

Monitoring your progress

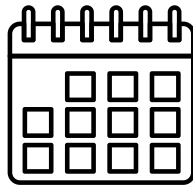
We may try to get in touch after your last contact with the service, if we feel you would benefit from further appointments.

Cancellations

There is a high 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

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.



If your first language is not English or if you use British Sign Language, our staff can book a range of interpreting and translation services for you.

If you need voice phone, an interpreter or information in another way you can connect to a **BSL interpreter** using this link www.mainswitchboard.signvideo.net and provide the locality details on the back of this leaflet.



NHS BaNES Talking Therapies

Bath NHS House
Newbridge Hill
Bath
BA1 3QE
01225 675150
awp.banes-talkingtherapies@nhs.net

NHS Swindon Talking Therapies

2nd Floor
Old Town Surgery
Curie Avenue
Swindon
SN1 4GB
01793 836836
awp.swindontalkingtherapies@nhs.net

NHS Wiltshire Talking Therapies

Lodge 3
Green Lane Hospital
Marshall Road
Devizes
SN10 5DS
01380 731335
awp.wiltshiretalkingtherapies@nhs.net

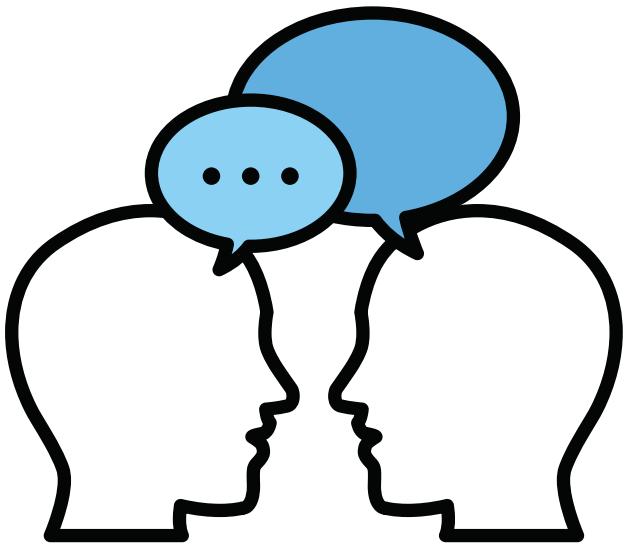
To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service

(PALS) 01249 468261

Freephone: 0800 073 1778
awp.pals@nhs.net



Avon and Wiltshire
Mental Health Partnership
NHS Trust



NHS Talking Therapies

Information for patients
about our services



for anxiety and depression

Service provided by Avon & Wiltshire Mental Health Partnership NHS Trust

How can talking therapies help me?

Many people experience feelings of low mood and anxiety in their life which can lead to them feeling overwhelmed.

Talking Therapies Practitioners are trained to help you understand more about these difficulties and suggest options that may help. This may be within our service or signposting you to the right place.

The service supports people experiencing difficulties such as:

- Anxiety
- Depression
- Stress
- PTSD

We also support people who are experiencing anxiety and depression related to:

- Long Term Health Conditions (LTC)
- The Perinatal Period
- Difficulties Relating to Employment

Long Term Health Conditions (LTC)

Long-term physical health may include conditions such as chronic pain, fatigue, diabetes, COPD, coronary heart disease etc.

We provide a range of CBT-based support options including 1:1 support, online self-help programmes and group workshops that aim to enhance self-management of symptoms and address low mood and anxiety that often occur alongside the condition.



The Perinatal Period

Having a baby can be joyful, exciting, and rewarding. However as many as one in five women/birthing people experience emotional difficulties during pregnancy and after their baby's birth. This can happen to anyone. BSW Talking Therapies give priority appointments to pregnant women/birthing people who are experiencing anxiety or low mood from conception to when your baby is 2 years old.

Difficulties Relating to Employment

We also have a dedicated team of employment advisers available to offer support in remaining, returning or finding work.

What we can offer you

We offer short-term interventions focused on helping you move towards your goals.

You are able to self-refer and book an assessment with one of our practitioners. We will concentrate on steps that you can take to help you tackle your difficulties.

If our service is appropriate for your needs, your practitioner will discuss the options that are most suitable with you. This might include joining a short course, guided help through an interactive computer programme called SilverCloud or a 1-1 treatment focused on your goals.

However, if after trying the options offered, you feel you need more help, an appointment for review can be arranged. You will meet with the practitioner to discuss next steps, which may include 1:1 treatment sessions.

Length of sessions

Each assessment session lasts between 30 and 45 minutes.

Our self-help courses and workshops can run up to 2 hours. They run in the evenings as well as various times in the day.

Privacy & confidentiality

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

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

We have a duty of care to protect children and vulnerable adults or yourself. If there is a risk, relevant information will be shared with relevant professionals.

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

How do you use my information?

Staff caring for you will use your information and the record about your health and your previous care to help them give you the best treatment.

For more information please see the Trust's Fair Processing notices at www.awp.nhs.uk.