

☑ User guide

Patient guide to using the Web Portal



Guide for patients to complete and submit their clinical questionnaires.

Version 2

Last Modified

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Patient guide to using the Web Portal

Introduction

One aspect of your care with Buckinghamshire Talking Therapies is the strong emphasis for us to assess and monitor your progress on your journey with us. We therefore routinely use patient health questionnaires (mood questionnaires) to help us assess the level of difficulties you are experiencing and to help us agree the best treatment option with you.

You will be asked to complete these questionnaires before every appointment. To make the process as easy as possible you can complete these questionnaires securely online through our **patient portal**.

Logging onto the portal before your appointment



Patients can complete the portal questionnaires on any device i.e a smartphone or a computer.

- You will be sent a "Welcome text message" which will contain your portal Secure ID. <u>Please keep this safe</u>.
- 2 48 hours prior to any appointments with Buckinghamshire Talking Therapies you will receive a reminder text message **containing a link** for you to complete your Questionnaires.
- **3** Once you clicked on the link please enter your **secure ID** and click **Date of Birth**.

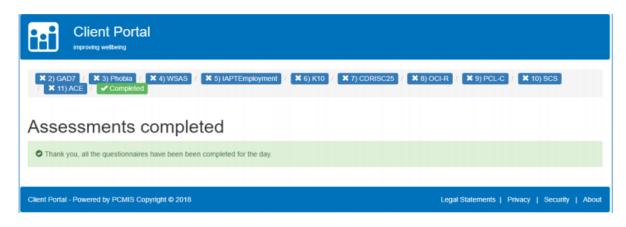
| IAPT Patient Portal | | | |
|--|---|--|--|
| Login | | | |
| Healthy Minds Bucks Working together to improve wellbeing | Oxford Health NHS Foundation Trust | | |
| Bucks Portal | | | |
| Welcome to Bucks IAPT Service. Please ask within service if you do not have your security numbers. | | | |
| Please enter your Secure ID's | | | |
| Secure ID | Secure ID | | |
| Date of Birth | dd / mm / yyyy | | |
| | Login | | |
| Please note, it may take approximately 15-20 minutes to cor | nplete the questions. Answers are required to all questions. All questionnaires will be required to be completed. | | |

4 Once logged in you can start to complete all the questionnaires listed. You can click on 'Clear' to clear all the scores entered on a questionnaire in case you want to start the questionnaire again. Click on 'Next', once the questionnaire is complete, to navigate to the next questionnaire.

Information: The number of questionnaires to complete at every appointment may vary depending on where you are on your journey with us.

| Client Portal improving wellbeing | | | | |
|--------------------------------------|---|--|--|--|
| × | 1) PHQ9 / 🗱 2) GAD7 / 🗶 3) Phobia / 🗶 4) WSAS / 🗶 5) |) IAPTEmployment 🥂 🗴 6) PhoblaFear 🥂 🗶 Completed | | |
| PHQ-9 | | | | |
| Over th | e last two weeks, how often have you been bothered by any of the folk | owing problems? | | |
| 1* | Little interest or pleasure in doing things? | Not at all | | |
| | | Several days | | |
| | | More than half the days | | |
| | | Nearly every day | | |
| 2 • | Feeling down, depressed or hopeless? | Not at all | | |
| | | Several days | | |
| | | More than half the days | | |
| | | Nearly every day | | |
| 3* | Trouble falling or staying asleep OR sleeping too much? | Not at all | | |
| | | Several days | | |

5 Once all assessments have been completed click on the **'Close and Exit'** button or just exit the website.



A

Information:

- Please complete all questions before clicking on 'Next' to go to the next questionnaire. There is no 'Exit' button available until the final page is reached on completion of all questionnaires.
- If, for any reason, the internet session is interrupted or the web browser experiences any problems, you can log back into the web portal and complete the remaining questionnaires later.
- Any questionnaires that were completed in the original session will have been recorded. You will be notified of this on that particular questionnaire screen and can click on 'Next' to navigate straight through to the next incomplete questionnaire.
- It is only possible for you to complete the questionnaires once each day. If you try to log in and complete them again in the same day you will get a message on the screen advising that the questionnaires have already been completed for today.
- You can opt out of text alerts at any time and agree an alternative way to complete questionnaires with your practitioner
- Any problems please call 01865 901600

Confidentiality and your Health Record

We take security and confidentiality of the information you provide to us very seriously. The information you provide is kept on a secure electronic clinical recording system and we use this to provide you with the best possible service. This system is separate to the one used by your GP. Only Buckinghamshire Talking Therapies staff will routinely have access to this information. All NHS staff are required to abide by strict codes of conduct and everyone in the NHS has a legal duty to keep information about you confidential. This means that we only share information with those who have a genuine need to know, such as your GP, but it may also include people who provide care to you from organisations other than the NHS. They too have a legal duty to keep this information confidential.

Please discuss with your worker if you have concerns about informing your GP or others involved in your care of your contact with Buckinghamshire Talking Therapies .

We also need to let you know that, on some occasions, we are not able to keep confidentiality. An example would be if we become concerned about your safety or the safety/wellbeing of another person. Where possible, we would aim to discuss this with you beforehand and consider what steps are required to provide support necessary to ensure your safety and wellbeing.