

Ieso Digital Health Scotland



What is online CBT?

- Cognitive Behavioural Therapy (CBT) is delivered on a one-to-one basis with a qualified psychological therapist
- With Ieso, CBT takes place online. The process is the same as face-to-face CBT, other than that the conversation is typed on your computer. You're still in a one-to-one conversation with a fully qualified therapist, usually for 45/60 minutes.
- Appointments are at a scheduled time that is convenient to you - you can attend Monday to Sunday, during the day or in the evening
- You log into your secure Ieso therapy account and meet with your therapist in a secure online therapy room and you take it in turns to type to each other.
- Each session is saved securely for you to refer back to at any time, even once the therapy is complete
- Appointments are 45/60 minutes long and you can attend them from anywhere you can connect to the internet. Most patients attend sessions from the comfort and convenience of their own home. All that is required is a PC, tablet or smartphone and a good internet connection (preferably WiFi)
- Your therapist will help you to understand the links between what you do, think and feel, and can help you make changes in the way you think ("cognitive") and the way you act (behaviour") which then affects the way you feel, day-to-day.

Benefits

- No long waiting times – you will typically have your first appointment within two weeks of referring
- Evidence shows that just as many people feel better after treatment as through face-to-face treatment.
- Many patients feedback that this method feels less daunting and typing helps them to open up easily with their therapist.
- You choose what time and day you want to attend appointments to fit around your lifestyle
- You can attend appointments from anywhere you feel comfortable, and there's no need to travel
- Access is secure
- The therapy site is simple to navigate
- Typing means you have time to think about what you want to say. There is no need to worry about perfect spelling or grammar
- Your conversations are saved to your personal account so that you can review transcripts of each session in between appointments (doesn't rely on your memory like you do in face-to-face)
- The therapist will message you in-between sessions to support you with your tasks. This is a helpful tool for problem solving, homework setting and keeping you on track

Contacts

For all queries relating to a referral, including whether someone is suitable for online CBT, please email or call Ieso's Patient Services Team:

referral@iesohealth.com

0800 074 5560
Monday-Friday, 9am to 5.30pm

Patients who have been referred, or who would like to know more about the service, can contact Ieso's Patient Services Team on:

info@iesohealth.com

0800 074 5560
Monday-Friday, 9am to 5.30pm

Patients can also find out more about Ieso by visiting the following web page that includes videos about CBT and how to use our service:

www.iesohealth.com

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Who is online CBT suitable for:

Care pathway determined by clinician, guided by questionnaire outcomes

Step 2: PHQ9 5-14, GAD7 5-14

- Mild - Moderate depression (DSM criteria and/or PHQ-9 score of 5-14)
- Generalised Anxiety Disorder (mild to moderate)
- Panic Disorder (mild to moderate)
- Specific Phobias (mild to moderate)

Persistent sub-threshold Depression, GAD, panic or specific phobia symptoms are also suitable for Step 2.

Patients should have a clear presenting problem, recent onset (or first presentation to the service) with good motivation to engage with the Guided Self-Help model.

Patients referred should have a clear risk management plan in place.

Step 3: PHQ9 10-19, GAD7 8-21

Depression including antenatal and postnatal

- Moderate (DSM criteria and/or PHQ9 score 10-14)
- Moderate - severe (DSM criteria and/or PHQ9 score 15-19)

Specific anxiety disorders including:

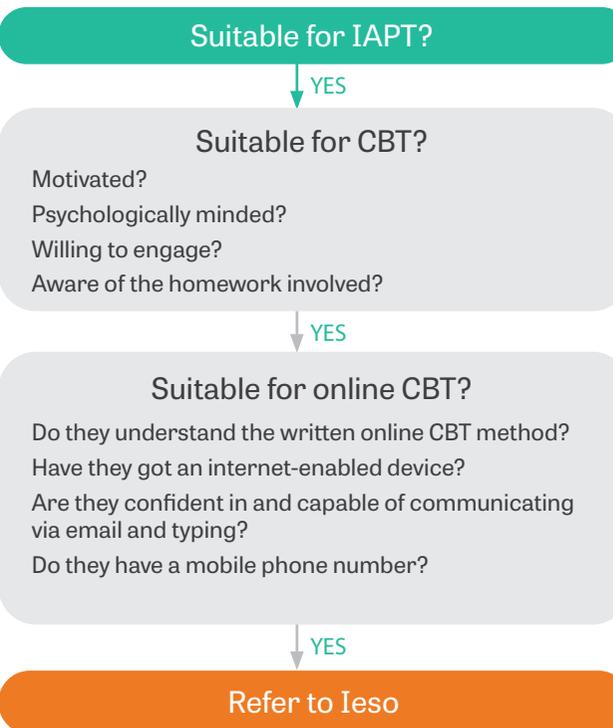
- Generalised anxiety disorder (GAD)
- Panic disorders
- Social phobia
- Specific phobia
- Health anxiety
- OCD (mild to moderate)
- Agoraphobia (please ensure the patient has a support network to enable remote therapy)
- PTSD, Single incident

Low risk including minimal self-harm e.g. scratching

Are there any conditions not treated/ exclusion factors?

- Treatment resistant Depression - DMS criteria and/or PHQ-9 score of 20-27
- Multi-episodic/Severe PTSD
- Severe OCD
- Significant co-morbidity
- Medium-High risk to self or others
- Substance misuse
- Moderate-Severe eating disorders
- Axis II disorders

Evidence suggests that severe, complex and co-morbid presentations with interpersonal difficulties struggle to engage with online therapy. NB. If patient has a history of not engaging with IAPT service, consider further dialogue to assess whether they are likely to engage with online CBT.



Next steps

- Please collect all of the required fields and input them onto the referral form
- Once complete, please email the referral form to referral.iesohealth@nhs.net
- Ieso will respond and acknowledge the referral within 1 working day
- Ieso will send an email to the patient asking them to activate their account (usually within one working day)
- Please advise the patient that they should check their spam folder in case the email is sent there by their email provider
- Once the patient has activated their account they will be assigned an Ieso therapist
- The therapist will be in contact within 48 hours of being allocated via the messaging system on the Ieso website
- The first appointment will typically then be within the next 7 days.
- **NB. Please advise the patient of the next steps for starting their treatment with Ieso so that they know what to expect.**