



## Digital Therapies Service – SilverCloud FAQ's

### What is Silver Cloud

Silver Cloud is an online treatment that uses Cognitive Behavioural Therapy (CBT) or Acceptance and Commitment Therapy (ACT) to help people who are experiencing symptoms of depression and/or anxiety. A range of packages are available that are each tailored to help with different conditions and problems. Each package contains modules that can be completed on your PC, laptop, phone or tablet so that you always have access to it. The programme is interactive and during each module you can watch video clips, complete exercises and learn CBT or ACT techniques that can help with depression and anxiety. You will also be given tasks to try between modules to help you manage these difficulties.

### How will it help me

Silver Cloud will help you to pinpoint and change or manage unhelpful ways of thinking that can affect how you feel while teaching you more effective ways of solving problems. SilverCloud programs have demonstrated high improvement rates for stress, anxiety and depression. You set your own pace, it is not time consuming, and you don't have to stick to rigid appointments.

### How many modules do I need to complete

It is important to complete as many modules as possible. When completing the first couple of modules it may be hard to see how it is relevant to your situation however the programme is designed to build up your knowledge and skills over the modules, if you stop too early you will not get the full benefits of the treatment.

### Reviews

Approximately every 4 weeks you will be asked to take part in a "review" (in the format of an email) with the Tayside cCBT Co-ordinator. You will be asked to complete a short questionnaire and share any comments you have made over the course of completing the SilverCloud modules. The cCBT coordinator will then provide written feedback and additional advice to you. The feedback and advice provided **will not be clinical** in any nature, but will offer encouragement and support. If you require specific clinical support at any stage throughout the online treatment you should contact an appropriate clinician involved in your care, such as you as your referrer or your GP.

### How do I access Silver Cloud

When you receive your activation email click on the "Get Started" button and choose a username and password. After this you can now login via the Silvercloud app or Internet browser on <https://nhstayside.silvercloudhealth.com>

Download the app via your app store by typing in "Silvercloud Health"

If you clicked on the "Get Started" button on your PC and it loads in Internet Explorer there can sometimes be issues with this browser. However, this can be resolved by choosing an alternative such as Chrome or Safari and log into <https://nhstayside.silvercloudhealth.com> using your username and password.

**Is the information I put in confidential**

Yes. You have a username and password so that no-one else can access the details you enter and all your data is stored in an encrypted database.

**What happens if I say yes to suicidal thoughts?**

When you first register and each time we complete a review you will be asked to complete Questionnaires and one of the questions will ask you if you have had suicidal thoughts. If you answer yes then your GP and/or referrer will be informed by the next working day. If you are experiencing such issues we recommend you discuss this with the person who referred you and/or your GP. If you are completing the course outside of standard working hours, it is recommended you contact NHS 24.

**What happens if I phone NHS 24**

NHS 24 has highly trained staff available 24 hours a day. When you call they will ask you a series of questions which will help them determine the best way to support and help you. This may include transferring you to clinical nursing staff, the Samaritans or Breathing Space

**Where can I complete the course**

The course can be completed in your home on any device including PC, Laptop, Mobile and Tablets or in a community site such as a library.

**What role does the NHS Tayside cCBT coordinator have?**

When the cCBT Team set you up for Silver Cloud they will set a review date. This is just to check in on any messages you have left, offer other additional modules or even give any other friendly advice as well as help with some IT issues where possible, although the app has IT help within it.