

Sleepstation

The patient experience

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What's involved

This document is intended to help you to understand how Sleepstation works and what's included with our service. It is designed to give you a feel for what's involved in the Sleepstation user journey. **The content is addressed to the individual** and explains the processes, features and benefits as they should experience them.

Topics covered include:

- **Creating an account**
- **Assessment and sleep review**
- **Recording sleep diaries**
- **Confidential support**
- **Expert guidance**
- **Results and recommendations**
- **Tools and resources**
- **Outcomes and user feedback**



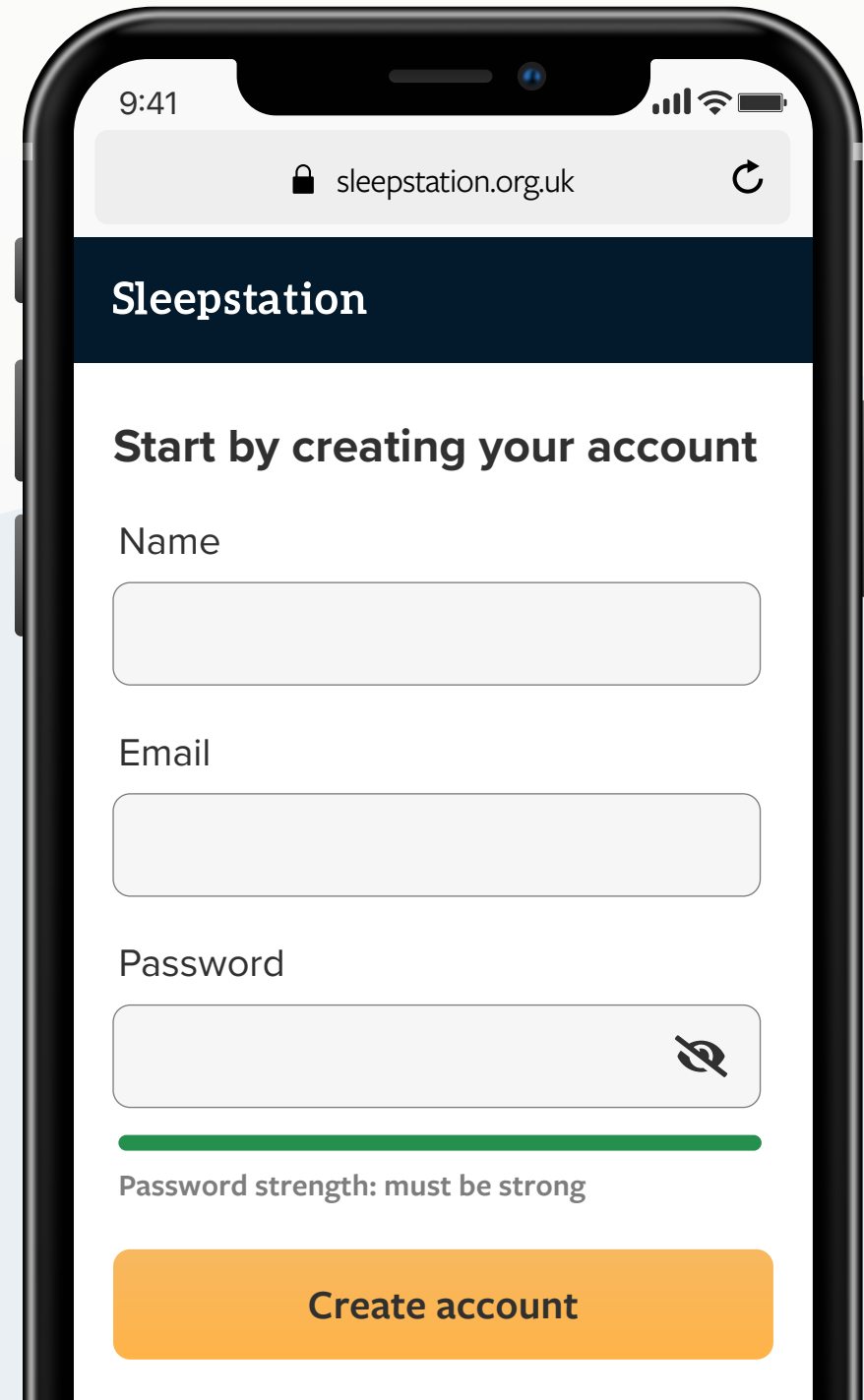
Sleepstation gives you direct access to sleep specialists

You'll be supported by a team of sleep coaches and you'll get personalised guidance from our sleep experts. You can access Sleepstation whenever and wherever you please, and can work through the programme at your own pace.



Start by creating your account

We won't ask for more information than we need. All that's required to create your account is your name and email address.



The image shows a smartphone screen displaying a web browser interface for Sleepstation.org.uk. The browser's address bar shows the URL 'sleepstation.org.uk' with a lock icon on the left and a refresh icon on the right. The page title is 'Sleepstation'. Below the title, the heading 'Start by creating your account' is displayed. The form consists of three input fields: 'Name', 'Email', and 'Password'. The 'Name' and 'Email' fields are empty. The 'Password' field is also empty and includes a toggle icon for visibility. Below the password field, a green progress bar is shown, followed by the text 'Password strength: must be strong'. At the bottom of the form is a large orange button labeled 'Create account'.

9:41

sleepstation.org.uk

Sleepstation

Start by creating your account

Name

Email

Password

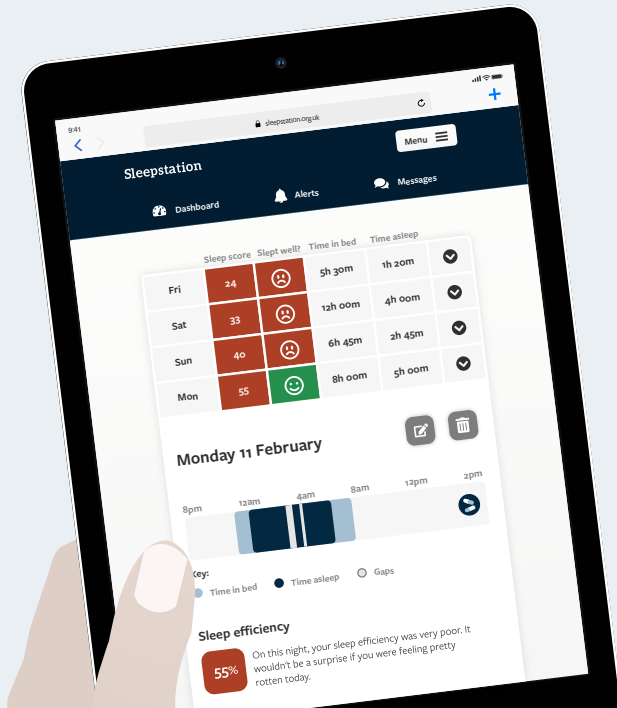
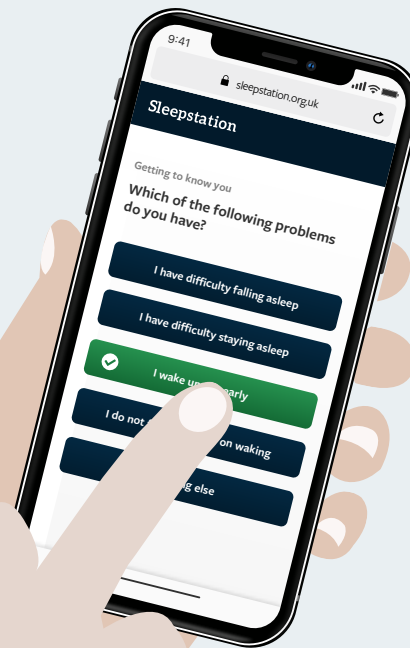
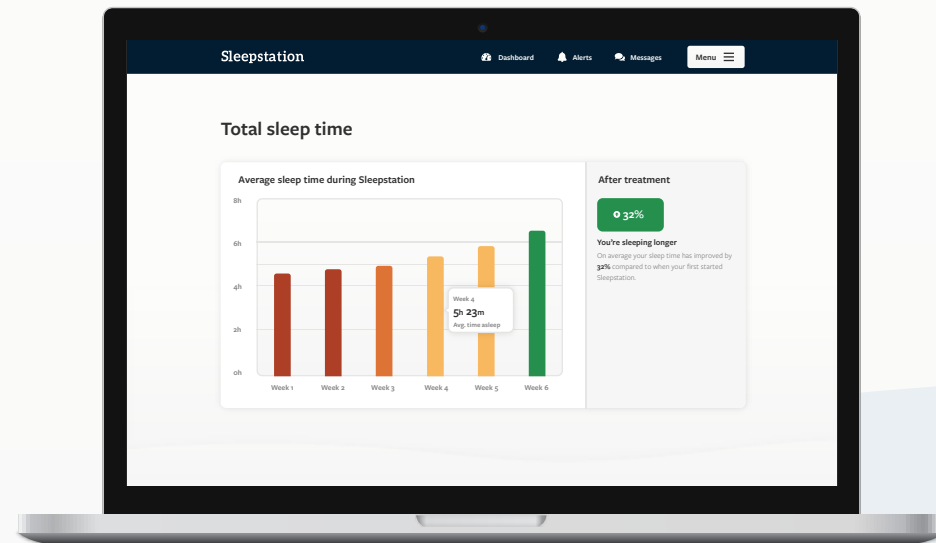
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Password strength: must be strong

Create account

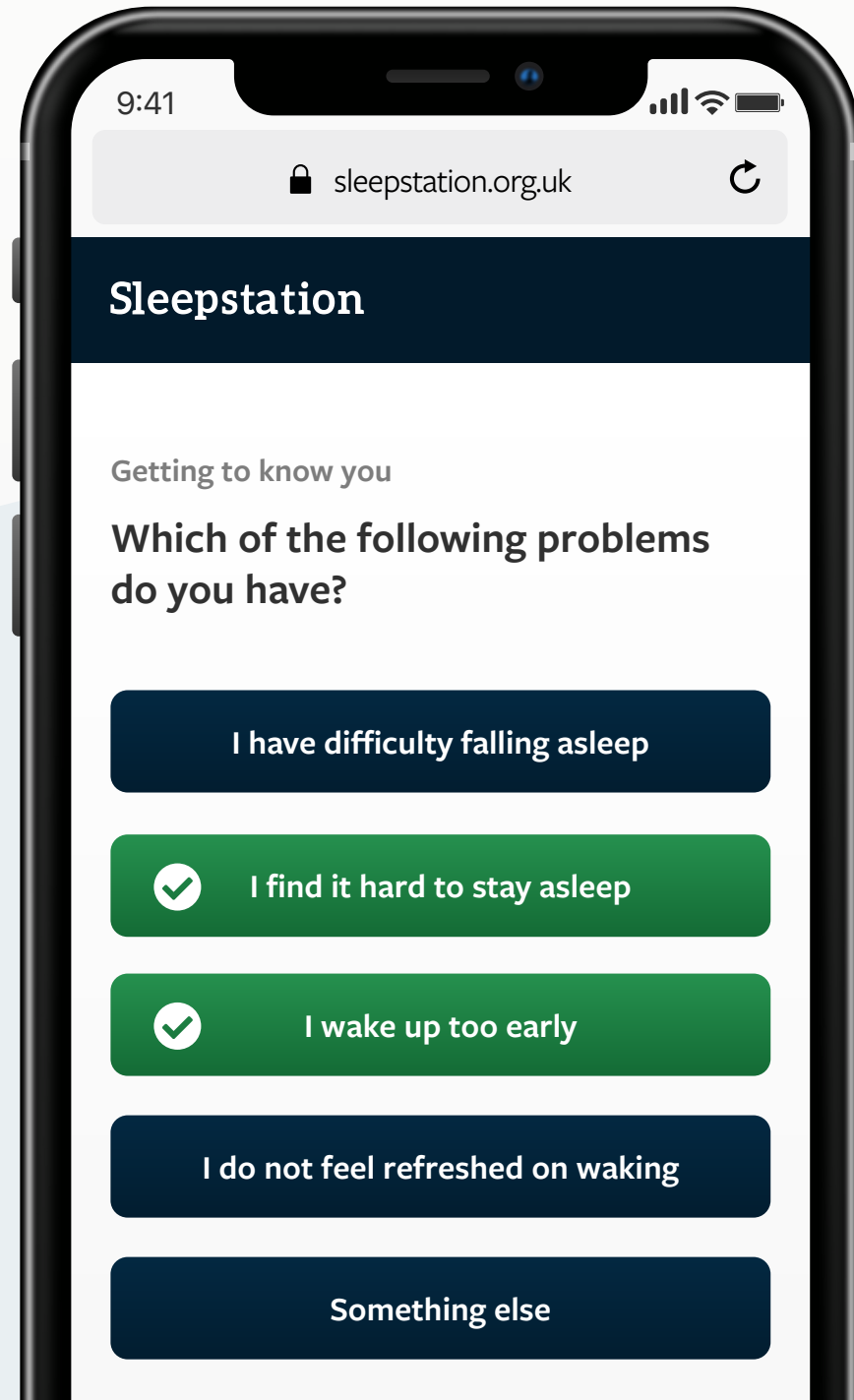
You won't need to download an app

We've designed Sleepstation to be as accessible as possible. You can use Sleepstation on your smart phone, computer or tablet.



Tell us about your sleep problem

Answer some questions about your sleep to help us understand the problems you're experiencing.



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sleepstation.org.uk

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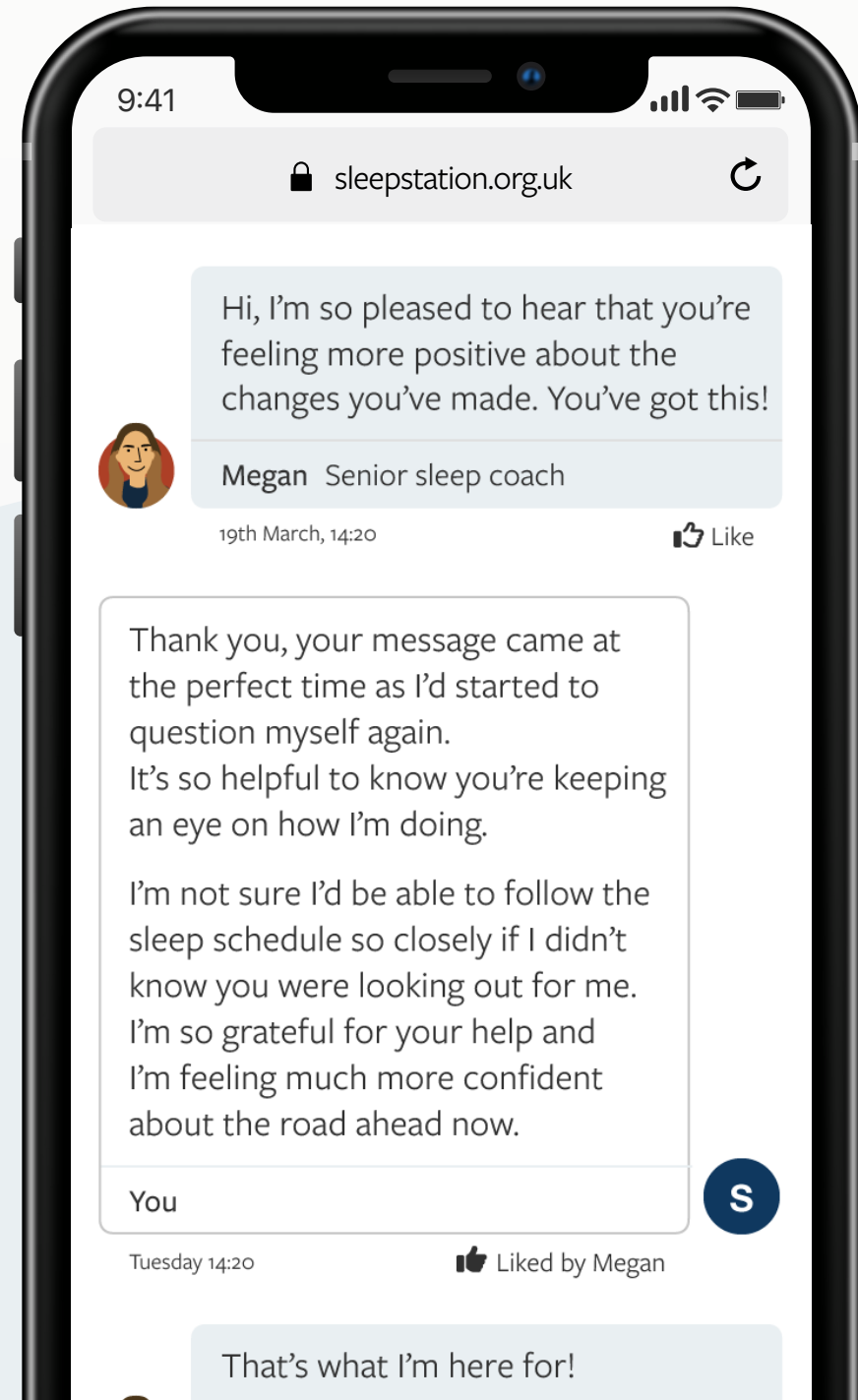
Getting to know you

Which of the following problems do you have?

- I have difficulty falling asleep
- I find it hard to stay asleep
- I wake up too early
- I do not feel refreshed on waking
- Something else

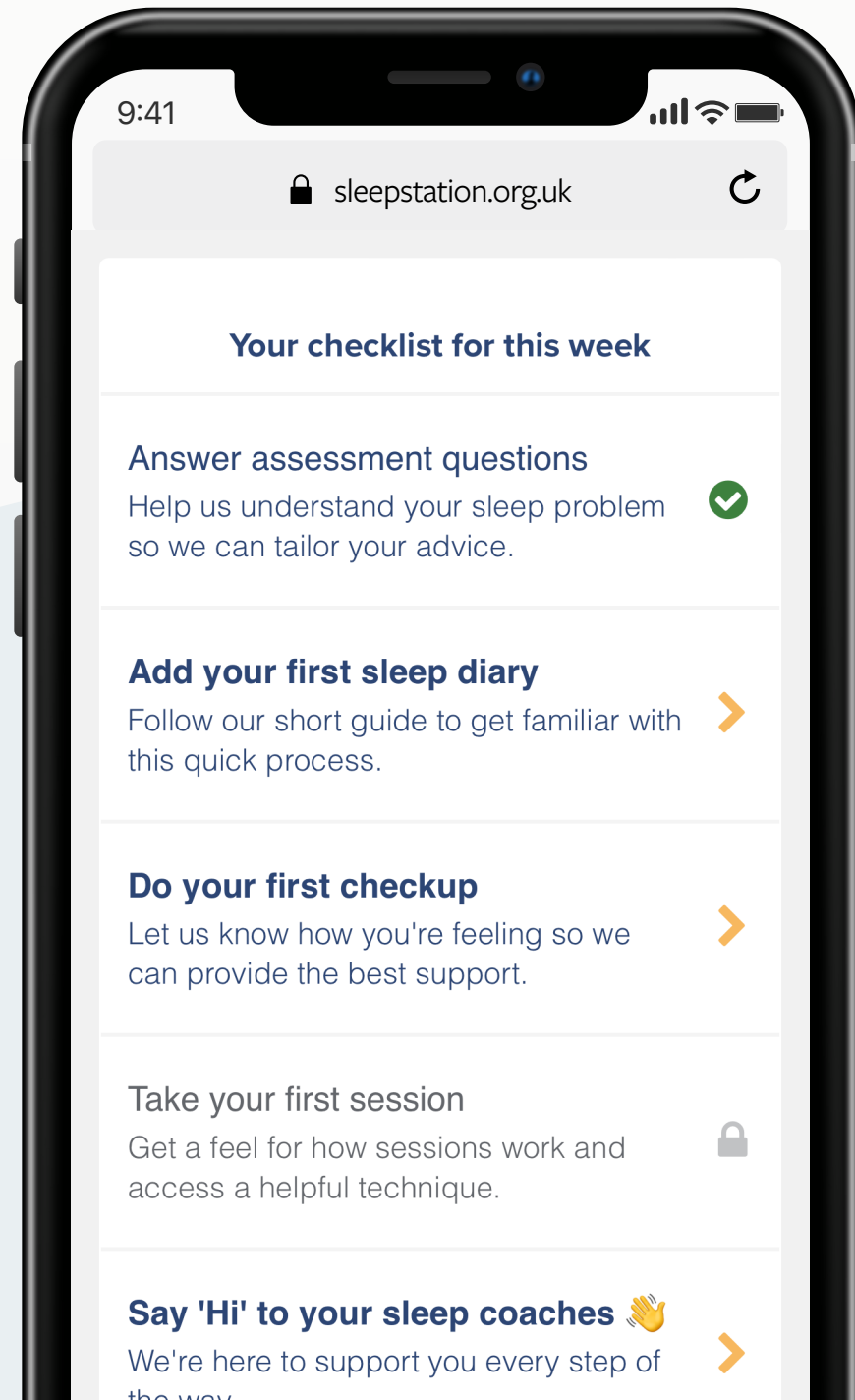
Access unlimited support

You'll be assigned to a dedicated support team who you can reach out to as often as you like. During your first week they'll be focussed on understanding your sleep problem so that we can tailor a plan to improve your sleep.



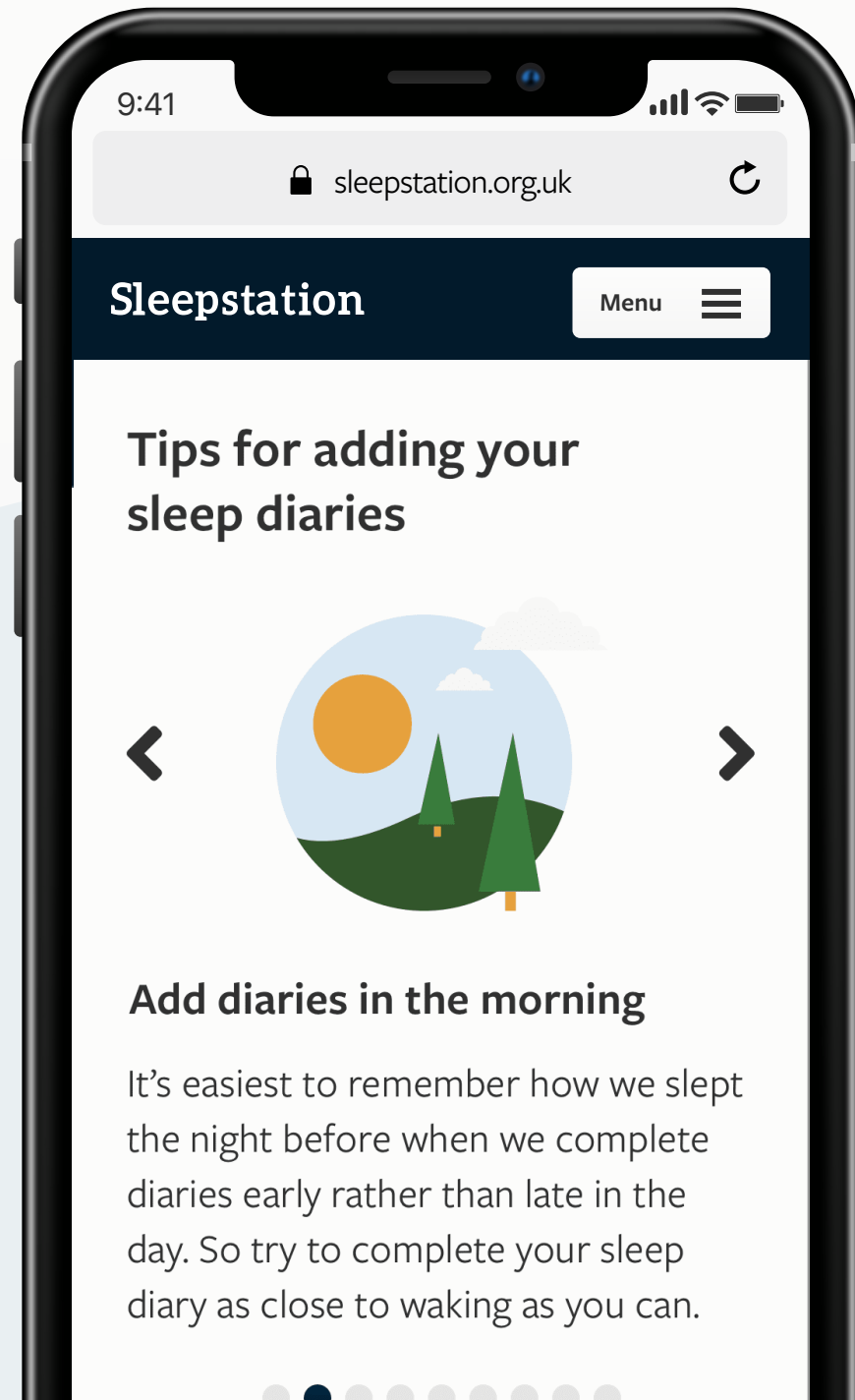
Follow a clearly defined plan

We'll guide you through the process, step by step, and will be there to answer any question you may have.



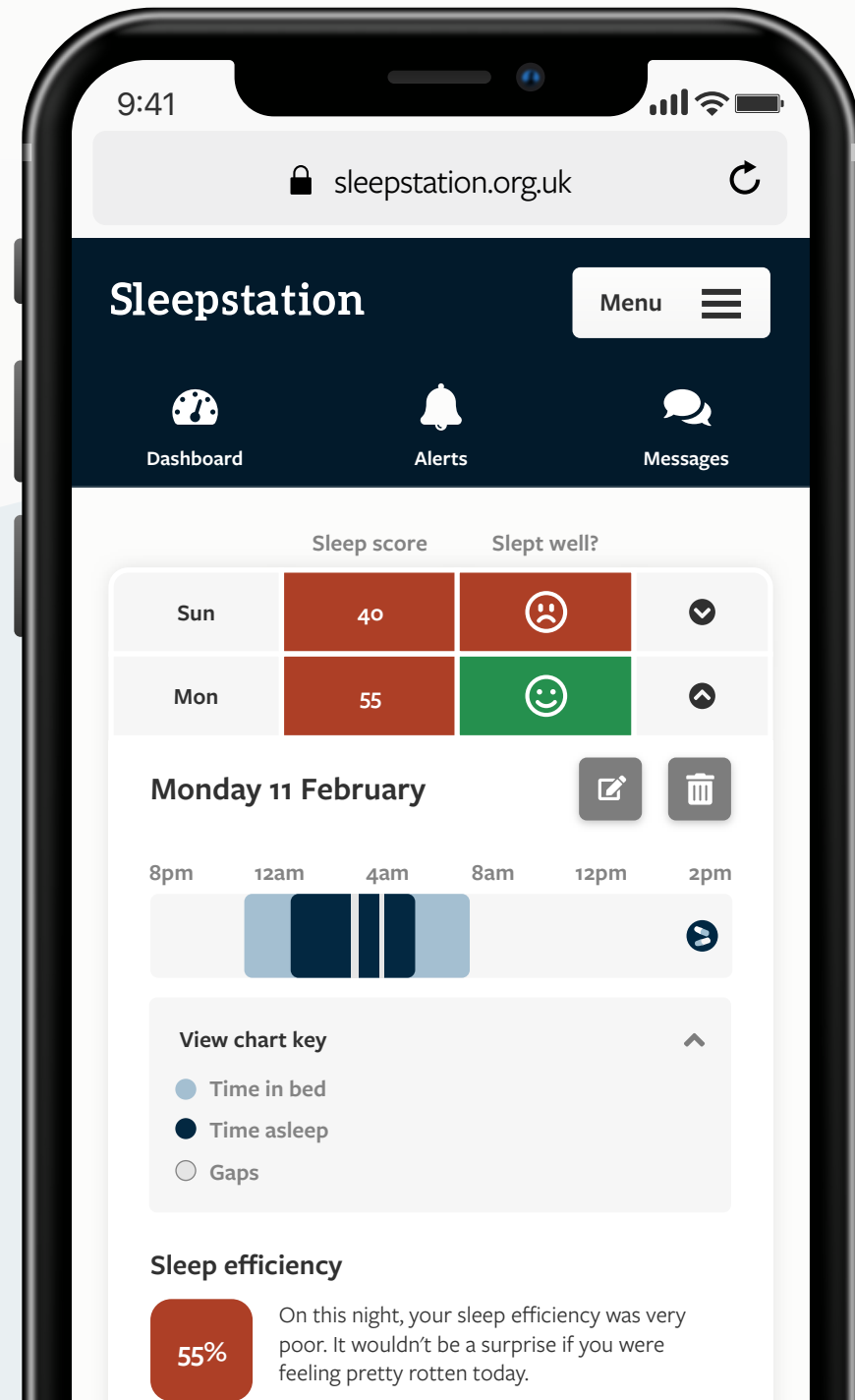
Find your way with ease

Our how-to guides make getting started easy. Even people who don't consider themselves to be tech-savvy can use Sleepstation.



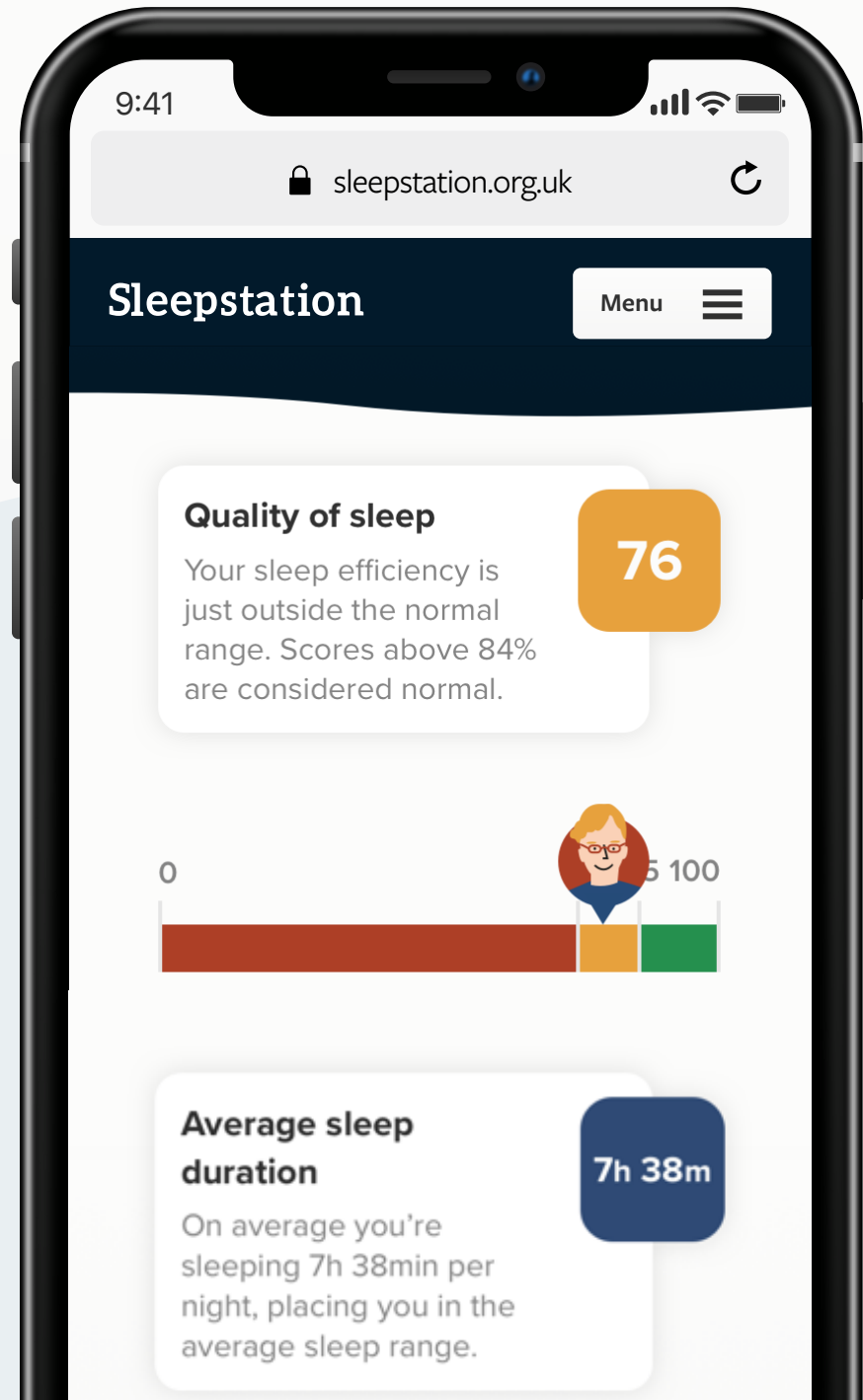
Build your sleep diary

Spend 3-5 minutes per day telling us how you slept and we'll analyse your data and provide useful insights.



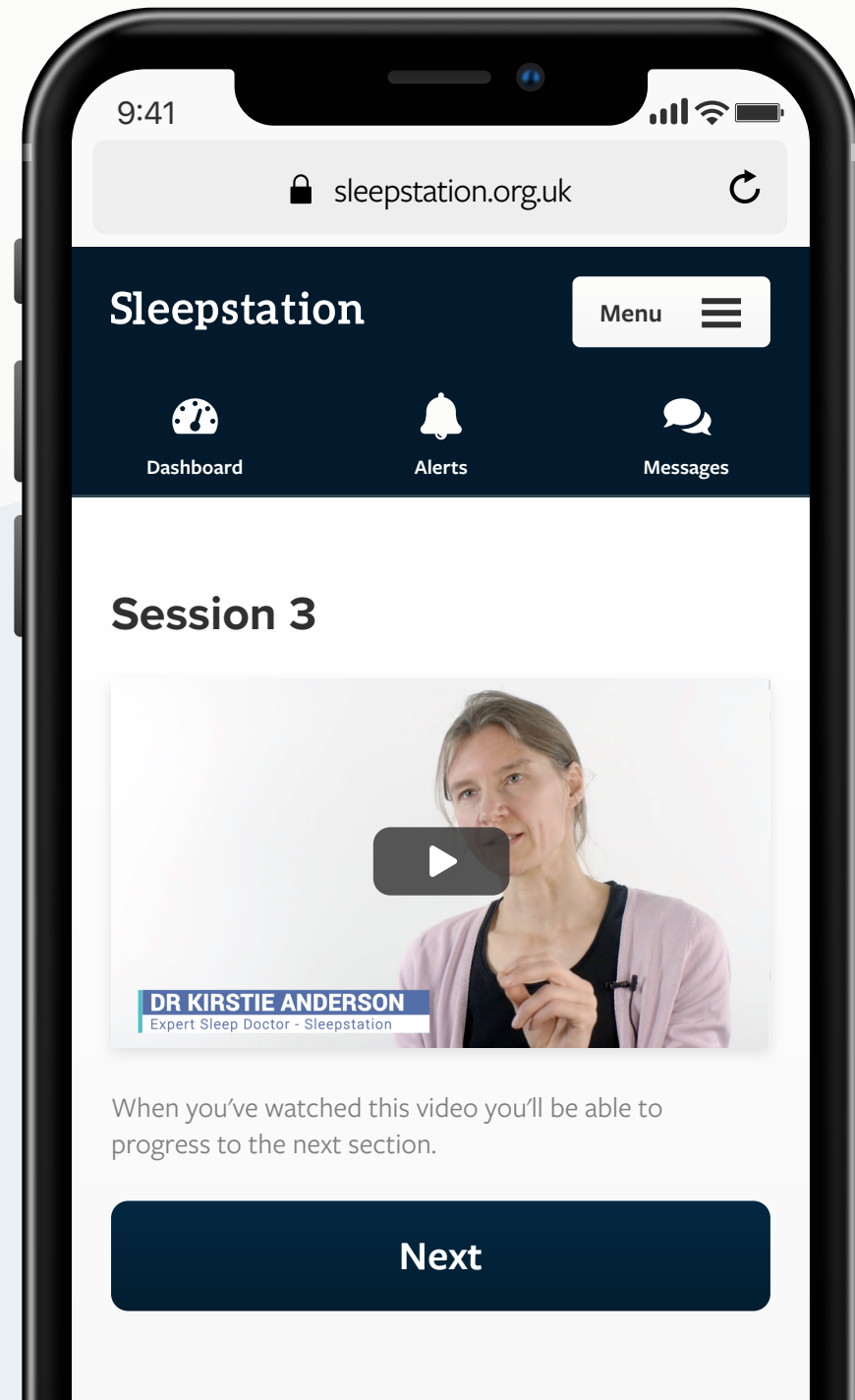
Gain insight into your sleep problem

We'll analyse your sleep in detail and provide you with a detailed report with recommendations and advice.



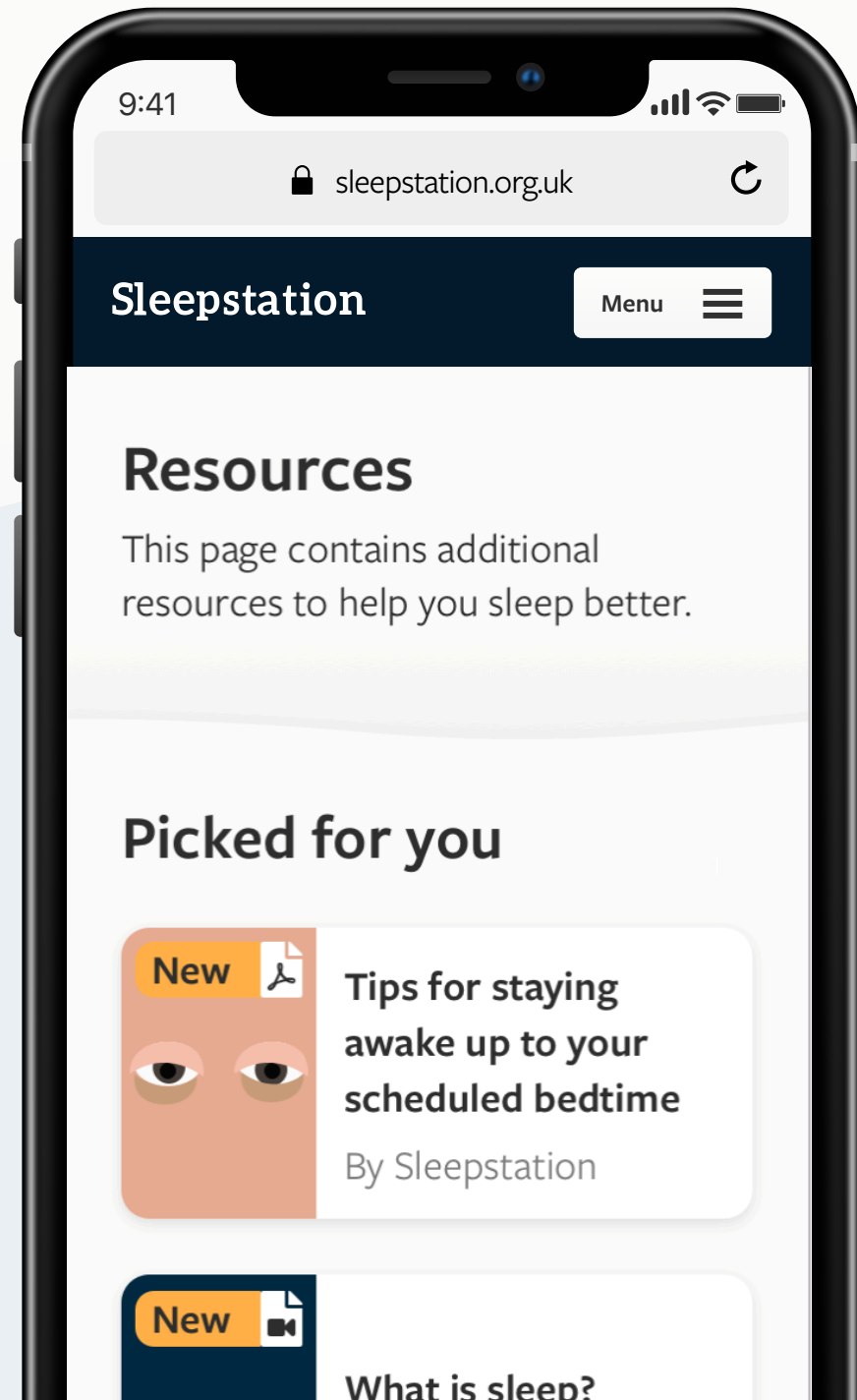
Get expert advice

You'll receive personalised advice and guidance via weekly therapy sessions which will be tailored to address the problems you're experiencing with your sleep and continually refined as you work your way through the programme.



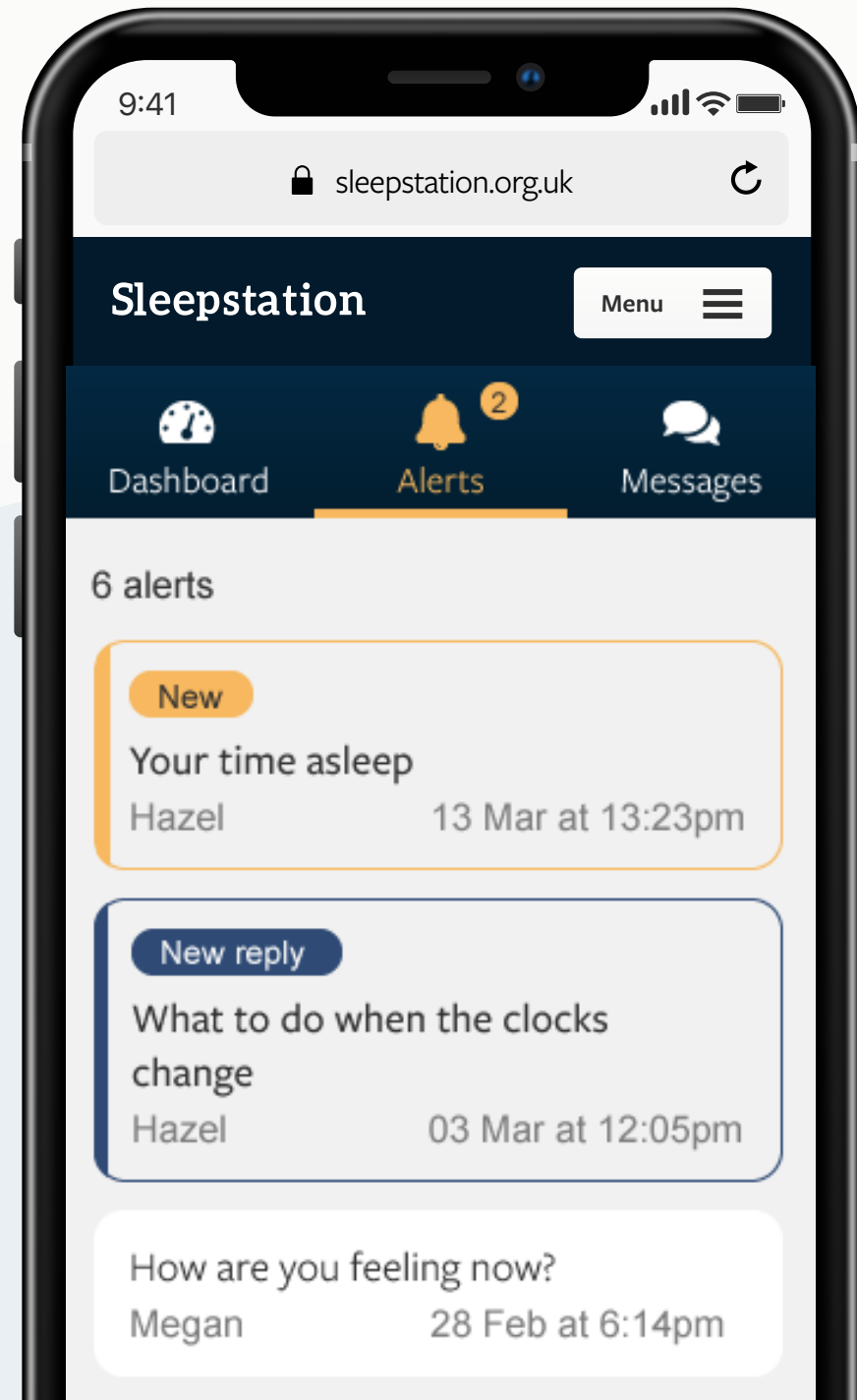
Access sleep resources

Throughout the process, you'll have unlimited access to a range of sleep resources, produced and curated by our expert sleep team.



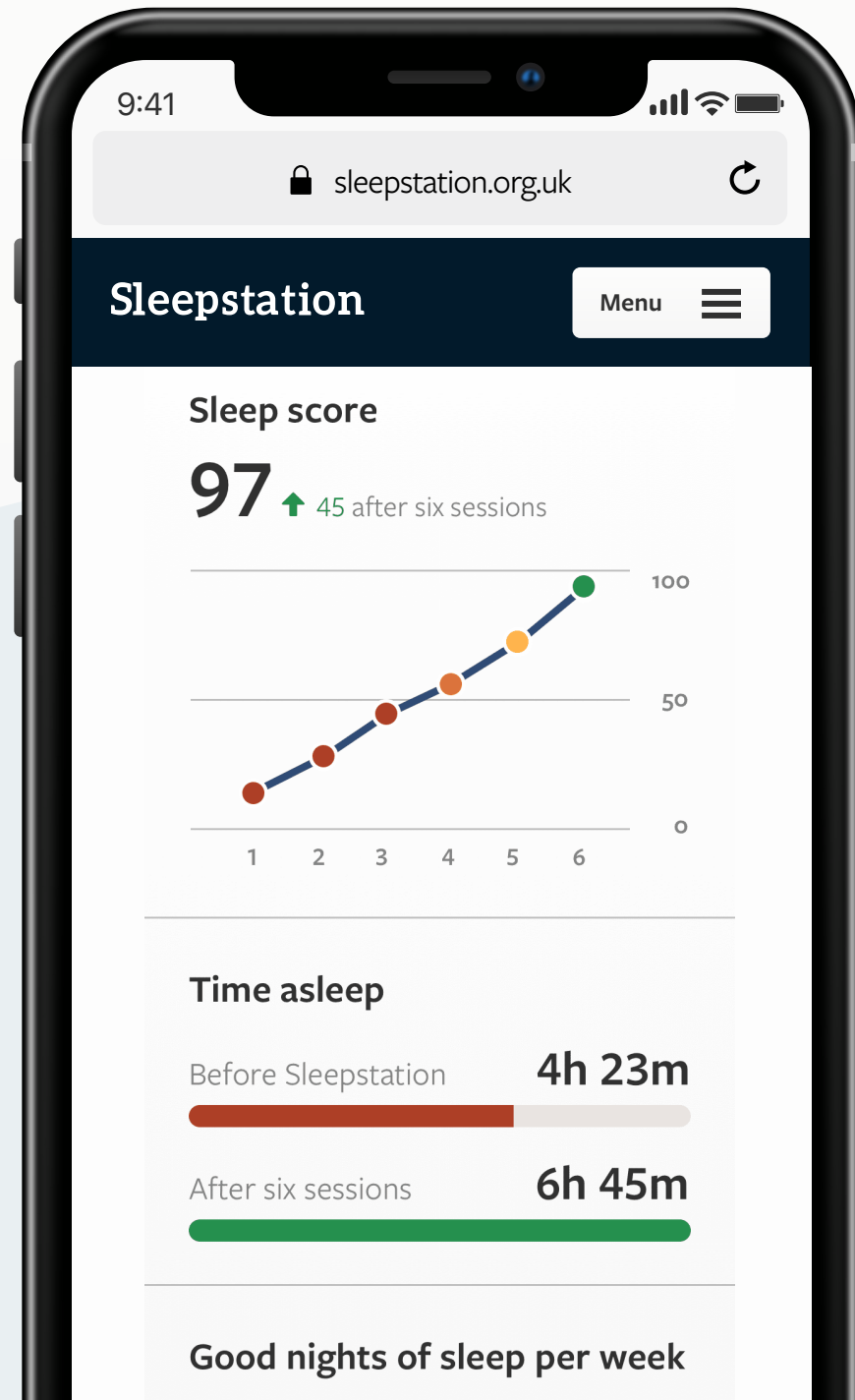
Get pro-active support

We'll continually monitor your progress and will notify you if we spot any problems. We'll give you extra support if you need it.



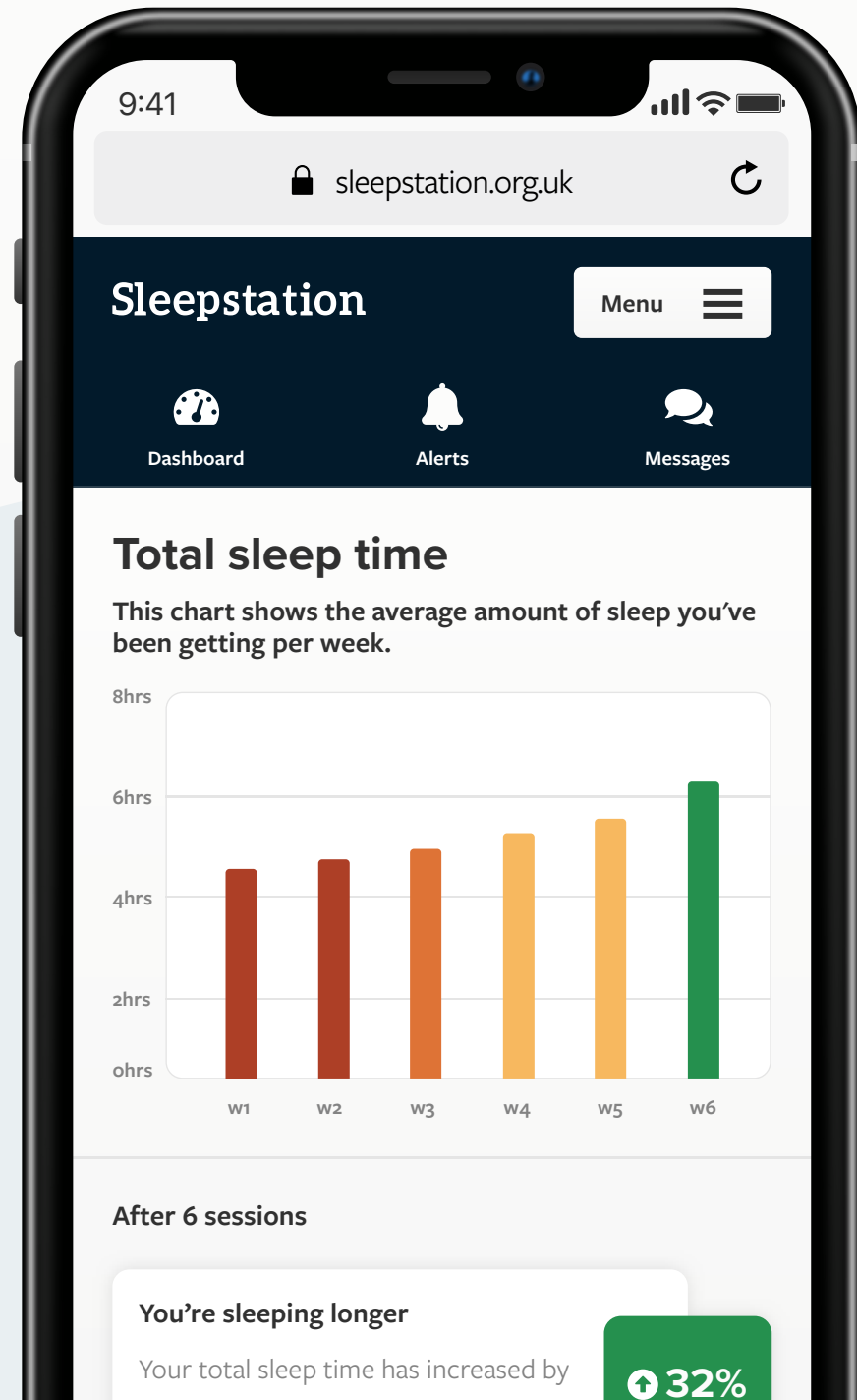
Track your progress

We'll provide insight into your sleep patterns and advice about how to improve your sleep as you work through the programme.



Reach your sleep goals

We help people get the results they're aiming for. In our published research, Sleepstation outperforms in-person, clinic-based, support.



Find out what others think of Sleepstation

sleepstation.org.uk/patient-stories/

Reviews 106 • Excellent



✓ VERIFIED COMPANY



Becky

27, from Bristol

“I was sleeping one to three hours per night, couldn’t sleep, couldn’t concentrate, super emotional. Sleeping tablets didn’t help, the GP then recommended Sleepstation. It was fantastic, within three weeks I slept a full night’s sleep. **My sleep problem is completely solved thanks to Sleepstation.**”

“The ongoing support has been a tower of strength”



Adam

68, from Dorset

“The course has been **an enlightening experience**. It was tough but worth it. It has given me an understanding of the importance of a routine in bedtime and of wake time. **The tools and videos are helpful, also the summaries of the diaries and the insights**. The ongoing support has been a tower of strength. **A big thank you to you all.**”

Reviews 106 • Excellent



✓ VERIFIED COMPANY

“Always there to help,
support and encourage”

Reviews 106 • Excellent



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Rasmina

49, from London

“I had given up hope of sorting my insomnia out and it had started to affect my daily life.

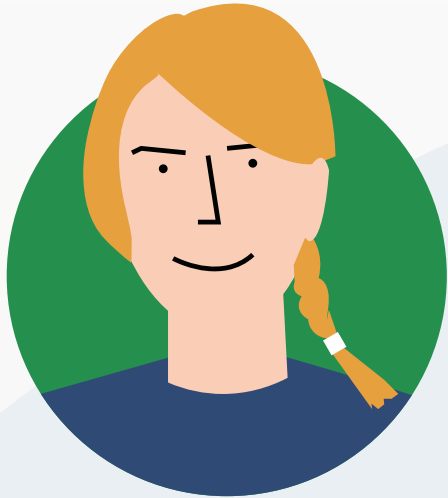
Sleepstation are always there to help, support and encourage you along your journey to resolve your sleep problems. The support team are always willing to help no matter how small or big your worries are.”

“You really have
changed my life”

Reviews 106 • Excellent



✓ VERIFIED COMPANY



Fay

44, from Derbyshire

“I have enjoyed **a good night’s sleep every night, medication-free!** I never thought this would be possible for me and I really can’t thank you enough. You really have changed my life and I haven’t felt better in years. **Thank you; you’re all wonderful.**”

“I feel more in control
of my sleep”



Tariq

64, from Bolton

A very positive experience. My sleep has noticeably improved. I feel more in control of my sleep. **I now have a more 'get up and go' attitude towards my daily life.** I would recommend Sleepstation.

Reviews 106 • Excellent



✓ VERIFIED COMPANY

<https://www.trustpilot.com/review/sleepstation.org.uk>