programme is very easy to use, and the use of interactive tools makes your experience interesting and motivational.

### How does it work?

- If you are a WAST employee and feel you would benefit from SilverCloud, please complete the Online Self-referral form which can be found at [www.ambulance.wales.nhs.uk/wastkeeptalking](http://www.ambulance.wales.nhs.uk/wastkeeptalking)
- You will need to select which of the below programmes you feel would be most beneficial to you;

The 9 main available programmes are:

- Space from Anxiety & Depression
- Space from Depression\*
- Space from Anxiety\*
- Space from Stress\*
- Space from Chronic Pain
- Space from COPD
- Space from Diabetes Wellbeing
- Space from CHD
- Space for Positive Body Image

*\*A student version of this module is available. The student programmes differ as these are aimed to address student situations.*

- The referral form then needs to be sent to the PTHB Online CBT Coordinator, via email, to [Silver.Cloud@Wales.nhs.uk](mailto:Silver.Cloud@Wales.nhs.uk)

**Note:** It is recommended that all referral forms are sent from your work email accounts to ensure network security.

**Note:** You will be required to provide your email address, either work or personal, as this is needed for sign up to the programme.

- Once the referral has been sent to the Online CBT Team within Powys Teaching Health Board (PTHB), you will then be registered on to the programme and you will receive an email inviting you to register your online account;

**Note:** Please check your junk/spam folders for this email, if you haven't received it.

Click on the link that is included in the email and read through the Agreement and 'Client Contract'.

You will then be required to enter your personal details and complete a series of self-assessment questionnaires in order to complete the sign-up process. These questionnaires include:

- PHQ-9 Patient Health Questionnaire
- IAPT Phobia Improving Access to Psychological Therapies- Phobia
- GAD7 Generalised Anxiety Disorder
- IAPT Risk Improving Access to Psychological Therapies – Risk

**Note:** Following every fortnightly review, you will be required to answer the above questionnaires as part of your therapy. These will assist in the monitoring of progress and improvement throughout your completion of the programme.

**Note:** The Welsh Ambulance Services NHS Trusts' Occupational Health Department will be advised of your referral into the service, will be provided with an update of your progress following discharge from the service and in some circumstances your personal information will be shared in line with the Online CBT Services' Policies and Protocols.

### Service User Support

Once you are registered, have set up your online account and have started the programme, you will have reviews every fortnight with the PTHB Online CBT Coordinator, for up to 12 weeks (6 fortnightly reviews in total). All reviews will be undertaken remotely, through the platform, with an email being sent to notify you once a review has been left for you.

The PTHB Online CBT Coordinator will offer administrative and technical support as well as ongoing encouragement throughout the programme.

Should you require clinical advice throughout the programme, you will be advised to contact your GP or referring healthcare professional.

### What happens when you are discharged from SilverCloud?

When you have completed all 6 reviews, you will then be discharged from the service and your Occupational Health Department will be sent a letter confirming your discharge from the service along with your 'progress report'. This report provides information relating to your progress and includes results from the PHQ9 and GAD7 questionnaires that you will have completed throughout the programme.

Following discharge, you will be still be able to access SilverCloud, your account is accessible for 12 months from your date of registration, to help you to build on and remind yourself of what you have learned, however this work will no longer be reviewed by the 'supporter'.



### Questionnaires

As mentioned, upon registration and following every fortnightly review, you will be required to answer a series of questions as part of your therapy. These include:

- PHQ9 Patient Health Questionnaire
- IAPT Phobia Improving Access to Psychological Therapies- Phobia
- GAD7 Generalised Anxiety Disorder
- IAPT Risk Improving Access to Psychological Therapies – Risk

These will assist in the monitoring of progress and improvement throughout your completion of the programme.

### Risk Alerts

Where you have completed the 'Risk' questionnaires and indicated suicidal thoughts or intentions; i.e if you answer "yes" and your level of intent is 5 or above (on a scale of 0 to 8), the Online CBT Coordinator is required to inform your GP and/or referring healthcare professional and provide details of the risk alert in line with Powys Teaching Health Board's Online CBT Risk Alert Policy.

On registration into the programme, you are required to sign up to a 'Client Contract' which explains that SilverCloud is not an emergency response service, and seeks your understanding that if you are in crisis or feeling very distressed that you will contact supportive family, friends, your GP or one of the other contacts suggested on the "Find Help" page and listed below:

Community Advice & Listening Line (C.A.L.L) – 0800 132 737  
The Samaritans – 116 123 / 01597 823 000 (Powys Samaritans)  
NHS Wales 111

### Additional Modules

There are 8 additional 'topic-specific' modules that can be accessed along with the main programme that will be determined by your referring healthcare professional. Details of these are below:

- Anger Management
- Behavioural Experiments
- Employment Support
- My Self Esteem and I
- Relaxation
- Sleep Difficulties
- Communication & Relationships
- Grief and Loss

If you feel you would benefit from any of these modules, please discuss this with your referring healthcare professional.

### **Further Information**

If you have any further enquiries about the Online CBT service, SilverCloud, please contact either your Employee Wellbeing Team on 0330 321 4700 or by email to [Wellbeing.Support.Service@wales.nhs.uk](mailto:Wellbeing.Support.Service@wales.nhs.uk) or your Occupational Health Department on 0300 123 9850 or by email to [OccupationalHealth.amb@wales.nhs.uk](mailto:OccupationalHealth.amb@wales.nhs.uk).