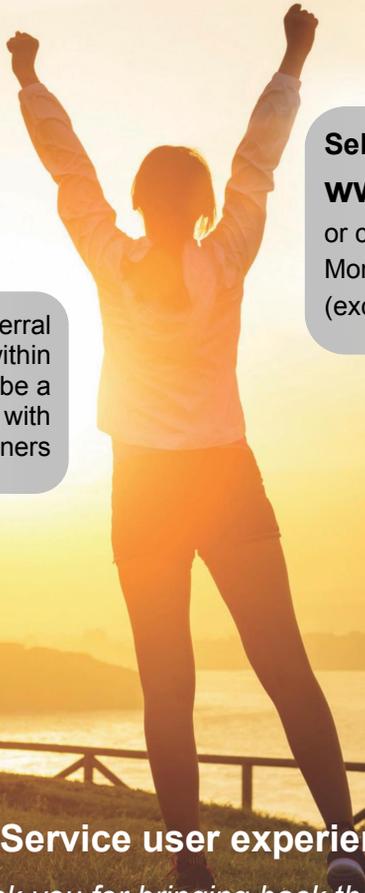


Dudley Talking Therapy Service

Information for service users and carers



Upon receipt of your referral we will contact you within 72 hours. This will generally be a telephone appointment with one of our qualified practitioners

Self-refer via

www.dwmh.nhs.uk

or call freephone 0800 953 0404
Monday to Friday, 9am to 4.30pm
(excluding bank holidays)

Service user experience:

"Thank you for bringing back the real me"

"I started group sessions with little expectation, however, by the end it was clear that the sessions were having a profound effect"

Welcome to Dudley Talking Therapy

We provide help and support for people experiencing:

- Anxiety
- Low mood/depression
- Stress
- Panic
- Phobias
- Other similar difficulties

If this is affecting your daily living, you are over 16 years of age, a school leaver and registered with a GP in the Dudley borough then this service could be for you.

This service is not appropriate for people who are already receiving treatment from another mental health service, or who have a severe and enduring mental health problem.

What does the service offer?

We offer a range of evidence based therapies, advice and information working together to find the most appropriate treatment for you. All therapies are underpinned by our popular wellbeing workshops and comprehensive computerised cognitive behaviour therapy (cCBT). Your pathway may include:

- Wellbeing workshops
- Computerised cognitive behaviour therapy (cCBT)
- Books on prescription and recommended helpful reading
- Self-help and guided self-help
- Group or individual therapy
- Signposting to other helpful services

How can the service help me?

- You will be able to talk about your concerns with a trained practitioner over the phone
- You will be listened to without prejudice
- You will have an opportunity to explore your current difficulties that you feel are important in a safe and confidential setting
- Your progress will be reviewed through discussion and regular use of short questionnaires
- You will need to be actively involved and motivated to work through your problems

Is talking therapy right for me?

- Are you ready to make changes in your life?
- Do you want to build on your strengths and learn new coping skills?
- Can you commit to the sessions?
- Would you like to find ways to manage your symptoms?

What happens next?

If you would like to self-refer, please choose one of the following self-referral options:

1. Visit our website - **www.dwmh.nhs.uk** or call the freephone number on 0800 953 0404 between 9am – 4.30pm, Monday - Friday (excluding bank holidays)
2. Your GP can also refer you to Dudley Talking Therapy Service

Upon receipt of your referral, we will contact you within 72 hours. This will generally be a telephone appointment with one of our qualified practitioners.

Email disclaimer

Dudley and Walsall Mental Health Partnership NHS Trust operates secure electronic mail systems in line with National Health Service requirements. If you are sending personal information via email please be aware that we are unable to guarantee that an external email service provider is able to offer the same level of security and therefore emails might be unsecure.

If you have any questions about email security please contact your service provider or if you have any questions about this service or NHS confidentiality please contact the Information Governance Department on 01384 324508

How do I give feedback on a service?

If you have a concern, please feel free to speak with a member of the team. Alternatively, the Service Experience Desk (SED) is the central point of contact for all concerns and enquiries, whether these are formal or informal, complaints, compliments or suggestions. You can contact SED on:

Address: SED, Second Floor, Trafalgar House, 47-49 King Street, Dudley, DY2 8PS

Email: SED@dwmh.nhs.uk

Tel: 0300 555 0535 or 01384 325014

Leaflets are available in other languages and formats such as large print, braille or easy read please contact the communications team on 01384 325022 or email communication@dwmh.nhs.uk.

Leaflet Control

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