

## Talking Therapies on the NHS

Many people find that they suffer to some degree from issues such as depression, low mood, anxiety, panic attacks, OCD (Obsessive Compulsive Disorder), social or other phobias, agoraphobia or Post Traumatic Stress Disorder.

Help is available: Dartford Gravesham and Swanley Mind have been specially approved by the NHS to offer you help to overcome these issues.

We know that giving help to people at the earliest opportunity enables many to overcome these issues, and get some balance back into their life.

### How do I access this service?

We welcome self-referrals.

Contact us on: **01322 291380**

or email: [marycarroll@dgsmind.co.uk](mailto:marycarroll@dgsmind.co.uk)

or ask your GP to put in a referral on your behalf.

### What happens next?

We will contact you, usually by phone, to arrange a face-to-face assessment in Dartford or Gravesend. This will last 30-40 minutes. It saves time if you are able to bring your NHS number with you. This will be written on any correspondence you have had from the NHS.

If you have an assessment arranged but realise later you will be unable to make it, please let us know as soon as possible so we can rearrange and somebody else in need can make use of the time.

### What will the assessment show?

It will allow us to see if you are eligible to receive services from us and, if so, what kind of services we can offer, depending on your wishes and the assessment. These will be explained to you at assessment.

We aim to start your therapy within 4 weeks of referral.

### What kind of help is available?

Group and individual help are both available, and sessions will take place generally on a weekly basis.

Services are delivered by various professionals such as Psychological Wellbeing Practitioners, High Intensity CBT Therapists, and qualified counsellors.

We use various models of help, such as Cognitive Behavioural Therapy, Psychoeducation, Counselling and Mindfulness which will be explained at assessment.

We can provide help in a number of Asian and European languages as well as British Sign Language, and will provide an interpreter where necessary.

### What is expected of clients?

You will be allocated a sequence of sessions with the same therapist at the same time and place every week.

We do expect you to turn up to the sessions you have been allocated. This service, provided by the NHS, is free to clients, and there are many people that wish to use it: we cannot continue to provide services for people who do not attend.

## Confidentiality

This is a confidential service, but we do ask your permission to let your GP know the basic details of our work with you (eg number of sessions, dates), and we respect your decision on this. In extreme circumstances, where we think you are a danger to yourself or others, we might need to contact other agencies, and this is explained in the Therapy Agreement you will hold with us.

## Times and Venues

These services are delivered at various venues in Dartford, Gravesham and Swanley.

We do offer services in the daytime, in the evenings and at weekends, but clients should note that if they are too particular about when they can attend, this might result in their waiting a bit longer until a slot becomes available.

### Reasons to choose DGS Mind

- 87% of clients show provable and significant improvement
- 54% of clients make so much improvement they can be rated as "moving to recovery"
- These figures are significantly above national averages
- We provide employment support for clients also wishing to get back to work
- Variety of local venues and session times to suit
- We work face-to-face with you, not just on the telephone as some providers do
- Post-therapy support available

## Can anybody use these Services?

Talking Therapies are funded by the NHS for Dartford, Gravesham and Swanley. People using these services should live in this area, or have a GP based in this area, and be 18 years of age or over. The service can also be used by people who live elsewhere in Kent or Medway, but they will also have similar services in their own locality.

For further information contact:

Maria Wright  
Psychological Therapies Manager  
DGS Mind, The Almshouses  
20 West Hill  
Dartford Kent DA1 2EP  
Tel: **01322 291380**

### When in Crisis.....

Although we try to arrange therapy as soon as we can, especially where someone is in great distress, this is not a crisis service.

People needing crisis help should approach the Social Services/NHS mental health team in office hours:  
01322 622230

Or outside of office hours contact the GP out of hours service and ask them to refer to the Crisis Team.

Mental Health Matters helpline is also available outside of office hours:  
0800 1070160

Samaritans: 0208 301 1010

## DGS Mind provides other services in a variety of locations in Dartford, Gravesham & Swanley:

### Community Services:

A wide range of open sessions, activity sessions, Coping with Life courses, self-development and support groups, recovery groups, mentoring, individual assistance, assisted volunteering, vocational and employment help. Some people like to access these for further help after the end of their Talking Therapies.

### Low –cost Counselling

Individual Counselling without limits as to the number of sessions available, starting from £7.50 a session if unwaged.

### Supported Housing:

Long and short-term housing.

### Education:

Placements for social work students, mental health nurse trainees and trainee counsellors. Mental health training sessions in various settings.

**All our leaflets are available in large print, Braille, or other formats, on request.**

In DGS Mind we are committed to continuously improve our services through quality review and service user feedback.

01322 291380  
[www.dgsmind.co.uk](http://www.dgsmind.co.uk)

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