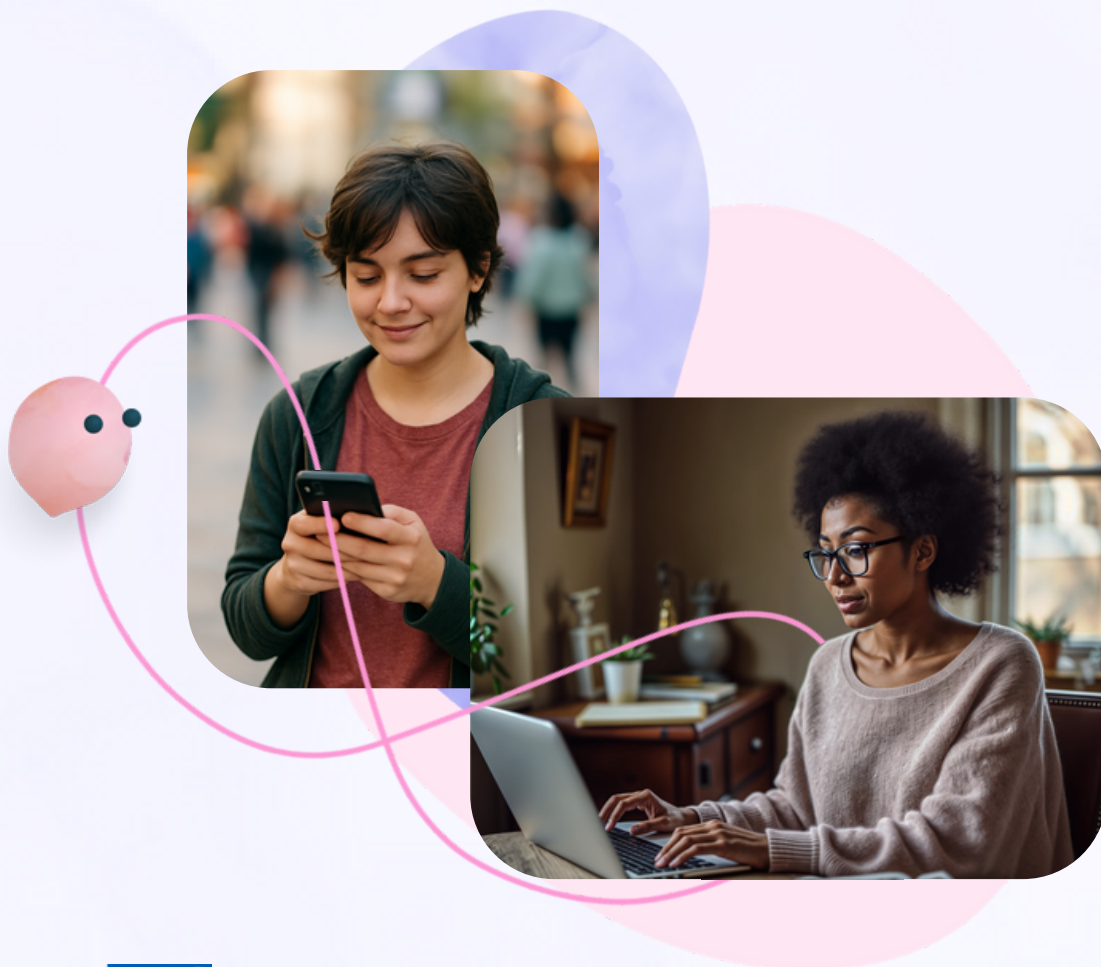




From Skeptic to Advocate: Charlotte's Journey with Limbic Care

How a clinician used a clinical AI care companion to enhance patient care and increase clinical capacity



About Bradford and Craven District Talking Therapies

Bradford's partnership with Limbic began in October, 2023 with the aims of increasing access to self-referral, reducing clinical admin time, and improving the patient experience: Limbic Access, an AI-enabled self-referral and triage assistant was launched as the digital front door. With great success, Bradford wanted to further integrate clinical AI tools into their workflows to improve patient engagement in 1:1 and groups.

Summary



Charlotte Elliott, a Psychological Wellbeing Practitioner at Bradford and Craven District Talking Therapies, went from initial skepticism to enthusiastic advocacy for Limbic Care shortly after implementation. Her experience demonstrates significant improvements in both clinician productivity and patient engagement: streamlined administrative workflows, enhanced accountability with visibility into patient homework completion, and improved client satisfaction. Charlotte's journey shows how thoughtfully integrated clinical AI tools can enhance rather than replace the therapeutic relationship, leading to more effective treatment outcomes.

Key Results

- **86.6%** positive patient feedback
- **70%** of patients attend >1 sessions
- **77%** engagement rate in first week

“ I like the layout, it's easy to navigate...It's also good at providing information and **allows me to refresh my memory from our sessions.** ”



Patient

Bradford and Craven District Talking Therapies

THE CHALLENGE

Skepticism About AI Adoption

When Charlotte's managers first introduced [Limbic Care](#), a clinical AI care companion app, her reaction mirrored that of many clinicians facing new technology. The team was already using Limbic Access, a clinical AI assistant for assessments, but this was different territory entirely.

While managing heavy caseloads, the prospect of learning another system felt overwhelming. She worried about losing control over her therapeutic sessions and questioned whether the technology would help or complicate her established practice.

“ I started off quite hesitant... but actually over time it **really does benefit the sessions**...it guides [the patient] a lot easier and just gives that extra guidance outside of the sessions as well.



Charlotte Elliott

PWP, Bradford and Craven
District Talking Therapies



What is Limbic Care?

[Limbic Care](#) is an on-demand, patient care companion app that uses generative AI to deliver personalised therapeutic materials to patients in an engaging way. Patients can read psychoeducation materials, complete therapeutic interventions, and engage with open-ended conversation with Limbic for emotional support. Limbic Care is designed to be your personal clinical assistant that engages patients in between sessions and on the waitlist.

THE SOLUTION

AI-Enhanced Therapy Support

After training on both practitioner and patient perspectives, Charlotte learned to let clients lead their interactions with Limbic Care. This level of **client autonomy** became one of the app's greatest strengths.

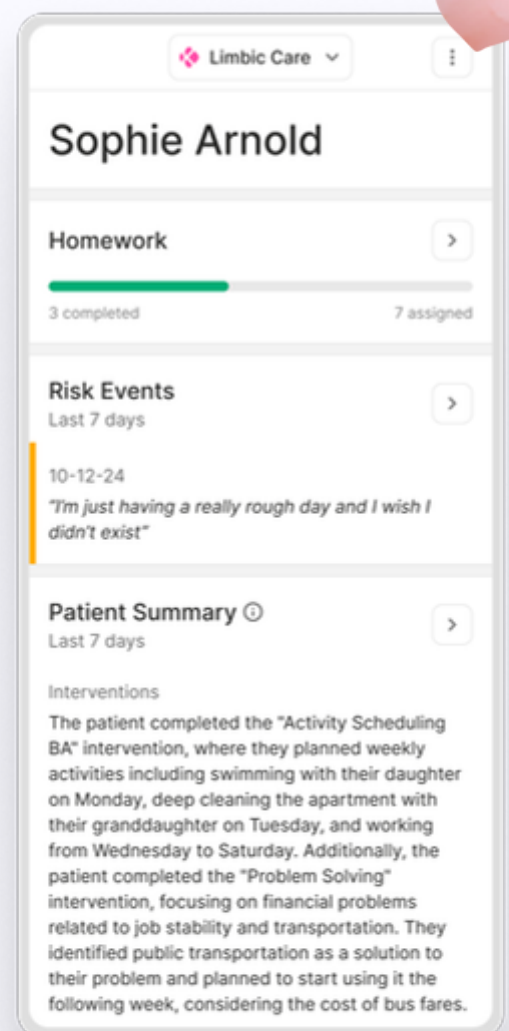
How Charlotte Uses Limbic Care

Pre-Session Preparation:

Charlotte maintains her structured CBT approach but now adds a quick Limbic Care check on the **Clinician Dashboard** to see client engagement with between-session work, AI generated patient summaries, risk events, and homework completion. This lets her structure sessions appropriately before clients arrive.

Post-Session Review:

Instead of hunting through folders for Word documents and PDFs, Charlotte simply highlights relevant tasks within Limbic Care that will notify her client immediately.



THE RESULTS

Elevated Practice

Charlotte's experience shows measurable improvements across key areas:



Administrative efficiency with the support of the Clinician Dashboard that provides AI-generated summaries of activities the patient has completed, releasing clinical admin time to allow for more targeted sessions.



Enhanced therapeutic alliance with full visibility of a client's homework completion and risk events. This transparency enables Charlotte to: identify specific implementation barriers and tailor techniques to individual clients.



Patient engagement beyond sessions with an AI companion exceeded expectations. Many report supportive and stigma-free conversations with Limbic, which means patients are supported 24/7.

Treatment Adherence

70% attend multiple sessions

Clients attend >1 sessions compared to those not using the app (~55.7%)

Engagement Rate

77% return after 7 days **46%** remain active by day 30

Proving strong ongoing engagement with treatment journey

Reliable Improvement

↑ 9.1%

increase vs. non-Limbic Care clients

Reliable Recovery

↑ 6.7%

increase vs. non-Limbic Care clients

Patient Satisfaction

86.6%

Positive satisfaction with Limbic Care

Source: July 2024–April 2025 from using Limbic Care in psychoeducational courses. Data collection for Limbic Care in one-to-one is ongoing.

Meaningful Shifts

Charlotte's transformation goes deeper than efficiency gains. She's moved from initial anxiety about implementation to considering the tool essential to her practice.



Long-term Support

Both Charlotte and her clients value learning that Limbic Care access continues for 12 months post-discharge. Previously, therapy conclusion meant clients retained only resource documents. Now, they maintain access to AI-enabled support that can explain strategies and provide guidance long after formal treatment ends.



Enhanced accessibility

For clients who previously struggled with traditional resource formats or felt unsupported between sessions, Limbic Care provides natural, accessible therapeutic extension. The generative AI care companion makes therapy resources more digestible and available when clients need them most.

What's next?

Building on these early wins, Charlotte continues integrating Limbic Care more deeply into her practice. She's particularly excited about **leading training sessions** with skeptical colleagues to help overcome their doubts by sharing her experience and demonstrating the app's benefits firsthand.



The Future of Mental Healthcare

Charlotte's story represents a significant shift in how NHS Talking Therapies can address clinician burnout and patient engagement challenges. With Limbic's evidenced, and clinically validated approach to patient care, the question isn't whether to adopt tools like Limbic Care, but how fast.

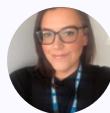
“ It just ultimately makes the **therapy a lot more effective** because then we can overcome the barriers a lot better, or we can infuse techniques that are a lot more fitted and tailored for themselves.



Charlotte Elliott

PWP, Bradford and Craven
District Talking Therapies

“ The app is a **user-friendly, secure way to complement face-to-face or online therapy** and helps individuals build confidence in managing their own mental wellbeing. It's part of our commitment to providing flexible, accessible support for everyone in our community.



Naomi Holdsworth

Operations Service Manager, Bradford
and Craven District Talking Therapies



Learn more about Limbic
at www.limbic.ai