

## **Process for managing suicide alerts from within Living Life To The Full interactive (LLTTFi) – depression**

These alert messages can potentially arrive 24hrs a day

The alert messages are triggered if the patient has expressed suicidal feelings whilst using LLTTFi and also indicate the level of suicidal feelings rated by the patient i.e.

Level 1 = suicidal feelings rating 0-1

Level 2 = suicidal feelings rating 2 -10

This is the only information re: intensity of suicidal feeling available to the HIA via the alert message.

Within LLTTFi, the patient will be given one of three different sets of advice depending on the intensity of suicidal feelings where patients can rate the intensity between 0 – 10 – the HIA will not know which set of advice was given to the patient until they access the patient's LLTTFi account and view their completed sessions.

### Process

1. HIA picks up the alert message from the [Snhs.healthlines@nhs.net](mailto:Snhs.healthlines@nhs.net) inbox
2. Access the patient's most recent LLTTFi session for information relating to the alert.
3. Accesses the Non – scheduled call module in CADs
4. Follows the failed contact process if necessary
5. Follows the process in Non –scheduled call module for following up LLTTFi suicidal feelings alerts
6. On contact with the patient, checks that the patient has been able to follow the advice given in LLTTFi in response to the alert.
7. Advises clinical assessment as necessary e.g. by calling NHS 111 or contacting GP
8. Sends letter to GP – Information regarding potential suicide risk

*Go to Non-scheduled call for further details of how the call is managed*

### **Levels of advice for suicidal feelings provided in LLTTF interactive**

#### **Advice 1**

Suicidal feelings rating 0-5

**As you have indicated that you are experiencing suicidal feelings; it is important that you share how you feel with your GP or therapist so that they can help you further.**

This website programme is not enough to help you specifically with how you are feeling just now, so please follow the advice below:

**If you haven't recently discussed this with them already, (in the last week, for example), please make an appointment to see them about this over the next couple of days.**

**If you are feeling particularly frightened about this or are feeling unsafe, then please call your GP or therapist today or go along to your nearest Accident and Emergency department.**

**Alternatively you could call NHS 111 for a telephone assessment by dialling 111 from any landline or mobile phone free of charge.**

You may still complete your Session if you wish before following this advice. If you decide to end the Session now, you can come back to it later and pick up from where you left off.

Please let us know whether you would like to continue with your Session

- I wish to continue with my Session and will follow the advice afterwards
- **I wish to log off and end my Session now so that I can follow the advice now**

You can also access the Urgent help page for information about where to find help

## *Advice 2*

### Suicidal feelings rating 6-7

**As you have indicated that you are experiencing significant suicidal feelings; please call your GP or therapist to make an appointment to see them today or tomorrow so that they can help you further.**

This website programme is not enough to help you specifically with how you are feeling just now, so please follow the advice below:

**If you are feeling particularly frightened or unsafe, then ask a friend or family member to come and sit with you while you call your GP or to take you to your nearest Accident and Emergency department.**

**Alternatively you could call NHS 111 for a telephone assessment by dialling 111 from any landline or mobile phone free of charge.**

You may still complete your Session if you wish before following this advice. If you decide to end the Session now, you can come back to it later and pick up from where you left off.

Please let us know whether you would like to continue with your Session

- I wish to continue with my Session and will follow the advice afterwards
- **I wish to log off and end my Session now so that I can follow the advice now**

You can also access the Urgent help page for information about where to find help

### Advice 3

#### Suicidal feelings rating 8-10

**As you have indicated that you are experiencing strong suicidal feelings it is very important that you get the support you might need.**

This website programme is not enough to help you specifically with how you are feeling just now, so please follow the advice below:

**Please contact your GP straight away and let him or her know how you are feeling. If this is not possible, go to your nearest A&E department where the staff there will be able to help you.**

**Ask a friend or loved one to come and be with you and to support you right now.**

**If you are feeling particularly unsafe, or that you might harm yourself then please call 999.**

**The system will now log you off your Session.**

**Please follow the advice above.**

**After you have received advice, your Healthlines advisor can log you back onto your Session and you may return to the programme and pick up from where you left off.**