

Digital front door technologies to gather service user information for NHS Talking Therapies for anxiety and depression assessments: early value assessment

Information for the public

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NICE has said that the following technologies can be used in the NHS to gather service user information for NHS Talking Therapies for anxiety and depression assessments in people 16 years and over:

- Limbic Access
- Wysa Digital Referral Assistant.

The NHS is collecting more evidence for these technologies. You might be asked if details of your assessment (and subsequent treatment if relevant) can be collected as evidence. You can ask your healthcare professional about how your information will be stored and used.

About the technologies

Digital front door technologies are a way of gathering information about you and your possible condition(s). You may be offered one if you have been referred, or self refer, to an NHS Talking Therapies service for anxiety, depression or both. It may involve online messaging between you and a chatbot.

The technologies can help your NHS Talking Therapies healthcare professional by giving them routine information on you and your condition in advance of your face-to-face appointment. You and your healthcare professional could then have more quality time in your face-to-face appointment to talk about your presenting condition(s) and concerns.

Are these technologies right for me?

Your healthcare professionals should give you clear information, talk with you about other front door options available, and listen carefully to your views and concerns. Your family can be involved too, if you wish. See [our webpage on making decisions about your care](#).

Questions to think about

- How well do digital front door technologies work compared with other ways of gathering service user information for NHS Talking Therapies for anxiety and depression assessments?
- What are the risks? How likely are they?
- What happens if I do not want to use a digital front door technology?
- How long will it take for the digital front door technology to gather the information that is needed?
- Who will be able to see my information?

Information and support

The [webpage on NHS talking therapies for anxiety and depression](#) may be a good place to find out more.

You can also get support from your local [Healthwatch](#).

NICE is not responsible for the quality or accuracy of any information or advice provided by these organisations.

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