



SilverCloud

Digital mental health platform

Optimising Clinical Outcomes and Service Reach with Digital Mental Health



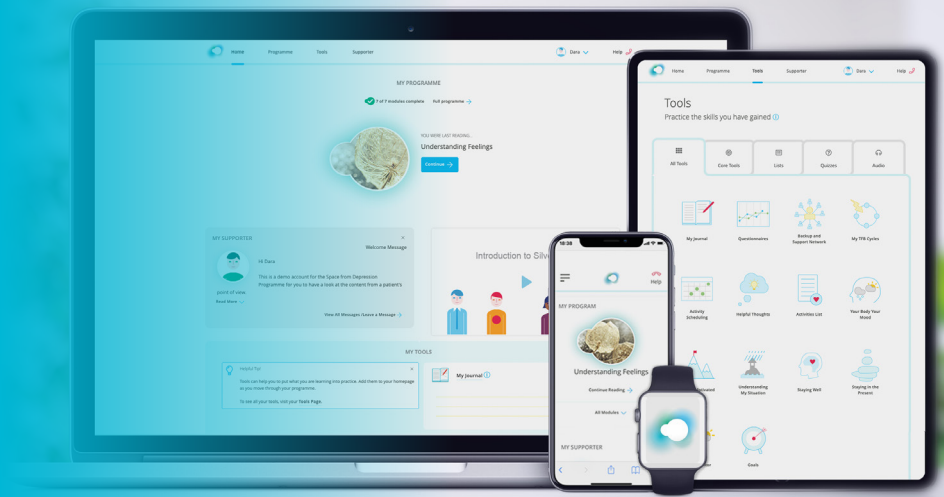
With the SilverCloud solution we were able to extend service reach with an online self-sign-up page, while achieving outcomes averaging 52%. It provides an easy way of accessing treatment, making it quick for patients to get their first appointment.”

JOANNA ADAMSON
SENIOR COGNITIVE
BEHAVIOURAL THERAPIST

Croydon Talking Therapies (IAPT), Managed by South London and Maudsley NHS Foundation Trust, offers help and support to a population of around 300,000 people in Croydon suffering with depression or anxiety based problems.

Challenges

Croydon Talking Therapies wished to relieve pressure on its mental health services by improving service capacity and providing better access to mental health services. A key issue was to overcome barriers to accessing mental health services either due to stigma, physical location or busy schedules for example, having to care for young children.



Goals

- Improve access to mental health services with digital health referral pathways
- Overcome barriers such as stigma, busy schedules, physical location
- Deliver a digital health service that is effective and easy to use



It has been especially useful for people who find it hard to attend clinics such as new mothers.”

The SilverCloud Solution

- Implementation planning and support
- Flexible, online Mental Health Platform –with self-sign-up option and built in risk management
- Evidence-based mental health treatment programmes for common mental health disorders across depression and anxiety

Croydon Talking Therapies went live with the SilverCloud solution in October 2016. The initial service included access to flexible and individualised online programmes for common mental disorders across depression and anxiety.

An online self-sign up page was introduced in March 2018, as a way of increasing access to mental health services for both self-managed and supported care. A part of the online treatment includes an appointment with a mental health practitioner to ensure that individuals are on the most suitable programme for their needs and that they are fully aware of what their treatment involves. Mental Health Practitioners may reassign self-sign up patients to other programmes after a follow-up discussion.

The SilverCloud solution is ideal for patients whose needs are relatively straight forward and are low risk, although the online platform includes a risk flagging system.

SilverCloud optimises clinical time – with online asynchronous reviews, where individuals receive guidance and support from a dedicated practitioner via weekly online reviews. Reviews are light-touch and require less clinical time than more traditional treatment options such as guided self-help.

The Results

BETTER CAPACITY MANAGEMENT

Reduced waiting times for online treatment

FASTER ACCESS TO TREATMENT

Quicker way to access treatment, and quick to get a first appointment

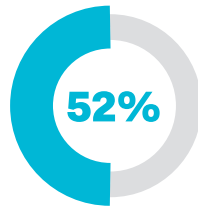
INCREASED REACH

Across hard to reach groups such as new mothers

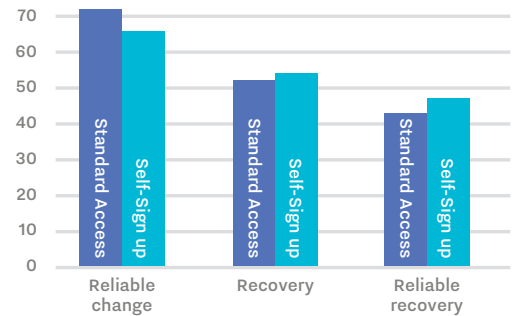
QUALITY CLINICAL OUTCOMES

SilverCloud recovery rates exceed national recovery targets

The Results



52% RECOVERY RATES



Faster Access to Treatment

The convenience of online access provides a faster way for patients to access treatment and they can begin treatment more quickly too.

Better Capacity Management

Over 2000 patients have accessed the service via SilverCloud since October 2016. The service has also found that SilverCloud self-sign-up patients also require fewer review/support sessions and less total time to complete their treatment, helping to optimise clinical resources, while still achieving quality clinical outcomes.

Clinical Outcomes

Recovery rates for the online programmes have exceeded national targets averaging 52% recovery for both practitioner invited patients and also for patients who have accessed SilverCloud programmes via the online self-sign-up page.

Extended Service Reach

Usage of SilverCloud online programmes has steadily increased since the introduction of the online self-sign up page with the service seeing an increase in usage of 2.5x in January 2019 compared to January 2018.

Croydon Talking Therapies has found that SilverCloud has proven to be an excellent option for people whose problems may limit them from accessing services via the usual IAPT referral pathways, it is especially popular with both young adults and mothers with childcare commitments.



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