



SilverCloud MAKING SPACE FOR HEALTHY MINDS

**NHS**

mind  
matters  
surrey

## Welcome to SilverCloud!

Following your assessment, you have been offered **SilverCloud** – this is a computerised Cognitive Behavioural Therapy (cCBT) programme designed to help you manage symptoms of anxiety or depression. The programme includes modules that you can work through at your own pace. These modules will help you understand more about the difficulties that you are experiencing and recognise what you can do to move forward.

### What is Cognitive Behavioural Therapy (CBT)?

SilverCloud is a digital form of Cognitive Behavioural Therapy (CBT). CBT is an evidence-based talking treatment for depression and anxiety. CBT aims to help you recognise difficult emotions, situations that trigger them, and any unhelpful ways of interpreting these situations (your thoughts) and responding to them (your behaviours). The programme will help you identify a vicious cycle that maintains depression and anxiety and learn new coping strategies to break the cycle.

### Getting Started

When you begin cCBT you will be sent an [activation e-mail](#) so that you can set up an account on SilverCloud. This will be sent to the e-mail address you provided us with. If you do not receive this email, please check your junk mail folder, as sometimes they can end up there. If the activation e-mail has not arrived after the first few days following your being contacted to start cCBT please contact us.

Once you have received the e-mail, please follow the instructions to get started. You will then have access to your SilverCloud account and you can get started right away.

### Using SilverCloud

You will receive guidance and support from one of the Psychological Wellbeing Practitioners in our service when you start SilverCloud. Your Supporter will review your progress and work with you to help you develop the skills to manage your difficulties.

We offer **4 to 6 review sessions usually every 2 week** (the length of the gaps can be changed depending on your availabilities).

If your Supporter is different from the therapist you spoke to for assessment, you will receive a brief call from your Supporter at the beginning of treatment so they can introduce themselves to you. At this call you can discuss anything that you think might get in the way of you using the programme (e.g. that you will struggle to find the time, that you think it might be hard to motivate yourself) and how to problem solve this. You will not receive this initial call if you have been offered the first review with the therapist you had an assessment with.

For subsequent scheduled reviews, we will be able to **either give you a brief phone call (15 minutes) or send you a written feedback message**. Please discuss your preference with your Supporter.

**Scheduled reviews:** SilverCloud is designed as a standalone form of support that allows you to work independently through the modules which should give you a better understanding of your difficulties and techniques to deal with them, therefore following the initial phone call, it is expected that you will then work independently on the programme.

On the day of a scheduled review, your Supporter will log on to SilverCloud to review your progress, and then will give you a brief call or send you written feedback according to your preference.

When all scheduled reviews have been completed with your Supporter you will be discharged from our service. You can continue to access SilverCloud for 1 year.

**It is really important that you let us know if you are not able to attend a review.** If you miss a scheduled review with no prior notice, we will ask you to call us within 2 weeks to reschedule it. We will be happy to discuss any problems or concerns about your treatment. If we do not hear from you within 2 weeks, we will assume you no longer wish to access treatment and you will be discharged from our service. If you miss or cancel two reviews, we will review your circumstances. This may mean that you are discharged back to your GP.

### Your Programme: Where To Begin

SilverCloud has many things to look at and do once you get started, so we recommend that you start by going through the first module **Welcome to SilverCloud**, which gives you more information on the programme, and how to navigate through it, and you can go back to this module at any point if you need a refresher on how to work through the programme. The second module **Getting Started** will help you learn the key ideas of CBT for depression and / or anxiety.

Then you can get started going through the rest of the modules which will give you techniques and advice on how to manage the particular difficulties you might be having with anxiety or depression. SilverCloud allows you to go through the modules in the order that you choose.

### Finding a time for SilverCloud

People can find it helpful to do at least one module every week, which takes about 40 minutes, and then spend time using the tools associated with that module and see the impact on their mood. We recommend that if you can, you identify a regular time slot during your week where you can spend some time working through a module. Obviously this may not work for everyone so please try and think about how to fit using SilverCloud into your week so you can get the best out of it.

### Free Online Support Forums and Chats

If you are interested in online peer support, the following forums might be useful for you. Please check the terms and conditions for individual forums.

SANE Support Forum: [http://www.sane.org.uk/what\\_we\\_do/support/supportforum/](http://www.sane.org.uk/what_we_do/support/supportforum/)

Elefriends (Mind): <https://mind.org.uk/elefriends/>

Depression Forum: <https://www.depressionforums.org/>

OCD UK: <https://ocduk.org/support-forums>

Anxiety UK: <https://www.anxietyuk.org.uk/our-services/get-help/anxiety-uk-national-infoline-service/live-chat/>

For general queries on treatment, please contact Mind Matters Surrey on 0300 330 5450 or email General enquiries: [mindmatters.surrey@sabp.nhs.uk](mailto:mindmatters.surrey@sabp.nhs.uk) *Please note: The Trust cannot be held responsible for the security of any personal information transferred if you choose to correspond by email.*

If you are experiencing technical problems with SilverCloud, please visit Help Centre from your SilverCloud account or contact [technicalassistance@silvercloudhealth.com](mailto:technicalassistance@silvercloudhealth.com).