

How have you addressed digital exclusion in your service?

I think digital pods sound really helpful

Tried to be as flexible as possible

Offering video, telephone and face to face. FAQ about online therapy for clients.

Working for a rural NHS trust we have found many clients will only use phone as they are not confident with or do not have the resources to use video

We provide telephone-delivered therapy to clients, making it more accessible and easier to manage. Also, we include language capabilities, enhancing the therapeutic alliance and acknowledging the identity of our clients

Text/ email therapy is sometimes the only option for a private conversation in a busy family

Instead of our workshops we created videos, for people who didn't have access to suitable technology we would have psychoeducation sessions on the phone instead. Telephone appointments instead of videos. Using emails more and texts with clients.

Linking up people without the confidence to work online with people who can support them. Resource is patchy though and funding has already been pulled.

Giving Top Tips at the beginning of therapy on how to work remotely

How have you addressed digital exclusion in your service?

I don't think that we've done anything other than supplying patients with a link to click on. We're trying to offer Phonecalls as an alternative and switched to other formats if the link does not work

need more clarity with clients around expectations for digital therapy - need a spacescanned documents on phoneteacher and school gave recommendations for learning which I took on board - cameras on

I have used various methods and methods of communication email, phone and video

emailing psych info

offering online therapy, learning to use new platforms such as zoom, creating new ways of working with clients

Provision of iPads is in progress for 1 service user group. Taking parts of conversations about new digital tools to adapt them for our clients. Trying different video platforms. Making easy ready materials to help people know how to use technology

multi agency support hub available to provide tech if needed or to arrange to visit

have had to use email instead of video with a client who didn't have confidence to speak loud enough on video or phone! but in this case f2f was really the only option

Service-user choice (video, telephone)'How to guides'Scheduled practice video sessions with clients

How have you addressed digital exclusion in your service?

clients come to the COVID-safe building and supporting to use iPad to access online groupwork

What support do you need to take your digital practice forward?

Time :)

Better understanding of how to use digital resources e.g. google drive. People who left education more than 20 or 30 years ago have less knowledge of whats available!

More confidence in understanding all the possibilities for sharing documents/collaboratively making care plans and understanding difficulties

Reflective groups among psychologists regarding the risk of burnout
More support about protecting against burnout in Psychologists

I feel that my work/life balance boundaries are more blurred - not sure how to rectify. Getting work emails on phone, work WhatsApp - take my phone away!

The DCP can take a lead on this by circulating agreed professional guidance when there is such variability across Trusts

More examples of challenges within this environment and ways of working with it. For example, clients using alcohol during the sessions, as they are at the end of their day and at home - which they would not do normally in in-person sessions

More training on all the different functions and options of digital platforms. Ideas on how to engage children remotely. Helping to think about how to prepare and plan sessions digitally

access online skills learning (thanks for resource links) and more resources (eg platforms and PC's for clients) and better IT support within our Trust

What support do you need to take your digital practice forward?

Platforms suitable for sharing screens on mobile phones. Resources / guides on how to engage with video appointment for CYPs. Space for parents of CYPs to reflect together on digital practice / how they can help their young person engage

The practical ideas around transitions and endings would be useful. Also- we still don't have the ability to anonymise my screen sufficiently so I am in the middle of a sewing project! I think some of the managers need to see this presentation

I am at Uni and completely its completely online, being a neurodiverse coaching psychologist, this has been a challenge to say the least.

when working in isolation and in private practice, technological support have become very important to learn new technologies, set programs and use applications

Adequate technology to use in nhs services: good wifi, camera's in private spaces , IT services that support different types of digital practice. Acknowledgement that for some of us this is not how we want to be working rather than positive talk

Better training - more funding for tech equipment

training - how to use zoom, teams,..... as some have been working via telephone mostly. Knowing where to find resources for our clients and our wellbeing. And more webinars like this!

As a trainee CBT therapist currently on placement, we have been thrown into working remotely with very little support or training, this has created a lot of anxiety