

User guide

Patient guide to using the Web Portal



Guide for patients to complete and submit their clinical questionnaires.

Version 2

Last Modified 07/07/2023

Contents

Patient guide to using the Web Portal.....	3
Introduction	3
Logging onto the portal before your appointment	3

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.

- 1** You will be sent a “**Welcome text message**” which will contain your portal **Secure ID**. Please keep this safe.
- 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
improving patient wellbeing

Login

Healthy Minds Bucks
Working together to improve wellbeing

NHS
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

Date of Birth

Login

Please note, it may take approximately 15-20 minutes to complete 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.

The screenshot shows the 'Client Portal' interface with the 'improving wellbeing' tagline. A progress bar at the top lists several questionnaires: 1) PHQ9, 2) GAD7, 3) Phobia, 4) WSAS, 5) IAPTEmployment, 6) PhobiaFear, and a 'Completed' status. The main heading is 'PHQ-9' with the instruction: 'Over the last two weeks, how often have you been bothered by any of the following problems?'. Three questions are visible, each with four radio button options: 'Not at all', 'Several days', 'More than half the days', and 'Nearly every day'. Question 1 is 'Little interest or pleasure in doing things?'. Question 2 is 'Feeling down, depressed or hopeless?'. Question 3 is 'Trouble falling or staying asleep OR sleeping too much?'.

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

The screenshot shows the 'Client Portal' interface with the 'improving wellbeing' tagline. A progress bar at the top lists several questionnaires: 2) GAD7, 3) Phobia, 4) WSAS, 5) IAPTEmployment, 6) K10, 7) CDRISC25, 8) OCH-R, 9) PCL-C, 10) SCS, and 11) ACE. The '11) ACE' item is highlighted with a green checkmark and the word 'Completed'. The main heading is 'Assessments completed' with a green message box containing the text: 'Thank you, all the questionnaires have been completed for the day.'. At the bottom, there is a footer with 'Client Portal - Powered by PCMIS Copyright © 2018' and links for 'Legal Statements | Privacy | Security | About'.



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.