

# Tailored Talks for Long Covid

## Information for patients

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### What is available in the Long Covid (Tailored Talks) service?

Patients living with Long Covid can be referred to this service by their GP.

You will be emailed log in details for the Tailored Talks app. You will be given the opportunity to create a log-in. If you already have an NHS login you will use your existing account. This can also be accessed through an internet browser.

Once on the digital (Web) platform or App, you will be invited to complete a self-assessment questionnaire. Depending on your scores, you may be automatically sent relevant Tailored Talks on completion of the questionnaire.

Following completion of the questionnaire, and receipt of any relevant Tailored Talks, you will be referred through to Chest Heart and Stroke Scotland (CHSS) for further support on managing:

- Fatigue
- Breathlessness
- Pacing
- Anxiety

You may also receive information on other services which may help you. You may receive up to 12 weeks of telephone support from a CHSS Health Practitioner.

### What is Tailored Talks?

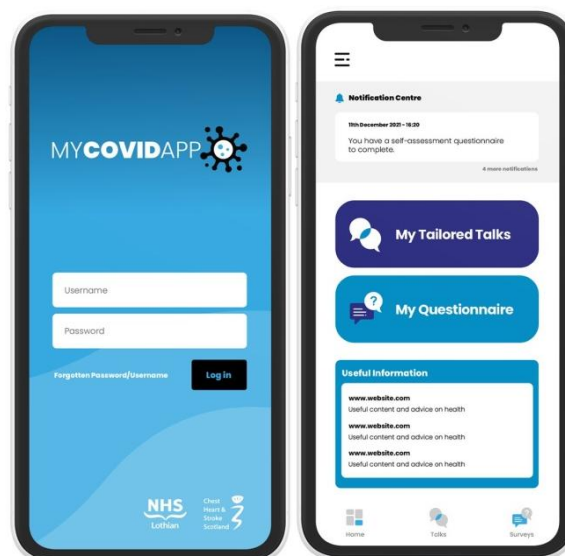
Tailored Talks is a secure web platform or App where patients will see medical guidance created by health professionals, specific to their condition.

### Will I still see my health professional?

Yes. The Long Covid (Tailored Talks) Service will not replace all appointments. You will still see your health professional when you need to.

### What are the benefits of using the Tailored Talks platform?

- Receive only information relating to your exact condition
- Share information about your conditions with friends and family
- View information on a smartphone or tablet
- Access the right information at the right time
- Reduced anxiety and improved medical outcomes.



## What are the risks of using the Tailored Talks platform?

We do not foresee any potential risks from using the Tailored Talks platform.

You should put a pass code on your mobile phone if you do not want anyone to see what you are doing and to protect your phone if it is lost or stolen.

Please be aware of general safety measures when using screen or mobile devices including ensuring good posture, taking frequent breaks, and not using devices whilst walking, cycling, driving or any other instance where you would be putting yourself at risk of harm.

If you identify any risks, please do contact us on any of the means listed on the reverse of this leaflet.

## CHSS role and responsibility

- CHSS advice line will contact you to offer further support. You will be called by a CHSS health Practitioner with a withheld number.
- Identify personal goals and document support plan
- Tailor intervention to your needs
- Undertake calls, reviewing and documenting your progress
- Implement a service discharge plan, assessing how much intervention is needed before the service stops.

## Important information - privacy

### Consent

When you sign up to the Tailored Talks system, you will be asked to consent to sharing your data with Pogo Studios and Chest Heart and Stroke Scotland. This information will only be used to support you and will allow the CHSS Advice Line to help you should you request a call-back.

### CHSS data information

CHSS securely store data for 12 months following discharge. Following that time, the data will be made anonymous and retained for a period of 6 years.

## What happens if I decide I no longer want to use Tailored Talks?

If you wish to no longer use Tailored Talks, you will be able to log in to the app, go to 'User Management' and click to remove your account. This will remove your data from the Tailored Talks platform.

## More information

General information about how the NHS handles your health information can be found on the NHS Inform website (link below).

## Useful contacts

Long Covid Peer Support Group: [longcovid@chss.org.uk](mailto:longcovid@chss.org.uk)

Data Protection: [Lothian.DPO@nhs.net](mailto:Lothian.DPO@nhs.net)

NHS inform: [www.nhsinform.scot](http://www.nhsinform.scot) Tel: 0800 22 44 88

NHS 24: [www.nhs24.scot](http://www.nhs24.scot) Free phone: 111

