

## Social Anxiety Programme

It's normal to feel anxious in social situations sometimes. But if you worry a lot about what other people think about you, and it's affecting how you live your life, it could be time to get help.

SilverCloud<sup>®</sup> by Amwell<sup>®</sup> is a digital therapy programme. It can help you to unpick your thoughts and feelings, and how they affect what you do. Through the ***Social Anxiety*** programme, you can restore balance to your thinking and improve the quality of your life.



### Knowledge and Understanding

You will learn about the anxiety cycle, which shows how your emotions, thoughts, physical sensations and actions are connected. Using the tools provided by the programme you can start to work through the issues that are affecting how you are feeling.



### Skills and Strategies

By tuning in to your emotions and physical feelings you can start to spot patterns and triggers. You'll learn how to catch negative thoughts and start to challenge them. As you move through the programme, you'll begin to overcome your fears about social situations in small, manageable steps.



### Forging Ahead

By the end of the programme, you will have learned how to worry less about what others seem to think of you. And you'll make a plan to continue your progress and stay feeling better in the future.

## Is this programme for me?

This programme can help you, if you want to learn about social anxiety and how to manage it.

The **Social Anxiety** programme can be accessed on mobile, desktop or tablet, wherever and whenever you need. You can complete it at your own pace; most people take about eight weeks.

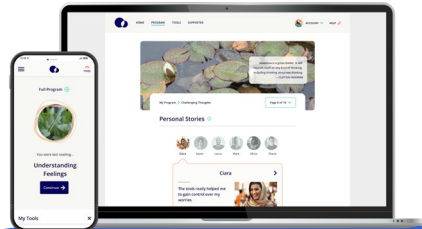
There may be days when you don't feel like using your programme – but even just taking a moment to log your mood or do a relaxation exercise can help you find balance. The smallest actions can make a real difference to how you are feeling.

## Modules in the *Social Anxiety* programme:

- **Getting Started** – Learn about CBT and how it can help you.
- **Understanding Social Anxiety** – Find out about the effects of social anxiety and start to use CBT to manage your symptoms.
- **Noticing Feelings** – Tune in to your emotions and physical feelings; think about how they connect to your anxiety in social situations.
- **Reducing Self-Focus** – Learn to refocus so you don't feel as self-conscious when you meet people.
- **Challenging Your Fears** – Find out how the things we do to make ourselves feel better can make us feel worse in the long term. Start to make small changes, to help you achieve your goals.
- **Spotting Thoughts** – Catch any thoughts that pop into your mind and stop you from seeing things as they really are.
- **Challenging Thoughts** – Learn how to tackle negative thinking.
- **Managing Worry** – See the role that worry plays in anxiety and learn how to manage it.
- **Bringing it All Together** – Reflect on what you have learned and how you can put it into practice when challenges arise.

## Cognitive behaviour therapy

This programme is based on cognitive behaviour therapy, or CBT for short. CBT has been used for many years as an effective treatment for anxiety. It allows you to become more aware of how you are feeling and teaches you how to make the changes you need to feel better.



“Now I can enjoy myself without constantly worrying about what other people think of me. I hadn't realised how much I was missing out on because of my anxiety. I feel like I'm getting my life back.”

- Adam, SilverCloud® user

## Tools and activities

The *Social Anxiety* programme contains many helpful tools and activities including:

- **Personal stories** – Find out how other people experience health anxiety and what they have learned about managing it. Most importantly, you will realise you are not alone.
- **Quizzes** – Test your knowledge about health anxiety, and get to know how it is impacting your life.
- **Relaxation and Breathing Exercises** – Feel more grounded and relaxed.
- **Personal journal** – Keeping a journal can help you to work through your thoughts and feelings, reduce stress and solve problems.
- **Mood Monitor** – Track your moods and see how they are affected by your lifestyle choices.

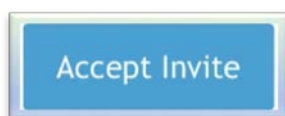
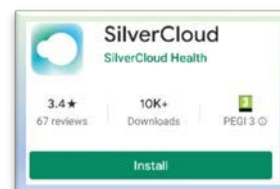
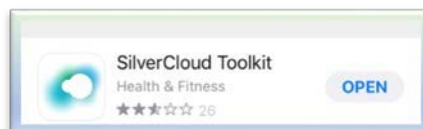
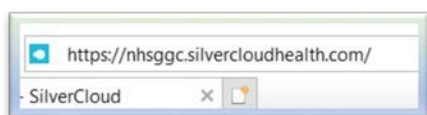
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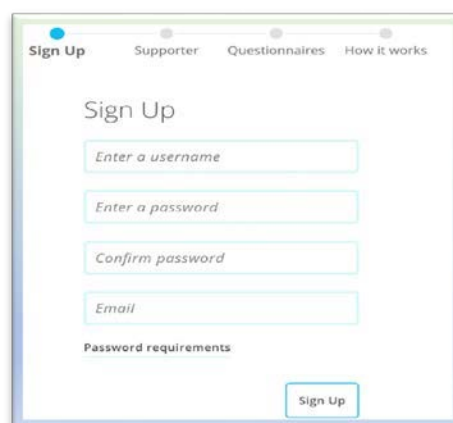
## How do I access SilverCloud?

You can access SilverCloud through an internet browser or mobile application ('SilverCloud Toolkit' in the Apple Store, and 'SilverCloud' in the Google Play store). In addition to this information leaflet you will receive sign-up instructions in an email sent by SilverCloud/ Digital Therapies service.



Simply click on the "Accept Invite" link in your SilverCloud welcome email and follow on screen instructions.

You should provide a secure username and password, along with your email address. Remember to keep your password safe, you will use this password each time you log in. You will be asked to read the support agreement and complete short questionnaires.



After these steps have been completed you will be able to get started with SilverCloud.

## Where can I complete the programme?

The course can be completed 24/7 in your home or during opening hours at any local library or other community setting using either a desktop computer, laptop, tablet or smartphone.

## Is the information I provide confidential?

Yes. You have a username and password so that no-one else can access the details you enter. All your data is stored in an encrypted database. Sometimes data that is routinely collected during the course of treatment will be used for service improvement and evaluation. The information may be shared with other Health Boards, nationally and with NHS 24. This information is always anonymised. This means that all information that could be used to identify you is removed and your confidentiality is maintained.

## What are reviews?

You will find that routinely (approximately every 3 weeks) during online treatment you will be asked to take part in a "review" on an agreed review date. Through the SilverCloud messaging system, you are able to leave key messages for the Supporter Team at any point and the team will then pick up your message at your

next review date. You also have the option to share your journal and mood monitoring activities if you wish to do so. During a review you will be asked to complete questionnaires and share any comments that you have. A Supporter from the Digital Therapies service will then provide written feedback and additional advice which will appear on your Homepage and Message page. The role of the Supporter is to guide and encourage you through your treatment programme and sign post you to resources for your needs. **Please note, if you feel you require additional treatment for your mental health please contact your GP or discuss with a Mental Health Practitioner.**

## Reporting Suicidal Thoughts

During a review you will be asked if you have had thoughts of harming yourself. If you confirm that you have, the Digital Therapies service will inform your GP the next working day. If you were referred by a Mental Health professional and continue to have contact with them then they will be contacted instead. Below is a list of useful contact numbers if you feel you wish to speak with someone. If you feel you need to speak to someone more urgently then it is recommended that you contact your GP or NHS 24 on 111 to discuss these feelings.

## Useful Contact Numbers:

- **Breathing Space** on 0800 838 587. They are open from 6pm to 2am Monday to Thursday, and 6pm to 6am Friday to Monday morning.
- **The Samaritans offer a 24-hour telephone helpline** Call on: 116 123. You can also contact them via email to [jo@samaritans.org](mailto:jo@samaritans.org)
- **NHS 24 - 111.** The NHS 24 111 service provides urgent care advice day or night and health and dental support when your GP practice or dentist is closed.
- **In an Emergency call 999.**

**If you require further information or assistance in activating your account, please contact us using below details:**

NHS Greater Glasgow and Clyde Digital Therapies Team (Mon – Fri 9-5)

Email: - [DTT@ggc.scot.nhs.uk](mailto:DTT@ggc.scot.nhs.uk)

Phone:- 0141 287 0295