

REACT NHS Quick Start Guide: Logging on

The first time you want to log on to the REACT online Toolkit:

Please check your inbox for your email invite with your username and password.

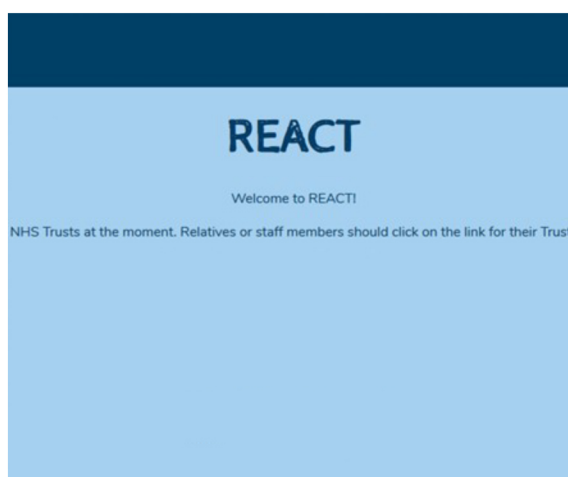
- If it is not in your inbox please check you “junk” or “spam” folder

Follow the instructions in the email:

Please type or copy and paste **www.reactnhs.uk** into your web browser

2. Click link to your Trusts REACT website

Scroll down and Click on ‘LOGIN’ button



4. Type or copy and paste your username and password

Forgotten password or username:

- Check your inbox for an email from the REACT team
- or click on the forgotten password or username links on the log in page

If you have problems logging on please email support@reactnhs.uk



Trust logo placeholder image



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Funding Acknowledgement:

This project was funded by the National Institute for Health Research (NIHR) Health Technology Assessment (HTA), 14/49/34.

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Top Tips for managing the REACT Group Discussion Forum

These have been put together by REACT supporters to help you get started

- **Encourage kindness and be kind.**
- **Be patient and keep a calm attitude with your approach.** If you feel yourself getting upset or angry, take some time to compose yourself and return when you feel able.
- **Treat every member with the same respect and consideration.** Encourage equal input from each member and treat those who break policies with understanding and fairness.
- **Try to encourage new or uncertain members within discussions. Support good posts and add relevant and helpful commentary to a thread if it needs some reinforcement.**
- **Remember you're there to support the members** but try to recognise when it's best to just step back and let them support each other.
- **Lead by example.** Be polite and non-judgemental in how you post to show others **Be firm** when users are abusing rules; exceptions lead to further abuse.
- **Try to deliver clear, consistent comments** and remain sensitive to how others may interpret your input as it could influence other's behaviours and the rest of the discussion. Remember that not everyone may share the same humour as you.
- **Remain Impartial.** Comments shouldn't be removed because they clash with your own personal beliefs or opinions.
- **Ask for help from other moderators.** This can be with regards to undertaking any action you are unsure of or is difficult to judge, however also if you are unable to read all of the forum's messages due to increased daily input.
- **Remove content only if it has broken one of the community guidelines. However repeated unsuitable or irrelevant content should be discussed with members privately.**
- **Contact members if their post has broken the rules and has been removed as soon as possible.** Let them know why the decision was made, remembering they may have broken the guidelines by accident. E.g. they may have included personal info without realising the potential risks.
- **Ensure that the REACT community guidelines are being upheld** not just by the members, but also by yourself and your fellow moderators.
- **Respond promptly to flagged issues and inappropriate content.** This could stop disputes escalating or ensure important conversations are encouraged to continue.
- **Do not provide advice on any matter,** other than forum guidance. Be aware of when you may be unintentionally giving advice in your comments. Where necessary you can signpost to appropriate, previously agreed suggestions.
- **Be aware of your Trust's risk protocols,** and talk to your line manager about anything you consider to be worrying.



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What is the IMPART study and how does it fit with REACT NHS ?

The IMPART study is investigating how the REACT toolkit is implemented into Early Intervention Services as part of routine clinical practice in NHS Trusts. At the heart of the REACT NHS study is the aim of providing relatives with information and peer support so that they are less distressed. A paper version of the REACT Toolkit was shown to significantly reduce distress in a feasibility study. However paper versions of information are harder to keep up to date and do not provide an opportunity to access peer support through group forums.

We aim to understand what factors support successful delivery of REACT to relatives
The findings will have broader implications for understanding how other similar interventions can be implemented.

To do this we will be inviting people in the Trusts and friends and family who are offered or using the REACT Toolkit to take part in interviews and we will carry out detailed analysis of what happens in each NHS Trust during the process of adopting the REACT intervention.

The objectives of the study are to:

- Measure the uptake and use of REACT by NHS EIS teams and relatives.
- Identify the critical success factors, facilitators and barriers to implementation of REACT.
- Identify the resources (and costs) needed for successful implementation of REACT in EIS teams.
- Investigate the impact of REACT on self-reported relatives' outcomes.
- Develop a user friendly REACT Implementation Plan and related resources to facilitate widespread use and dissemination within the NHS.
- Use the findings from this study to further develop theories of implementation of supported self-management interventions in the NHS.

For further information please contact impart@lancaster.ac.uk



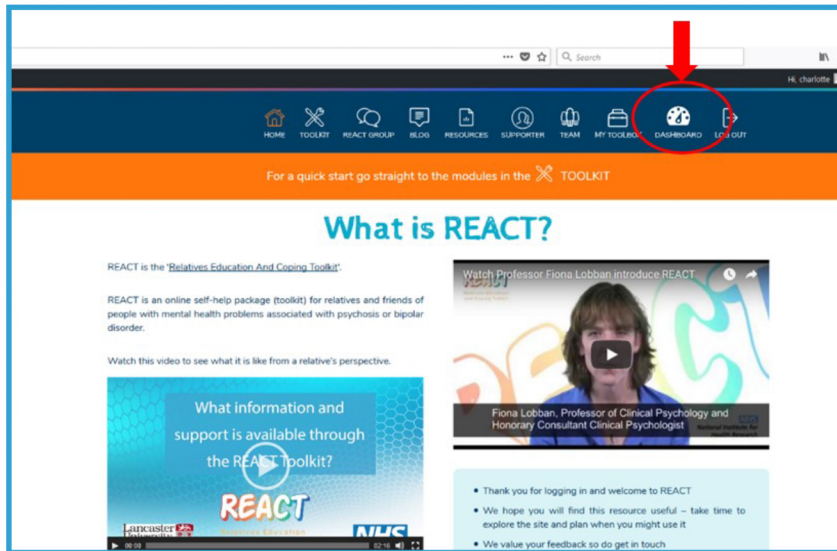
Trust logo placeholder image



REACT NHS Quick Start Guide: Auditing who has been invited and who is using the REACT Toolkit

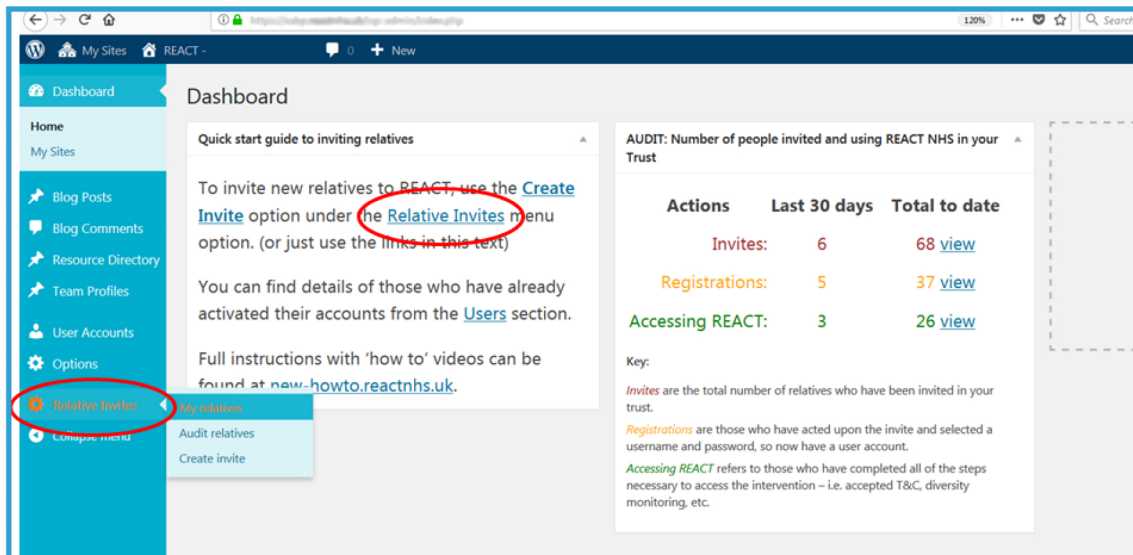
Go to www.reactnhs.uk, select your Trust and Log in and follow the instructions below.

1. Go to the dashboard by clicking the 'Dashboard' button on right hand side of the menu bar



NB. Only IMPART leads, REACT Champions and REACT supporters will see the 'AUDIT' box on their dashboard. This indicates the number of relatives who have been invited to REACT across the Trust.

2. Click on 'Relative Invites' on the left hand side of the dashboard or the link circled.



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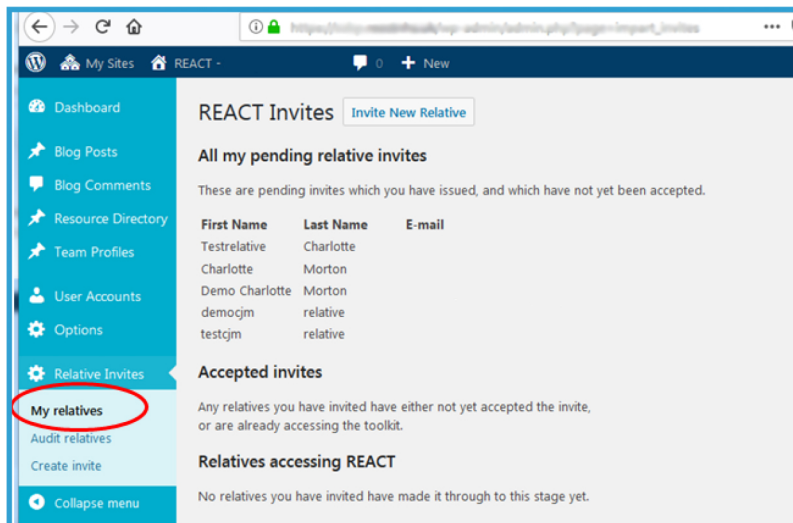
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REACT NHS Quick Start Guide: Auditing who has been invited and who is using the REACT Toolkit

3. You can see whether relatives you have invited have accepted your invite and created an account by clicking on 'My relatives' on the left hand side:



What to do if an invite has not been accepted?

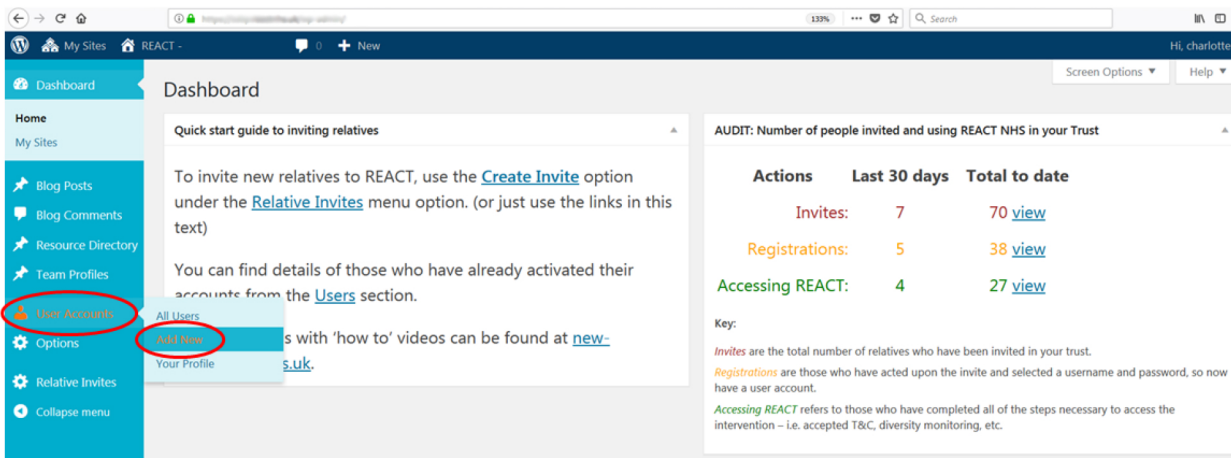
We have worked with members of your team to think about how to ask family, friends or relatives if they are getting onto REACT or having difficulty. At the heart of your team and ours is wanting to support service users and those who support them. It is important that we find out what the problems are so we can fix them. Please let Bethany (b.gill2@lancaster.ac.uk) know any problems you hear about.

It may be that the email has gone into their junk or spam folder. The questions below have been suggested by other EIS teams and relatives and are really useful for finding out more.

1. **Did you get the REACT email?** If **no** could it have gone into your junk/spam folder? What email providers are you using? This is so we can see if we can see if there is a way to stop REACT emails going into Junk.
2. **Did you open the email?**
3. **Was it easy to follow what to do to get onto REACT?**
4. **What was it about REACT that meant you didn't get onto it?**
5. **We are really interested on what makes someone want to use REACT or not. Would you be happy to take to one of the researchers about this?**

REACT NHS Quick Start Guide: How to create a REACT account for new staff

1. Log in and go to the dashboard. Click 'User Accounts' then 'Add New'.



2. Fill in the form below, including the staff member's username and email address. Set their role as 'Clinician', tick the two 'logged in' boxes and then click the blue 'Add New User' button.

The screenshot shows the 'Add New User' form. The 'Username (required)' and 'Email (required)' input fields are highlighted with red circles. The 'Role' dropdown menu is set to 'Clinician' and is also highlighted with a red circle. At the bottom of the form, the 'Add New User' button is highlighted with a red circle. The form includes sections for 'Skip Confirmation Email', 'Other Roles', and 'User Groups'.

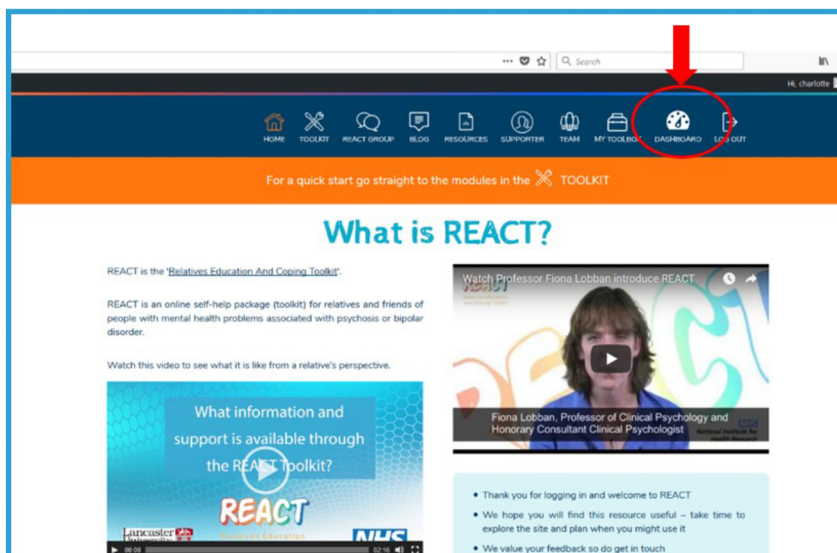
User Groups:

- Logged In (Exclude Pending) (Info) Setup time based group assignment
- Logged In (Info) Setup time based group assignment
- Relatives, Leads & Supporters (Info) Setup time based group assignment
- Not logged in users (Info) Setup time based group assignment

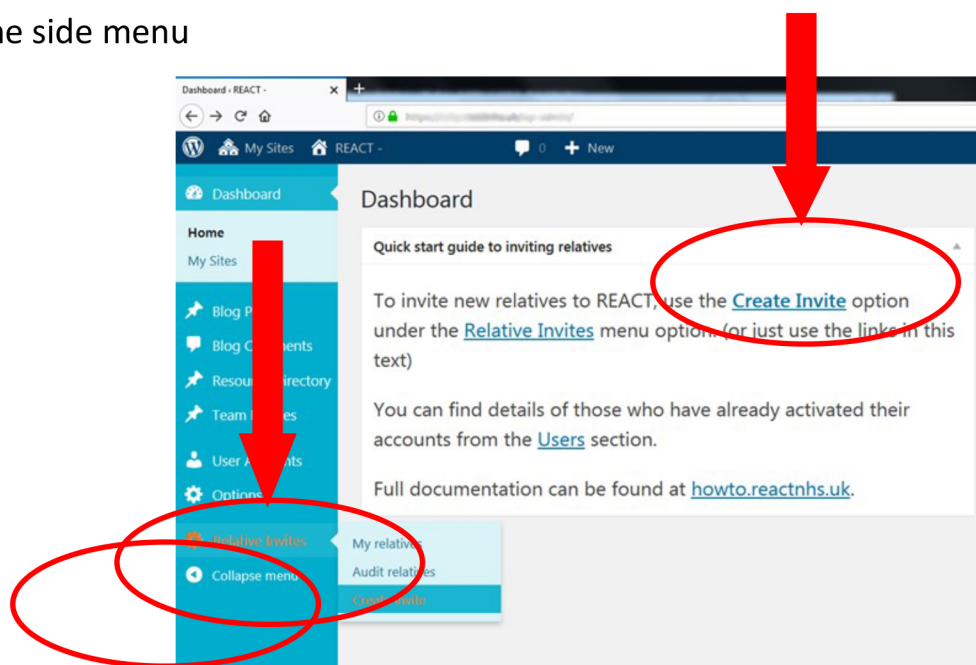
REACT NHS Quick Start Guide: How to invite a relative

Go to **www.reactnhs.uk** into your web browser. Select your Trust and Log in. Then follow these instructions

1. Click the 'Dashboard' button at the top right hand side of the menu bar



2. Click 'Relative Invites' on 'Create Invite'. You can also do this by clicking on relatives invite in the side menu



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REACT NHS Quick Start Guide: How to invite a relative

3. Fill in the details of relative, friend or family member including their first name, surname, email, home phone or mobile number, home address, their care coordinator and the care coordinator's contact details. Then press send invite

REACT Invises
Create a new relative invite

First name *

Last name *

E-mail *

Home phone **

Mobile phone **

Home address *

Care coordinator *

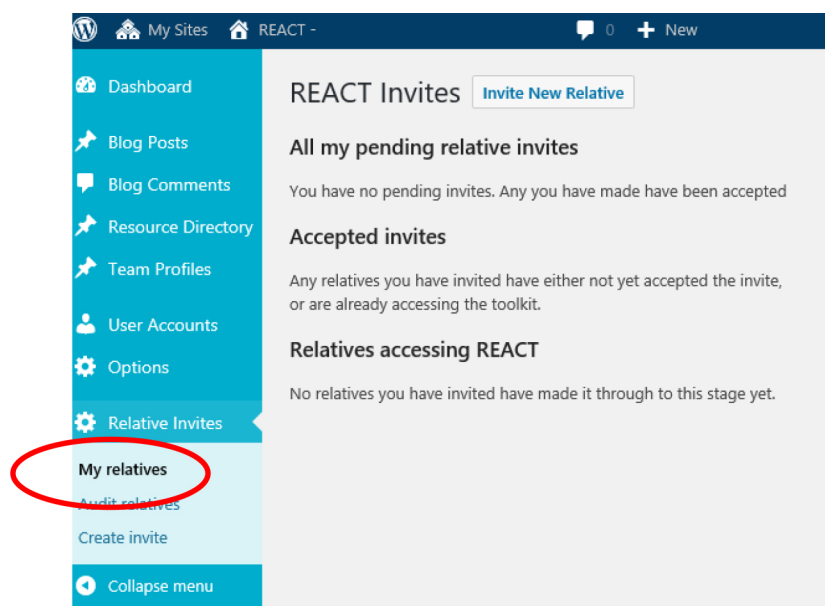
Care coordinator phone

Care coordinator e-mail *

(* Denotes compulsory details) (** At least one phone number must be entered)
Please check your input carefully, as they cannot be modified once the invitation has been sent.
Any corrections to details can only be made after the user has registered.

[Send invite](#)

4. The relative will then receive an email inviting them to create an account on REACT. You can see whether relatives you have invited have accepted your invite and created an account by clicking on 'My relatives' on the left hand side:



REACT NHS Quick Start Guide: Requesting Access Option

When a relative goes to **www.reactnhs.uk** they have the option to log in if they have been sent an email invite or Request Access



1. Click on
REQUEST ACCESS

Fields marked with an * are required

Please use this form to introduce yourself and provide the best contact details for us to get in touch.

After clicking on the "Send Request" button, you will be contacted about getting access to the REACT online toolkit.

First name

Naomi

Last name

Fisher

E-mail address

n.r.fisher@lancaster.ac.uk

Home phone

01524593009

Mobile phone

Enter your mobile phone number here

Please select the area you live in *

Comments

Hi please can you call me to tell me more about REACT. My E| team told me it may be Thanks|

SEND REQUEST

2. Relatives will be asked to :

- Provide contact details
- choose from a drop down menu the area of they live in.

There is also a comments box so they can add anything that may be useful.

3. When they press the Send Request button they see the following message
"Thank you for getting in touch about accessing the REACT Toolkit.
Someone will be in contact with you shortly.
Best wishes from the REACT team"



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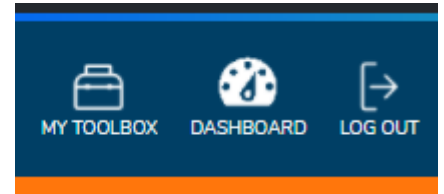
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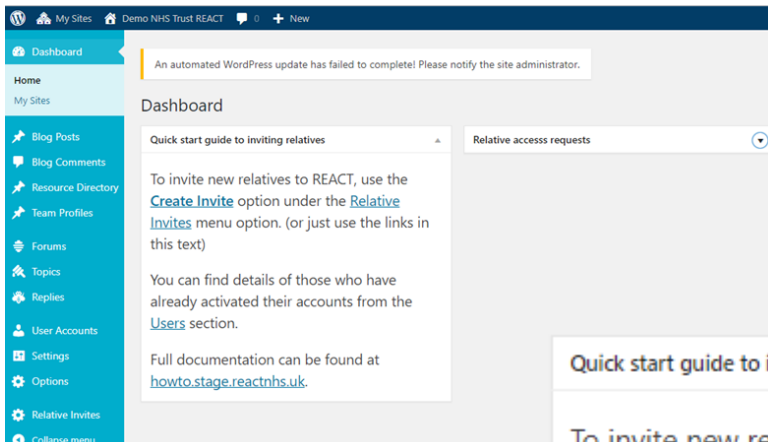
REACT NHS Quick Start Guide: Requesting Access Option

4. Go to www.reactnhs.uk , select your Trust and Log in and follow the instructions below.

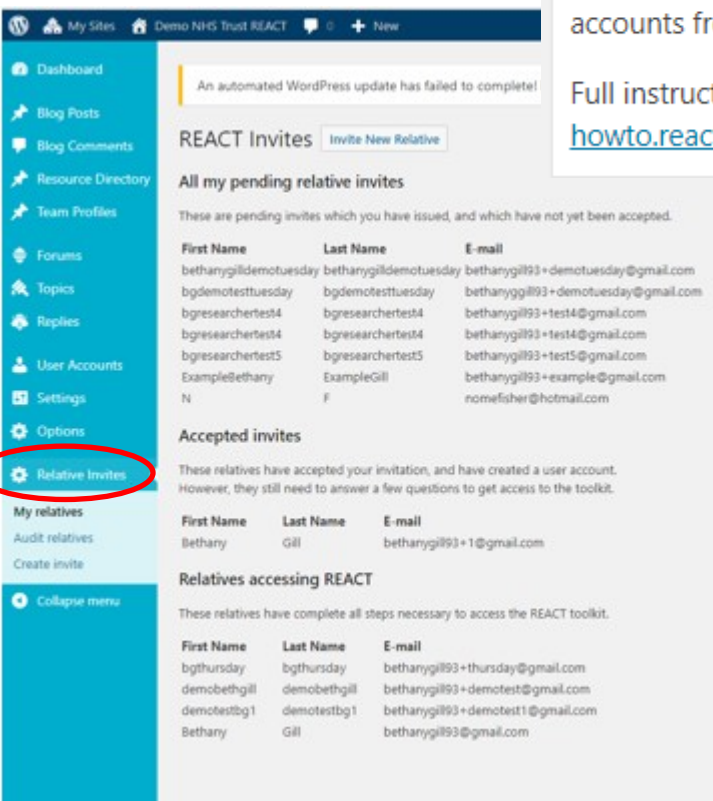
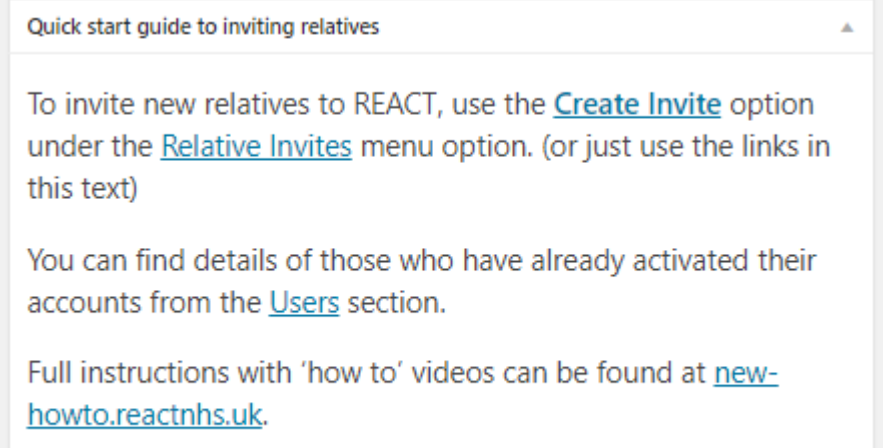
5. Click the 'Dashboard' button on right hand side of top menu



6. There is a Relatives Request Access section on the dashboard



7. Click on the arrow to see who has requested access and to get to short cuts to creating relative invites.

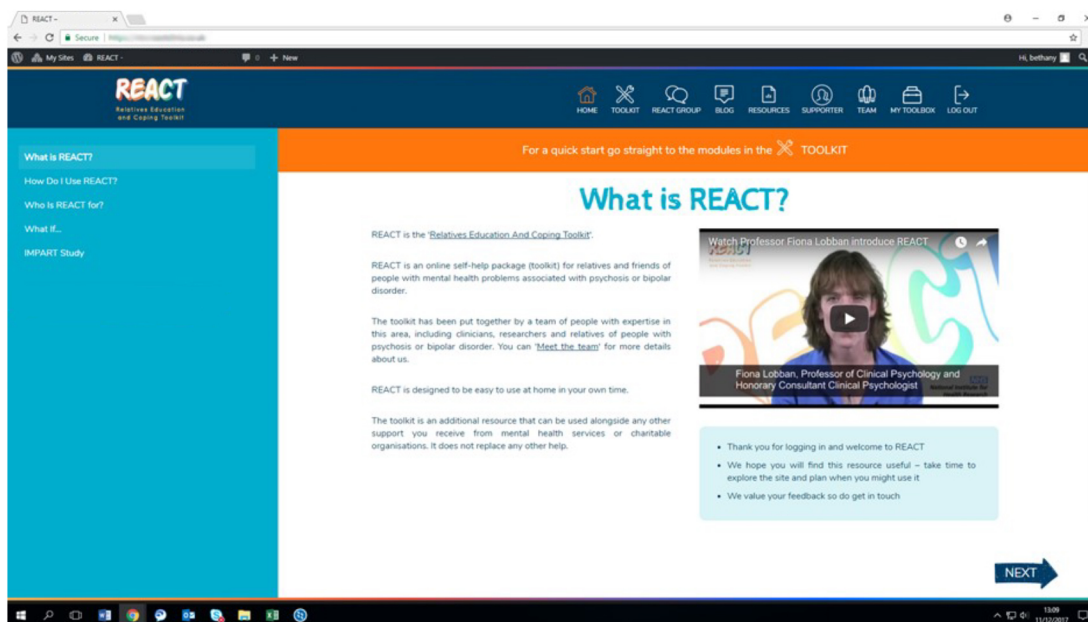


8. Clicking on the Relatives invites you can see who has requested access. The relatives contacts detail are provided here.

9. Please decide as a team who will get in contact with the relatives and how you will decide who to give access to.

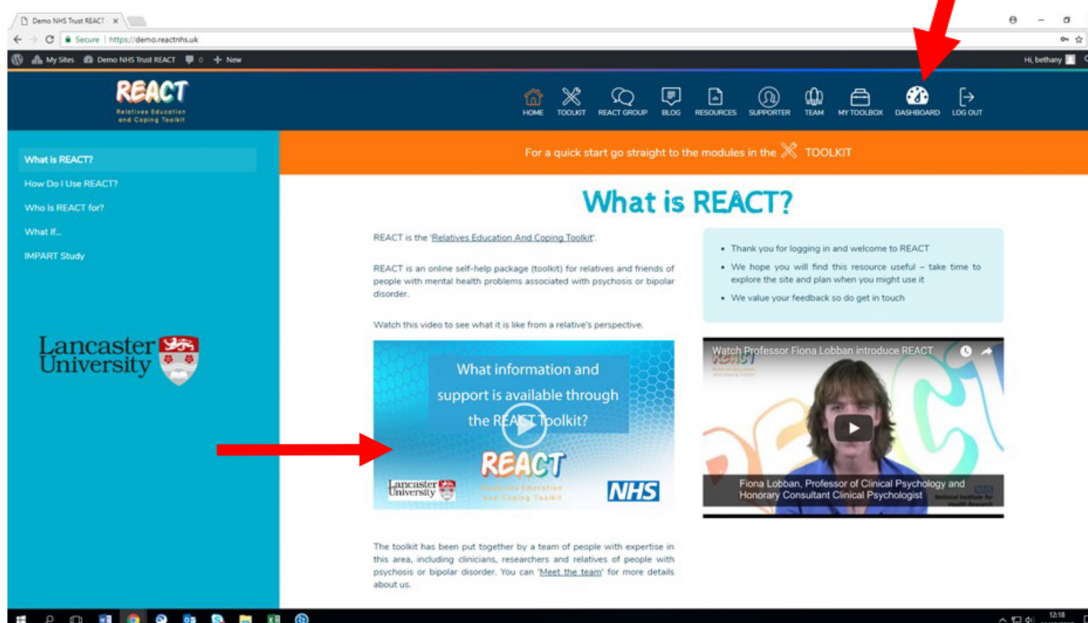
REACT NHS Quick Start Guide: Changes to the REACT Site

Current Front Page



New Front Page

- New dashboard button
- New 'sneak preview' video



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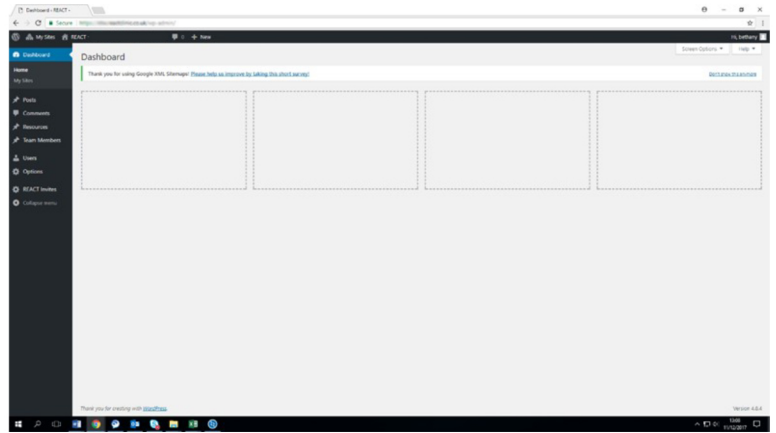
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REACT NHS Quick Start Guide: Changes to the REACT Site

Current dashboard:

- Grey colour ,Vague labels that are unclear, No information on landing page of dashboard
- REACT invites > Pending invites or create invite
- Pending invites only shows invites that you have issued that have not yet been accepted
- To find relatives who have accepted you would need to look on 'Users' > 'Intervention relative'



New dashboard:

- Bright blue colour
- More detailed labels (e.g. blog posts, resource directory, user accounts) and 'REACT invites' changed to 'Relative invites'
- Information on front page of dashboard including relative quotes, trust-wide information (invites, registrations, accessing REACT) and instructions to create a new invite and link to the how to manual. These boxes can be re-arranged to your liking.
- Audit function – quick summary on dashboard and link to more detailed information via the 'view' button. Under 'Relative invites' > 'My relatives' shows relatives that you have invited including pending, accepted and accessing. 'Audit relatives' shows all pending, accepted and accessing relative invites in your Trust.

| Actions | Last 30 days | Lifetime |
|------------------|--------------|----------|
| Invites: | 13 | 42 view |
| Registrations: | 9 | 19 view |
| Accessing REACT: | 5 | 12 view |

Key:
Invites are the total number of relatives who have been invited in your trust.
Registrations are those who have acted upon the invite and selected a username and password, so now have a user account.
Accessing REACT refers to those who have completed all of the steps necessary to access the intervention – i.e. accepted T&C, diversity monitoring, etc.

NB Only IMPART leads and REACT supporters can see this auditing information

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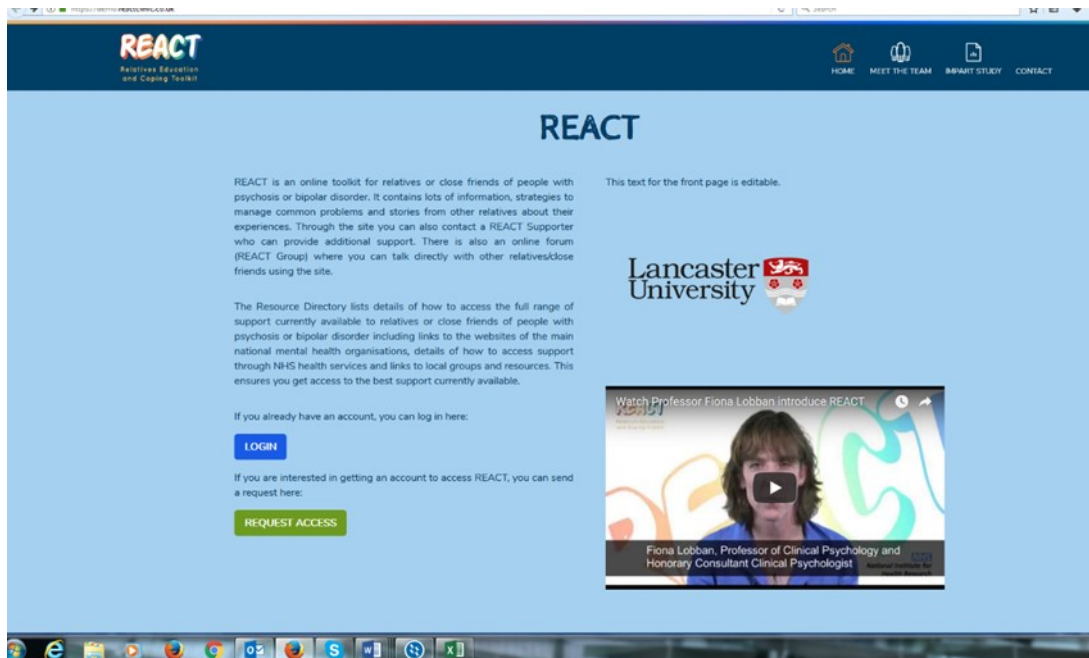
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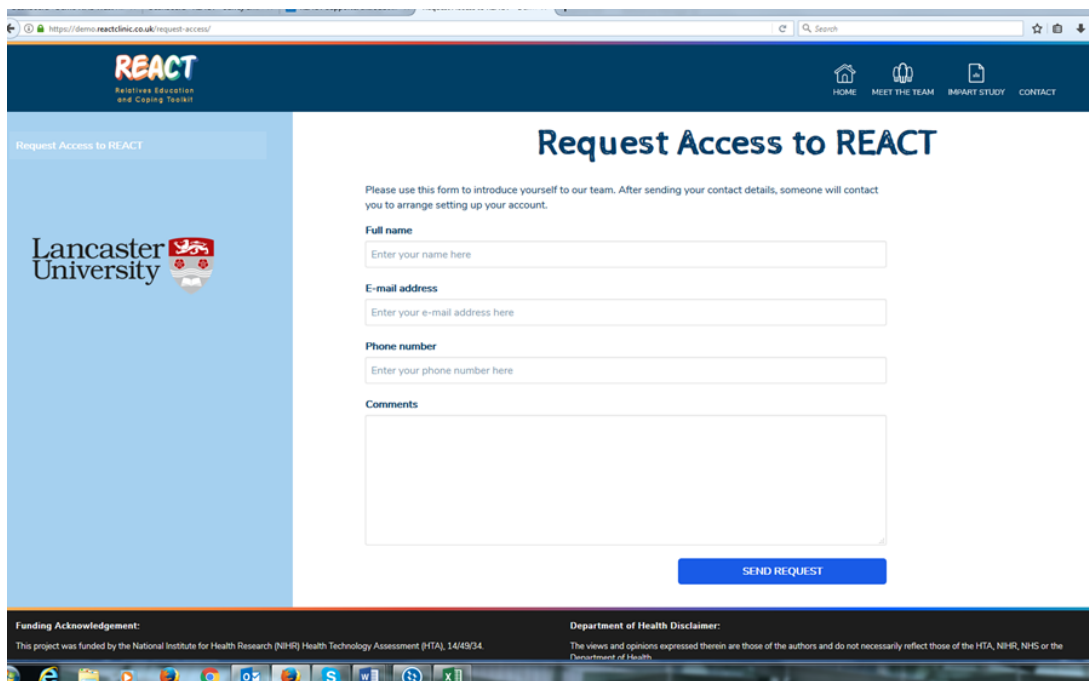
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REACT NHS Quick Start Guide: Changes to the REACT Site

Requesting Access



Page that appears after 'request access'



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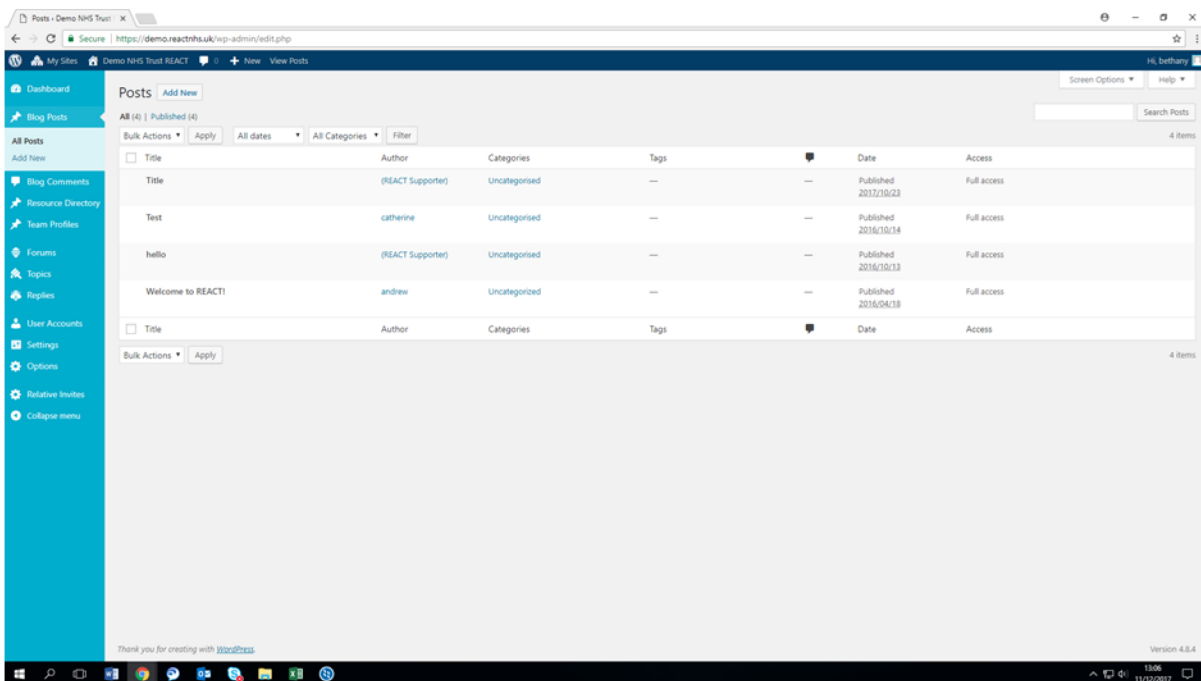
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REACT NHS Quick Start Guide: Changes to the REACT Site

Other changes as part of IPv3:

- Congratulations email when you sign up a relative for all staff members
- Reminder emails/nudges – 1st after a week of the account being set up, then after 2 weeks and then 1 after 3 weeks then stop automatically.
- Post-it notes, mugs, pens, booklets and insert cards, posters
- News feed function
- Certificates for staff members
- How to videos for staff

Blog



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Who has access to each part of the REACT NHS Toolkit and what can they do?

| Part of the REACT NHS Toolkit | What is it? | Relatives, Friends and Families who have access to REACT | REACT Supporters | Clinicians – Members of EIS who have been invited by IMPART Leads or REACT Supporters | IMPART leads and REACT Champions |
|-------------------------------|--|--|--|---|--|
| REACT Toolkit | 12 Modules about bipolar and Psychosis and how relatives can look after their wellbeing | Can see and complete own reflection tasks. | Can see and complete own reflection tasks. | Can see and complete own reflection tasks. | Can see and complete own reflection tasks. |
| Mytoolkit | Where staff or relatives can save personal resources and reflections | Can see and add to their own toolkit | Can see and add to their own toolkit | Can see and add to their own toolkit | Can see and add to their own toolkit |
| REACT Group forum | The relatives peer support discussion group | Can start, see and respond to topics. | Can create, delete and edit forums. Can start, see and respond to topics. | No access | Can create, delete and edit forums. Can start, see and respond to topics. |
| REACT Direct messages | An option for relatives to direct message REACT Supporters in their Trust | Can directly message a REACT Supporter and read the response | Can see all direct messages in their Trust and can respond | No access | Can directly message a REACT Supporter and read the response. Cannot read other relatives messages |
| REACT Blog | A place to let others know about events or news | Can see and post comments | Can start blog posts and respond to comments | Can see and post comments | Can start blog posts and respond to comments |
| Resource directory | A local directory of groups and resources for relatives, friends and family | Can see it | Can view all and can add to and update local directory. | Can see it | Can view all and can add to and update local directory. |
| Dashboard | Where most clinician, REACT supporter and IMPART lead tasks can be done | No access | Has full access including the audit function showing who has been invited and who is accessing the REACT toolkit | Has access to all but the audit function | Has full access to all including the audit function showing who has been invited and if they are accessing the REACT toolkit |
| News Feed | An email summary for Clinicians of activity on the group forum, updates and news relevant to REACT | No access | Is sent email to check and approve content | Receives the news feed email | Receives the news feed email |

Key REACT NHS and IMPART tasks: who can do what?

| REACT NHS Task | What is it? | Relatives, Friends and Families who have access to REACT | REACT Supporters | Clinicians – Members of EIS who have been invited by IMPART Leads and REACT Supporters | IMPART leads | REACT Champions |
|--------------------------------------|---|--|--|--|--|--|
| Inviting relatives | Inputting relatives contact detail so that an invite email is sent to a relative | No access | Can send invites, see and edit relatives contact details | Can send invites – and see and edit details for relatives they have invited | Can send invites, see and edit all relatives contact details | Can send invites, see and edit all relatives contact details |
| Creating Clinician accounts | Inputting an member of EIS contact details so that an account is created and email is sent with their Username and Password | No access | Can create accounts | No access | Can create accounts and edit Clinicians' contact details | Can create accounts and edit Clinicians' contact details |
| Create REACT Supporter | Inputting an member of EIS contact details so that an account is created and email is sent with their Username and Password | No access | No access | No access | Can create and edit REACT Supporter account | Can create and edit REACT Supporter account |
| Creating IMPART Lead accounts | Create a new IMPART Lead account and edit their contact details | No access | No access | No access | Can create all types of accounts and edit Leads' contact details | Can create REACT Champion accounts |
| News Feed | An email summary for Clinicians of activity on the group forum, updates and news relevant to REACT | No access | Is sent email to check the topic titles, add news or updates and approve the content | Receives the News Feed and can make suggestion for content | Receives the News Feed and can make suggestion for content | Receives the News Feed and can make suggestion for content |

REACT

Relatives Education
and Coping Toolkit

www.reactnhs.uk

Find out how to give relatives
access to the REACT NHS
website, just ask

Enter your team name here



REACT

The Relatives Education and Coping Toolkit (REACT) is an online place for you to:

- See ways that other relatives, friends and family have looked after themselves and supported loved ones
- Easy access to a website with trustworthy up to date information when it suits you
- Learn what support is available in your area and how to access services
- Ask questions and share your experiences anonymously and in confidence

To use the REACT toolkit go to www.reactnhs.uk and request access or ask a member of your Early Intervention team

Service or team name here

