

# LQD

# True Colours

## Patient Guide

<https://oxfordhealth.truecolours.nhs.uk>

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## Introduction

In this booklet you will find out how to use the True Colours system on a weekly basis during the trial. This booklet will help you to:

- Learn about the True Colours system and how to understand your True Colours record.
- Learn about why True Colours is important for the study.
- Learn about the security of your information on True Colours.

## What is True Colours?

True Colours is a system that allows you to monitor your symptoms and experiences using text, email and the internet. By answering questionnaires about your health, you create a record of your wellbeing and can see how it changes over time. Your data is stored in a secure computer system. You can access your record at any time via the website:

<https://oxfordhealth.truecolours.nhs.uk>

If you do not have access to text, email or the internet, you can still use the True Colours system. Please let a member of the research team know and we will arrange an alternative method for you to complete the weekly questionnaires.

## How can True Colours help?

Aside from providing important information about your health to the research team, the True Colours system can help you to notice when your health is changing. You can then act to stop things from getting worse.

## How to get started

Using True Colours is easy. During the study you will answer questionnaires about the following:

- Your depression
- A medication update questionnaire
- Your work and social life

The depression questionnaire is called the Quick Inventory of Depressive Symptomatology (QIDS). It contains 16 questions about how your mood has been over the last week.

The medication update questionnaire contains three questions about the study medication and whether you are currently taking it.

The work and social life questionnaire is called the Work and Social Adjustment Scale (WSAS). This questionnaire is about how much your depression symptoms have impacted your daily life over the last week.

If you have any questions about any of the questionnaires, please contact a member of the research team at any time and they will be happy to help you (contact details are at the end of this leaflet).

## Using your questionnaires

Each of the questionnaires are different and they may use words which are unfamiliar to you. You can look at your questionnaires with the researcher in your study visit, or speak to a researcher on the phone, so that they can answer any queries you may have.

You will find that each question has a numbered response which you select, according to how you have felt over the last week.

Once you are happy that you understand your questionnaires, you can choose when and how to answer them.

## Choosing when

True Colours is an automated system that can send messages at any time of the day, on any day of the week. You will need to complete the True Colours questionnaires once a week, but you can choose a day and time that will be convenient for you.

It will only take a few minutes to complete your questionnaires and check your record. It is best to pick a time when you are not busy and can reflect on how you have been feeling. You can always change your time later on, just let a member of the research team know if you wish to do so.

## Choosing how

You can choose whether you would like to receive either a text or email message from True Colours asking you to complete your questionnaires.

## Using the email option

This is the way we recommend that you answer the questionnaires each week. You will automatically be sent an email containing a link to your questionnaires.

Click on the link to complete and submit your scores. Please answer all questions and then click the 'submit' box.

## Using the text option

If email is not convenient, then the text option can be made available. You will receive a pocket-sized copy of your questionnaires to refer to. Your text messages will look something like this:

'Please reply to this message with your answers to the Depression (QIDS) questionnaire'.

For each message send a reply with the first letter of the questionnaire (e.g. 'D' for Depression).

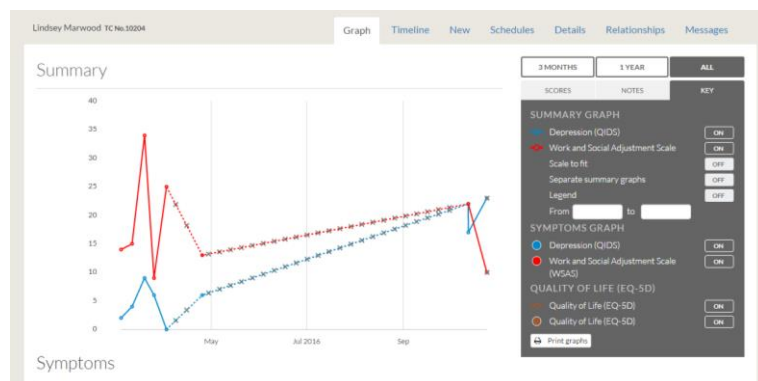
Then in a sequence type your answers to each of the questions.

Your answers will look something like this: D11001

Make sure you answer the questions in the correct order and do not include any commas or spaces.

## What happens to your responses

A total score will be calculated for each of the questionnaires for each week. These scores are then plotted on to a graph which you can access by clicking on the 'Graphs' tab on the website. When you have been using True Colours for a few weeks, your graph will look something like this:



Your answers will also be available to the research team so that they can keep a record of your responses. Your personal details will not be kept with this data and only designated researchers in the team, and authorised individuals from the sponsor, regulatory authorities or the NHS Trust (for monitoring/ audit or inspection purposes) may have access to it.

## Accessing your True Colours record

You can access your graph online at all times by signing into the secure website

<https://oxfordhealth.truecolours.nhs.uk>

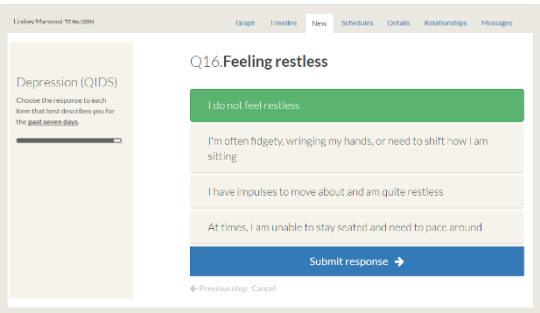
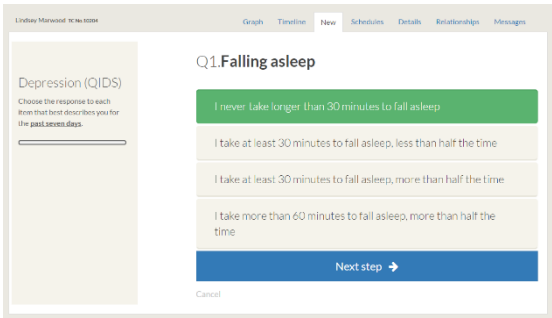
When you are registered on the system you will receive a welcome message containing a randomly generated password which you will be required to change the first time you sign in. If you ever forget your password you can request a new one by clicking 'forgotten your password?' on the homepage.

## Completing your questionnaires

1. To complete your ratings, click on the questionnaires tab. If you are due to complete any questionnaires you will be asked to complete them in red. Do this by clicking on the green button.

- 2. Once you have chosen a questionnaire, read the instructions and then select the ‘Lets Get Started’ button at the bottom of the page.

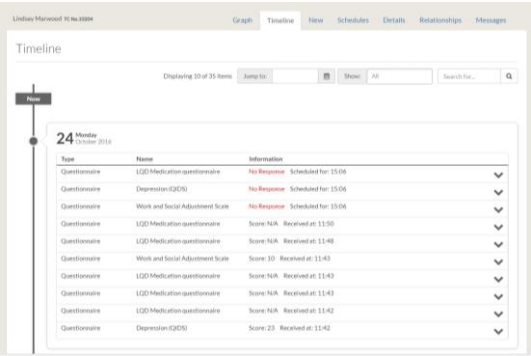
- 3. You will be presented with one question at a time. Select a suitable response and then click ‘Next Step to move to the next question.



- 4. Once you have selected an answer to the final question, click the ‘Submit Response’ button.

The timeline

All entries made to True Colours can also be viewed on a timeline. This can be used to look at all the entries within a particular time period. You can also search for a particular entry or look only at a group of responses, such as responses to a particular questionnaire. You can get additional information about any of the entries by selecting it.



## What happens if I do not reply?

If you do not update your record following a prompt email (or text) from True Colours, a reminder message will be sent to you the following day.

If you do not respond to your reminder before your next prompt is due (i.e. before the next week), a 'no response' will be recorded on your graph. This will appear as an 'X' and the symptom display area for that week will be marked in grey.

## Making a mistake in a text message

We do not recommend the text message method of answering the questionnaires as it is very easy to make a mistake, for example by sending too many or too few numbers in your response, or entering a number not on the questionnaire.

If you do make a mistake, you will receive a message asking you to check your answers and resend them. However, if you send any other messages to True Colours, the system will not recognise them and they will not be seen by the research team.

If you are travelling abroad, the cost of texting may increase and you may like to change to the email option during this time. Contact a member of the LQD research team or the True Colours team if you would like to do this.

## Confidentiality and data protection

All information is maintained, processed and accessed in accordance with NHS professional standards and regulatory requirements. To view Oxford Health NHS Foundation Trust policy on health records, see: <http://www.oxfordhealth.nhs.uk/about-us/work-for-us/health-and-wellbeing/>

Individual True Colours graphs are shared only with designated members of the LQD research team or responsible Sponsor or regulatory individuals who can monitor, audit or inspect the conduct of the study.

All patient details are stored on a secure database which can be accessed by authorised members of the True Colours team or authorised individuals.

Your anonymised data may be made available for other research purposes which are intended to improve the treatment of mental health conditions and the promotion of good mental health. Any research use of the data (outside the LQD study) will be ethically and scientifically approved. The data is hosted by Oxford University and the Oxford Health NHS Foundation Trust.

## More information

If you would like more information about True Colours, you can click on the 'Help' tab on the website. There you will find two detailed leaflets about True Colours.

## Contact us

If you are experiencing difficulties with the True Colours system or any of the questionnaires, please contact a member of the LQD research team. You can contact us [INSERT CONTACT DETAILS OF LOCAL TEAM] or call us on [INSERT PHONE NUMBER].

Alternatively, if the problem is just related to using the system (e.g. you can't see one of your questionnaires, or can't find your graphs), you can contact the True Colours team by submitting a form on the 'contact us' tab on the True Colours website.