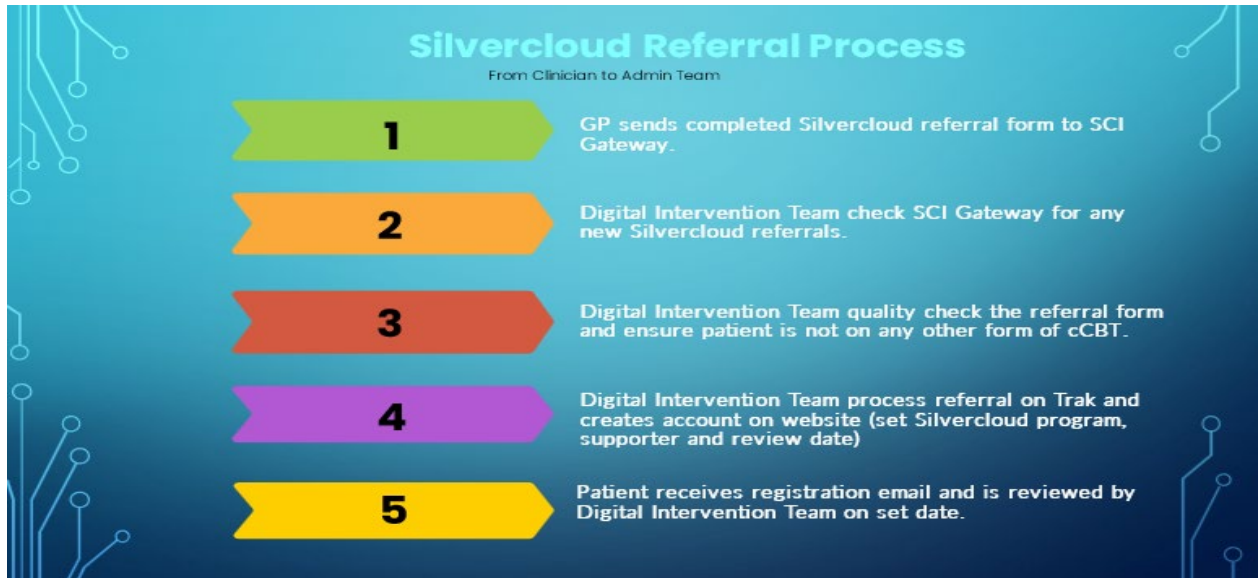


Silvercloud cCBT – how to refer

[Silver Cloud Patient Information Leaflet](#) provides additional details about the programme.

This is the SilverCloud referral process:



Who to refer

Suitable for patients with:

- **Mild to moderate** depression and/or anxiety, including phobias and panic disorder
- **Adults aged 18 or over**, whether being treated with medication or not
- A willingness to take an active role in their recovery and use an online programme
- A minimum **reading age of 10–11 years**
 - Much of the programme uses audio and video content, making it accessible for people with lower literacy levels

Home User Technical Requirements

Patients will need:

- An internet-enabled device (PC/laptop, smartphone, or tablet)
- A stable internet connection
- An email address.

Who not to refer

SilverCloud is **not suitable** for patients who:

- Have **active suicidal thoughts or plans** – please refer to the appropriate service
- Are **unable to read or write English** (reading age below 10–11 years)
- Are in the **acute phase of psychosis or mania**, or have cognitive impairment (e.g., dementia)
- Are **under 18 years old**
- **Do not have an email address.**

How to Refer

Via SCI Gateway

Royal Edinburgh → General Psychiatry → Protocol: cCBT Referral

Consent and Data Handling

Referrers must:

- Ask patients for their email address – avoid shared (work / family) email addresses
- Obtain explicit consent for the SilverCloud team to use this to contact them

This process is approved by the **Lothian Caldicott Guardian**.

Patients with consent will receive a unique SilverCloud access code by email.

Without SCI Gateway Access

Use the [Silvercloud Referral Form](#) and email it from an **@nhs.scot.** or **@nhs.net** address to: loth.silvercloudcbt@nhs.scot

Or send by post/internal mail to:

**Digital Interventions
CCBT Clinical Psychology
South Corridor
Western General Hospital
Crewe Road South
Edinburgh
EH4 2XU**

Process following referral

Referrals are processed daily ensuring quick and easy access to the digital treatment. Once received, patients are sent an activation email from SilverCloud. After activating their account, they can then gain immediate access to the programme.

Following referral, automated email reminders are sent to patients with prompts to activate their accounts. If the patient still does not respond, they are phoned at 2 weeks by an administrator; and if they have still not started the programme by 4 weeks, are called by an NHS Lothian 'Wellbeing Worker'.

The Digital Interventions Team is available during working hours Monday to Friday 08:30am-4:30pm to help with:

- Technical issues
- Access problems
- General queries.

There is also a response made to suicidal thoughts and alerts, though these are infrequent. Please see [more details on when the referrer is contacted if suicidal thoughts are expressed](#).