

PsychologyOnline



Live One-to-One Cognitive Behavioural Therapy over the Internet

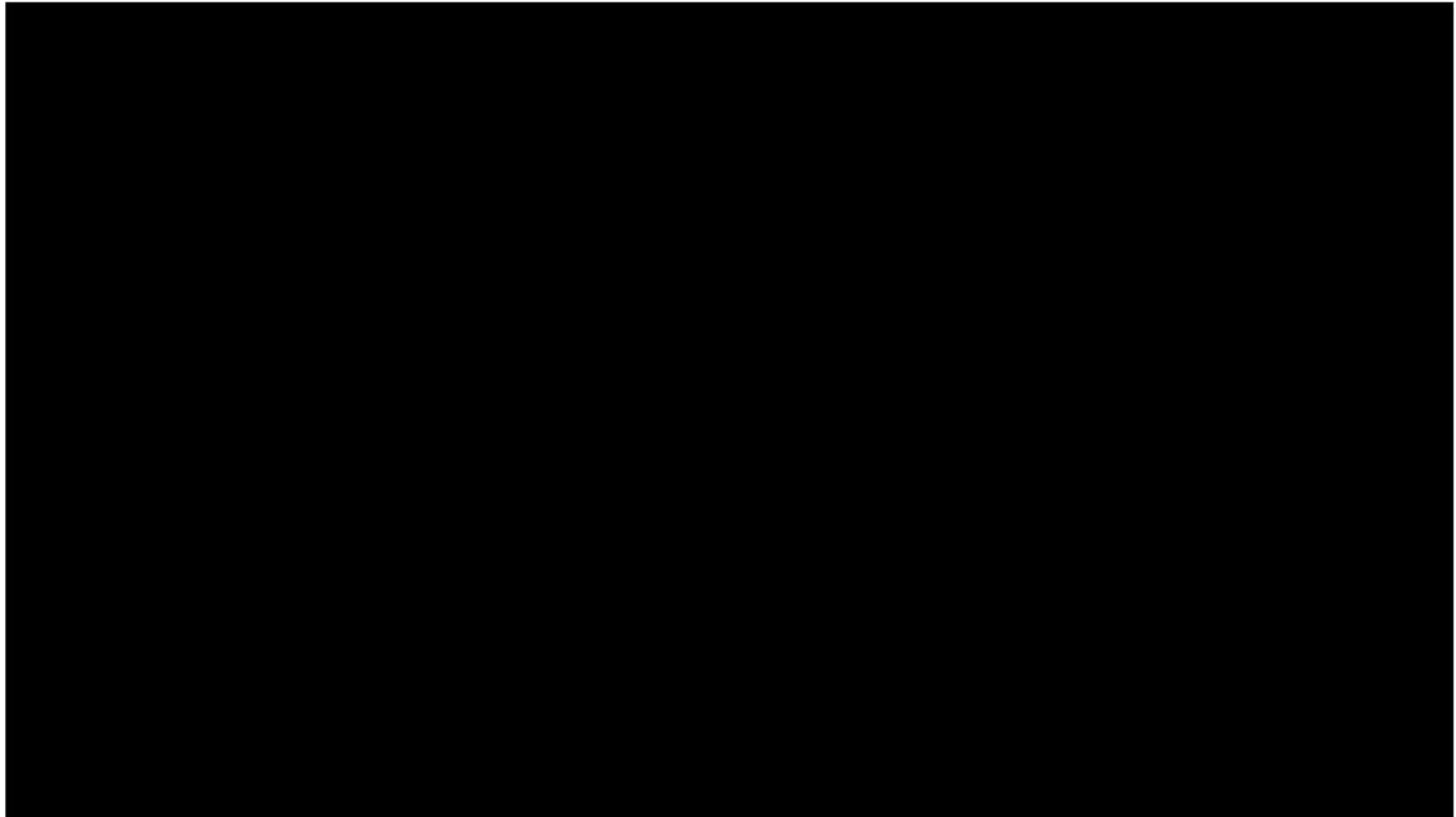
[PsychologyOnline.co.uk](https://www.PsychologyOnline.co.uk)

Live, synchronous text-based CBT in a secure online meeting room

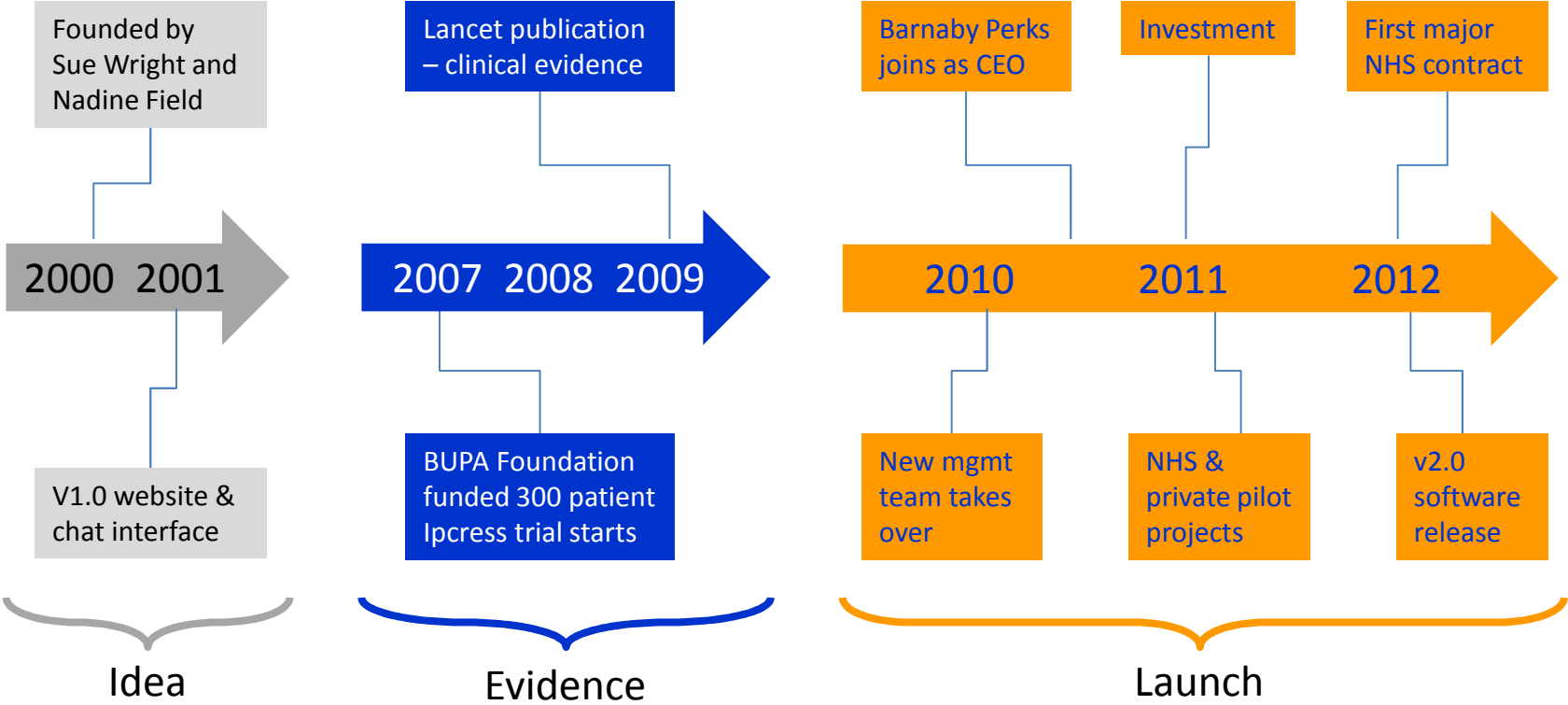
The screenshot shows the PsychologyOnline interface for a live session. At the top, it says 'Surrey Online Psychological Therapy Service' and 'Provided by PsychologyOnline'. There are links for 'Account' and 'Sign out', and the NHS logo. A navigation bar includes 'Home', 'Appointments', 'Your Therapist', and 'Questionnaires'. The main content area is titled 'Live Session' for Thursday, 30 May (15:00 to 15:30 GMT Daylight Time). A 'Your time' indicator shows 10:35. A large blue box is intended for a video or audio stream. To the right, a 'Participants' list shows 'Felicity Wandsworth (test)' with an 'Offline' status. Below that, an 'Actions' menu includes 'Download transcript...'. At the bottom of the main area, there is a text input field with the placeholder 'Type your response here:' and the text 'Hello Felicity...'. A 'Send' button is to the right of the input field. The footer contains links for 'About Surrey Online Psychological Therapy Service', 'Help with this website', 'Terms and conditions', 'Privacy policy', and 'Cookies'. It also includes 'About this site' information: 'Powered by PsychologyOnline v 2.5.0.11' and 'Signed in as info.psychologyonline+bertrand@gmail.com'. A GeoTrust security seal is visible, and the footer text reads: 'Copyright ©2013 PsychologyOnline Ltd. All rights reserved. Company number: 406 3351; VAT number: 112033189'.



An introduction



PsychologyOnline timeline



Experience

- 2007-2009: 300 patient clinical trial resulting in Lancet publication
- 2012: pilots – v1.0
 - Generate user requirements for v2.0 software
 - 2 NHS (Oxfordshire IAPT, Buckinghamshire IAPT)
 - 1 private (Right Workplace Management)
- 2012: 100 patient waiting list project (Surrey IAPT) – v2.0 & v2.1
 - Develop software based on use in live environment
- 2012-13: Norfolk Child & Adolescent Mental Health Service – v2.2
 - Test system in CAMHS environment and specify CAMHS functionality
- 2013 Berkshire IAPT – v2.2
 - 20 patient project as pilot for wider rollout
- 2013: Private online GP referral project – v2.3
 - Secure messaging between services
- 2013: Surrey AQP contract
 - Direct referrals from GPs

Proven effective by peer-reviewed research

Kessler et al, 2009, Lancet, 374, 628

THE LANCET

Therapist-delivered internet psychotherapy for depression in primary care: a randomised controlled trial

David Kessler, Glyn Lewis, Surinder Kaur, Nicola Wiles, Michael King, Scott Weich, Debbie J Sharp, Ricardo Araya, Sandra Hollinghurst, Tim J Peters

Summary

Background Despite strong evidence for its effectiveness, cognitive-behavioural therapy (CBT) remains difficult to access. Computerised programs have been developed to improve accessibility, but whether these interventions are responsive to individual needs is unknown. We investigated the effectiveness of CBT delivered online in real time by a therapist for patients with depression in primary care.

Methods In this multicentre, randomised controlled trial, 297 individuals with a score of 14 or more on the Beck depression inventory (BDI) and a confirmed diagnosis of depression were recruited from 55 general practices in Bristol, London, and Warwickshire, UK. Participants were randomly assigned, by a computer-generated code, to online CBT in addition to usual care (intervention; n=149) or to usual care from their general practitioner while on an 8-month waiting list for online CBT (control; n=148). Participants, researchers involved in recruitment, and therapists were masked in advance to allocation. The primary outcome was recovery from depression (BDI score <10) at 4 months. Analysis was by intention to treat. This trial is registered, number ISRCTN 45444578.

Findings 113 participants in the intervention group and 97 in the control group completed 4-month follow-up. 43 (38%) patients recovered from depression (BDI score <10) in the intervention group versus 23 (24%) in the control group at 4 months (odds ratio 2.39, 95% CI 1.23–4.67; p=0.011), and 46 (42%) versus 26 (26%) at 8 months (2.07, 1.11–3.87; p=0.023).

Lancet 2009; 374: 628–34

See [Editorial](#) page 587

See [Comment](#) page 594

Academic Unit of Primary Health Care, NIHR National School for Primary Care Research (D Kessler MD, S Kaur BSc, Prof D J Sharp PhD, S Hollinghurst MA, Prof T J Peters PhD) and Academic Unit of Psychiatry (Prof G Lewis PhD, N Wiles PhD, Prof R Araya PhD), Department of Community Based Medicine, University of Bristol, Bristol, UK; Department of Mental Health Sciences, Royal Free Campus, London, UK (Prof M King PhD); and Health Sciences Research Institute, University of Warwick,

Trial highlights

- 297 depressed patients allocated to receive on-line CBT or standard care
- At 4 months 38% recovery (BDI<10) in intervention group vs 24% in control group
- Effect maintained at eight months – 42% vs 26%
- Median of six sessions needed for benefit
- Severely depressed benefited most
- Many patients found it easier to talk when not face-to-face with a therapist

Patient experience

- Therapy relationship enhanced rather than hindered by lack of body language or eye contact
 - Qualitative research showed that many people prefer the idea of online therapy to traditional methods
 - Relative anonymity reduces inhibition
 - Reduced pressure when answering questions allows patient to take time to formulate responses
 - Solipsistic introjection
- Text communication supports therapy
 - Forces order and logic into communication
 - Documents a narrative that can be reviewed and reflected upon during therapy sessions
 - Creates thinking space
 - Transcript available for download for review between sessions

Patients who benefit

- People feeling shame about having a mental health problem
- Busy people who need appointments outside working hours
- Parents and carers who can't organise cover to attend meetings
- Non-English speakers & Ethnic minorities
- People with disabilities
 - Limited mobility
 - Communication aid users
- Patients in remote areas
- Patients with social anxiety disorder

Key Benefits

- Fast and Flexible
 - Quick – within 24 hours
 - Available evenings and weekends
 - Multiple languages
- Cost effective
 - No travelling – improve utilisation of service therapists
 - No room hire
 - Median 6 sessions to recovery vs 10 for face-to-face
- Enriched case management data
 - Verbatim transcripts of sessions
 - Online completion of questionnaires
 - Secure patient portal – review scores and transcripts
 - Possible to integrate with IAPTus/PCMIS
- Strong information governance
 - IG toolkit registered
 - IG level 2 business
 - High data encryption (256 bit AES)
 - NHS server
 - Two part verification process to access site

- Outcomes based
- Improved quality
- Cost saving
- Integrates into current service provision

Therapists

- PsychologyOnline Clinical Affiliates
 - >100 BABCP Accredited CBT Therapists and Chartered Psychologists
 - Rigorous selection and governance process
 - DBS (CRB), qualifications, accreditations, references
 - Supervision to IAPT standards
 - Varied specialisms
 - Multiple languages
 - Available out-of-hours at no extra cost



Chartered Psychologist

[PsychologyOnline.co.uk](https://www.psychologyonline.co.uk)

Web interface

- Unique web address for NHS Surrey
- Content, colour scheme and general contact information customised for NHS Surrey
 - Looks and feels like a service website
- Patient Portal
 - Can be used with any form of therapy – online, face-to-face, telephone, cCBT
 - Online completion of MDS questionnaires
 - Graphs of MDS scores viewable in patient login area
 - Asynchronous messaging between patient and therapist/service between sessions
 - Homework can be sent as attachments within the site


Surrey Site

The screenshot shows the Surrey Online Psychological Therapy Service interface. At the top, it says "Surrey Online Psychological Therapy Service" and "Provided by PsychologyOnline". There are links for "Account" and "Sign out", and the NHS logo. A navigation bar includes "Home", "Appointments", "Your Therapist", and "Questionnaires". The main content area is titled "Live Session" for Thursday, 30 May (15:00 to 15:30 GMT Daylight Time). A clock shows "Your time 10:35". A large blue box is intended for a video feed. To the right, a "Participants" section lists "Felicity Wandsworth (test)" with an "Offline" status. Below that, an "Actions" section has a "Download transcript..." link. At the bottom of the main area, there is a text input field with "Hello Felicity..." and a "Send" button. The footer contains links for "About Surrey Online Psychological Therapy Service", "Help with this website", "Terms and conditions", "Privacy policy", and "Cookies". It also includes "About this site" information: "Powered by PsychologyOnline v 2.5.0.11" and "Signed in as info.psychologyonline+bertrand@gmail.com". A Geotrust security badge is visible, and copyright information for PsychologyOnline Ltd. is at the bottom right.


Welcome Daniel Fitzgerald

Welcome back Crystal Mind client!

Your Goals

- 

To walk around my local park three times a week for 30 minutes within three months. **15% complete**

by 24 August 2013 [Review](#)
- 

To be able to tolerate symptoms of anxiety so that I can make important decisions such as choosing where I live, booking a holiday or buying a car. I will do this within six months.

by 02 November 2013 [Review](#)

You have more goals...

Your next appointments

- Thu**
04
Jul

Felicity Wandsworth Booked

10:00 to 11:00 GMT Daylight Time
60-minute appointment, Ref: CYM000040

[Join](#) [Cancel...](#)
- Fri**
05
Jul

Felicity Wandsworth Booked

15:00 to 16:00 GMT Daylight Time
60-minute appointment, Ref: CYM000042

[Join](#) [Cancel...](#)
- Sat**
06
Jul

Felicity Wandsworth Booked

12:00 to 12:30 GMT Daylight Time
30-minute assessment, Ref: CYM000043

[Join](#) [Cancel...](#)

Your therapist

Your therapist is:
Felicity Wandsworth

[Contact your therapist](#)

[Your therapist's calendar](#)

[Check your progress](#)

Help with this website

[What is CBT?](#)

[Online Therapy Guidelines](#)

Contact Us

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Surrey Site

Patients and therapists can see the graphical representation of the MDS scores



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