

Monitoring your progress

Please note:

We may telephone you 6 weeks after your last contact with the service, if we feel you would benefit from further appointments.

If you have any questions about privacy and confidentiality, or any other matter in this leaflet, please talk about it at your session.

Cancellations

There is a heavy demand for this service. Please try to give us as much notice as possible if you have to cancel an appointment. This will allow us to offer your appointment to someone else.

We may discharge you if you repeatedly miss appointments.

To make an appointment

Please call us on 01225 675150

At busy times your call may go through to our answer machine: please leave your name and a contact number and we will call you back as soon as possible.

Avon and Wiltshire 
Mental Health Partnership NHS Trust

For self help courses

Tel: **01225 675150**

Website: <http://iapt-banes.awp.nhs.net>

Who are we answerable to?

All members of the team follow a Professional Code of Ethics. We are employed by Avon and Wiltshire Mental Health Partnership NHS Trust.

If you think things could be done differently, either for the benefit of yourself or for other patients, please talk to a member of the BaNES Talking Therapies Service.

If you have a complaint which you cannot solve by talking to the person you usually see, you should contact:

PALS and Complaints Manager

Avon and Wiltshire Mental Health Partnership NHS Trust, Jenner House, Langley Park Estate, Chippenham, SN15 1GG

Tel: **01249 468261 / 468217**

Freephone: **0800 073 1778**

NHS



Working it out

Information for patients about the talking therapies available to them at their GP Surgery

How can talking therapies help me?

Many people go through periods of difficulty in their lives, which can leave them feeling:

- Stressed
- Anxious
- Depressed
- Unable to cope

BaNES Talking Therapies practitioners are trained to help people to understand more about these difficulties.

They can also help to find ways of talking or coping with them.

The people we see have a variety of life's problems, such as:

- Depression
- Anxiety/panic
- Work related stress
- Obsessions
- Anger difficulties
- Relationship difficulties
- Eating problems
- Loss/bereavement
- Long term conditions

What we can offer you

The support we offer will generally be short term. It will usually take place at various locations across BaNES.

What we offer is focused on helping you move forward. The type of service is known as stepped care. This means you are able to book into an appointment either face to face or over the telephone with one of our practitioners. We will concentrate on steps that you can take yourself to help you tackle your difficulties.

You will be offered a range of options and ideas which may include joining a short course (dealing with a variety of life's problems), or help through an interactive computer programme.

These courses are held in different locations in the community.

However, if after trying the options offered, you feel you need more help, you can make a further appointment for us to discuss what else might be offered, as you would with your GP.

Length of sessions

Each 'one to one' session lasts between 30 and 45 minutes.

The short courses are normally 2 hour weekly sessions for up to 6 weeks. They run in the evenings as well as the daytime. We also run some one day Saturday courses.

Privacy & confidentiality

Sessions are held in confidence. There may be some professional contact between the BaNES Talking Therapies Service and your GP, or other staff involved in your care.

As with any appointment in the surgery, it is usual to note your attendance in computerised or manual medical records where there may also be other brief comments about your progress.

To protect a child/vulnerable adult or yourself, relevant information will always be passed on.