

Formerly known as Healthy Minds



**Buckinghamshire
Talking Therapies**

Getting ready for Therapy



Tel: 01865 901600 (Monday-Thursday 7am-7.30pm, Friday 7am -5pm)

Email: bucks-talking-therapies@oxfordhealth.nhs.uk

Website: www.bucks-talking-therapies.nhs.uk



for anxiety and depression

Service provided by Oxford Health NHS Foundation Trust

Working together to improve wellbeing

Therapy sessions

In order to provide excellent, evidence-based care and manage our resources we have outlined some important information in this leaflet about your individual therapy appointments.

Ensure you still feel the time and circumstances are right to be able make the commitment required. If you have any further questions or concerns about any of the information in this leaflet, please discuss with your allocated therapist or contact our main office by any of the methods detailed in the Contacts section.

The initial sessions will focus on establishing goals, making a clear treatment plan and agreeing a maximum end date for therapy. We will also aim to establish that the particular therapy approach still seems to be the best option for you, and that you are able to attend session regularly.

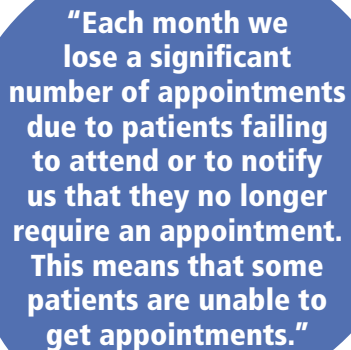
All the therapies we offer are time-limited and based on national recommended guidance for the specific issues that are being treated.

Please note that the duration of your therapy will be based on the number of weeks allocated and not necessarily the number of sessions.

Total number of sessions will normally be in the range of 8-16 sessions, although some may be fewer. The sessions would usually be completed within a maximum time period of 12-20 weeks, which allows some flexibility for weeks where either you or your therapist may not be available. There will be a review every 4-6 weeks throughout the therapy to ensure you both feel sessions are on track towards achieving your agreed goals.

Completion of our questionnaires is important to monitor your progress and ensure we are meeting your needs. You will be asked to complete our standard set of questionnaires prior to **each** treatment session - please discuss any difficulties doing so with your allocated clinician.

To get the most out of your therapy, you should be able to attend sessions via video or face-to-face. Telephone sessions are not routinely offered or recommended. Please discuss any difficulties around attending **via video or face-to-face** with our team before committing to treatment.



“Each month we lose a significant number of appointments due to patients failing to attend or to notify us that they no longer require an appointment. This means that some patients are unable to get appointments.”

Appointments

Evidence shows that attending sessions regularly leads to people achieving the best outcomes. To ensure a high level of service to all our patients, and help meet the needs of everyone waiting for therapy with us please see below an outline of our service policy regarding attendance and cancellations.

Offer of appointment

We will offer three (3) reasonable appointment offers. If you decline all 3 appointments, you will be discharged back to GP. Once you have been booked in for your first appointment, if you miss this and do not contact us we will send one further appointment. If you also miss this we will assume you have changed your mind, and discharge you from the service. If you decline all 3 appointments we will assume now is not the right time for therapy and you will be discharged. You would be welcome to re-fer to our service when you feel able to fully commit to treatment.

Attendance

Please attend your session on time and ensure you are in a confidential, private space throughout. If you are late, we will do our best to see you and utilise the remaining time in the session. If you are very late, this may not be possible, and will normally be classed as a missed appointment. It is important to attend all sessions as agreed. You should not attend your appointment under the influence of illegal substances or alcohol. If you are unable to do so, please discuss this with the service/your therapist. If you are currently dealing with issues related to alcohol or drug addiction, we may require that you engage with additional services to safely address this alongside your treatment with our service.

Cancellation

If you are unable to attend an appointment we ask that you contact us at least 2 days (48 hours) before to enable us offer the slot to someone else. If you cannot attend in person at short notice we might be able to offer you the appointment via video call or over the phone.

Did not attend (DNA)

If you miss an appointment and if you do not contact us, your therapist will contact you via your preferred option. We'll discharge you if you fail to contact us 2 weeks after a missed appointment or if you miss 2 or more appointments during your treatment and if we do not hear from you.

Buckinghamshire Talking Therapies is not an urgent or crisis service. For urgent help please see the contacts below:

Emergency Contacts

Samaritans: 116 123 (www.samaritans.org)

SANeline: 0300 304 7000 (4.30pm-10.30pm every day)

NHS 111 (24hrs a day, 7 days per week)

999 Emergency services (24hrs a day, 7 days a week)

Terms and conditions of accessing our service

For information on our Terms and Conditions please scan this QR Code:



Or you can visit our website:

www.bucks-talking-therapies.nhs.uk

Patient Advice and Liaison Service (PALS):

Freephone: **0800 328 7971**

Email: **pals@oxfordhealth.nhs.uk**

Oxford Health NHS Foundation Trust
Trust Headquarters, Littlemore Mental Health Centre
Sandford Road, Littlemore, Oxford, OX4 4XN

Collaborative Care

The safety of our staff is very important to us and so we have a zero tolerance policy around abusive behaviour. All of our staff have the right to work in a safe and healthy environment without fear of violence or abuse. We treat all service users and their families with courtesy and respect and in return our staff expect the same.