

What We Provide

- We provide free NHS funded psychological therapy for people with mild to moderate anxiety or low mood. When people have problems that are more severe or complex, we may need to refer onto specialist mental health services.
- We are not an emergency service. If you are experiencing a crisis or emergency, please contact your GP or the Community Mental Health Team on **0845 207 7711**. The Samaritans are also available 24 hours a day on **116 123**.
- We offer brief therapy, which is generally between 4 to 6 sessions, depending on the nature of your difficulties.

Our Therapists

- Therapy is confidential. However, if you disclose information that indicates that you or someone else is at risk, we may need to break this confidentiality.
- Whenever possible, we will give you at least 24 hours' notice of any cancellation. However, on occasions we may need to cancel on the day of your appointment. If we have your mobile number, we can minimise any disruption that this may cause.
- Please remember that outside of your appointment times, your particular therapist may not be available to speak with you directly, but messages can be left and forwarded on via our Head Office (01208) 871905.
- Our therapists are unable to accept requests on social media networks, such as Facebook, as it breaches codes of conduct as set out by their professional bodies.

As a Patient

- Please inform us if you change your name, address, telephone number, or GP surgery.
- Please let us know if you no longer want to continue therapy.

Missed Appointments

Missed appointments lead to longer waiting times. We therefore run a '**missed appointments policy**'.

- Please make every effort to attend all of your appointments and arrive on time.
- If you cannot attend an appointment for any reason, please let us know so that we can offer this to someone else.

Making Contact

- If you miss an appointment and do not contact us **within 3 days**, you will be discharged from the service and we will inform your GP.
- If you do not attend one of your appointments but **DO** manage to contact us within 3 days to continue therapy, another appointment will be offered. The missed appointment will be counted as one of your sessions.
- If, in exceptional circumstances, you need to cancel an appointment, please give at least 24 hours' notice by contacting us either by phone (01208) 871905 (9:00am to 1:00pm weekdays) or via the contact form on our website outside of those times.
- Short notice cancellations (**less than 24 hours**) will also be counted as one of your sessions.
- If you miss 2 of your sessions (failure to attend or short notice cancellation), we will usually discharge you from the service and will let your GP know. If this does happen, when your circumstances allow you to attend more regularly, you can request another referral from your GP or self-refer in the usual way.