

Introduction to Talking Therapies

Talking Therapies helps with everyday issues that affect your mental wellbeing, as well as professional support for more serious mental health difficulties.

Following referral, you may be offered support from a range of therapies that would best meet your individual needs. The therapist will offer a specified number of sessions to you. These sessions will normally be offered on a weekly or fortnightly basis. Throughout this time, the therapist will regularly review your progress, which will usually involve completing some standard questionnaires as well as reviewing your progress towards your goals. If my GP changes during therapy, I will provide Talking Therapies with my new GP's name and contact details.

Missed Appointments

In order to reduce the waiting time to access treatment due to unused appointments, the service operates a missed appointments policy.

How can you help?

Please ensure that you make every effort to attend all of your planned appointments and arrive on time. If you are not able to attend a planned appointment for any reason, please let the therapist or the service know, as soon as possible, so that the appointment can be assigned to another person. If you have further questions, please ask to speak to a member of the team on 01625 469950 between 9am – 5pm on weekdays.

First assessment appointments

- If you **do not attend (DNA)** and **do not** contact us, you will be discharged from the service and your GP will be informed.
- If you **DNA** your assessment appointment, **but contact us within 3 days**, you will be returned to the waiting list. Your waiting time will then start from the date of non-attendance.
- If you **cancel/DNA 2** assessment appointments, you will be discharged and will need to make another referral to the service or speak to your GP to discuss a new referral.

Therapy Appointments

- Once you have commenced therapy if you **DNA** and **do not** contact us, you will be discharged from the service and your GP will be informed.
- **If you do DNA a therapy appointment, but contact us within 3 days** to continue therapy, it will be counted as one of your contracted sessions. This includes appointments for telephone interventions and courses / workshops. **Short notice cancellations (less than 24 hours)** will also be counted as one of your sessions.
- **If you DNA or re-arrange 2 of your sessions** or if you repeatedly cancel appointments, we will usually discharge you from the service and will inform your GP. If this does happen, when your circumstances allow you to attend more regularly, you can self-refer back to the service or request another referral from your GP.

- **We will offer up to 3 reasonable appointments to begin therapy.** If you are unable to commit to an appointment thereafter, you will be discharged and we would encourage re- referral to the service when engagement is possible.

In exceptional circumstances only, the Service Manager may waiver the above policy; consideration would be on a case by case basis.