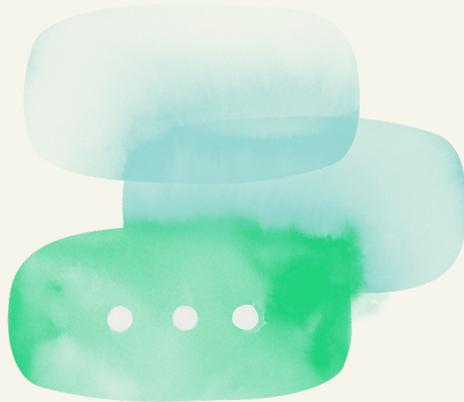


## What is online CBT?



**Cognitive Behavioural Therapy (CBT)** is an effective treatment for anxiety, depression, and other common mental health problems, and is delivered on a one-to-one basis with a qualified psychological therapist. With **ieso**, typed CBT takes place online. Patients log into their ieso therapy account and meet with their therapist in a secure, confidential online therapy room and they take it in turns to type to each other. Typed CBT is proven to be as effective as face-to-face CBT. **Evidence shows that just as many people feel better after online treatment as after face-to-face treatment.**

## What conditions do we treat?

- Depression
- Generalised Anxiety Disorders
- Specific Anxiety Disorders
- Single incident PTSD
- Postnatal Depression/Perinatal Mental Ill Health
- Anger management
- OCD
- Sleep disorder
- Low risk including minimal self-harm e.g. scratching

## Why online therapy

### Shorter waiting times

The time between sign-up and the first session is a matter of weeks rather than months

### Flexible

45–60-minute appointments available 7 days a week, 6am–11pm

### Privacy

Sessions are confidential and discreet, and can be completed whilst others are in the home

### Access anywhere

Sessions take place on a phone, tablet, or desktop. No need to spend time travelling to and from appointments

### Low bandwidth

Platform runs on low bandwidth therefore able to reach patients in rural and remote areas

### Support between sessions

The therapist will message the patient in-between sessions to support with tasks. This is a helpful tool for problem solving, homework setting and keeping on track

### Guidance beyond therapy

Revisit past sessions even after patients have finished therapy

### Reduced recovery times

Online disinhibition allows faster disclosure of issues, ensuring patients receive the correct treatment, faster

### BABCP accredited therapists

Online therapy delivered on behalf of the NHS

## How to access

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](mailto: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](mailto:info@iesohealth.com)

0800 074 5560

Monday-Friday, 9am to 5.30pm

Patients can refer themselves directly for treatment 24/7 via the ieso website:

[www.iesohealth.com](http://www.iesohealth.com)

# Common questions patients ask about our service

## Is this therapy through skype?

ieso online CBT is via typed communication on a secure platform. There is no video and you will not see your therapist.

## What is the difference between ieso and face to face therapy?

ieso offer one to one CBT via typed communication. You do not meet with your therapist. It has been proven that written CBT is just as effective as verbal CBT and some patients do prefer the anonymity.

## How soon can I be in treatment?

Once you have opted for on-line therapy, we will send you an activation email in which you have 48 hours to activate your account. Once the patient has activated their account, they will be assigned an ieso therapist. Our aim is to get the patient assigned as quickly as possible. For further information on our wait times, please contact your relevant ieso lead within your service.

## Will appointments be the same time every week?

You can schedule your appointments at times that best suit you, including evenings and weekends. There is room for flexibility.

## How many appointments will I have?

We do not have a session limit. The number of appointments you will have will depend on your needs which can be discussed with your therapist throughout treatment.

## How do I contact my therapist between sessions?

On your personal account, there will be a messaging tab in which you can contact your therapist between sessions.

## Do I need high speed internet?

No, therapy can be completed on any device with internet connection. However, you will only require a low bandwidth.

## What do I do if I don't like online therapy?

We understand online therapy may not be for everyone so if you are looking for another modality, please discuss this with your therapist who can identify the most appropriate service.

## When can I have an appointment?

Upon activating your account, there will be an availability grid in which you can identify which days and times suit you best. ieso appointments can be Monday-Sunday 24 hours a day.

## What happens if I miss a session?

You can discuss the reason for missing a session with your therapist. We do allow for 2 no-attended appointments; however, your therapist will inform you when you are near to this.

## How long does therapy take?

We do not have a set time frame. On average it is around 4-6 weeks, however it will depend on your needs.

## What do I do if I am having problems with my account?

You can contact our Patient Services Team on our freephone number **0800 074 5560** (Weekdays 9-5:30pm) or email them on [support@iesohealth.com](mailto:support@iesohealth.com)

## How secure is my data?

Your data is vsecure as it is under the NHS. All information submitted by you is encrypted in transit using best-practice Transport Layer Security (TLS) with at least 128-bit encryption. We have achieved the International Standard certification for information security (ISO 27001), Cyber Essentials Plus certification, and satisfy the requirements of the NHS Data Security and Protection Toolkit requirements. For more information, please visit the privacy section on our website.

## How do I refer myself?

You can self-refer via our website: [www.iesohealth.com](http://www.iesohealth.com)

Alternatively, you can call our Patient Services Team (weekdays 9-5:30pm) on **0800 074 5560** and they can take a referral over the phone for you.