

## Accessibility

We will welcome you regardless of race, gender, disability, sexual orientation, national origin, religious belief, or any other difference.

We can provide therapists who speak languages other than English, or interpreters where necessary. Leaflets and materials can be supplied in a range of languages, in large print, Braille, easy read, or audio format as required. Please let us know if you have any queries or special requirements.

## We'd like your feedback

We are committed to providing excellent care and support. Your views are so important to us, as they help us to keep developing and improving our services.

Do please give us suggestions and feedback by telephone, email, or by completing one of our questionnaires. If you would like to make a complaint, you could do the following:

- ask to speak to a manager of the service
- write to us
- email us

Your concerns will be investigated and we will contact you, letting you know any actions we have taken.

## For GP practice use

Please insert patient's NHS number below:



Take a positive step towards feeling better - contact us directly or speak to your GP about a referral to Medway Talking Therapies.

**T:** 0300 029 3000

**E:** medway@insighthealthcare.org

12-16 Ordnance Street,  
Chatham, Kent, ME4 6SL

Please visit our website to find out more about the service:

[www.insighthealthcare.org](http://www.insighthealthcare.org)

**In the event of an emergency, or if you are unable to keep yourself safe, contact your GP, your local A&E department, call 999, or call the local NHS Mental Health Trust single point of access on 0300 222 0123**

Medway Talking Therapies is delivered by four partner organisations who are all experienced providers of IAPT talking therapies on behalf of the NHS.

**INSIGHT**  
HEALTHCARE

**thinkaction**

**ieso**  
digital health

**mind**  
for better mental health  
North Kent

Leaflet produced January 2017



Medway  
Talking  
Therapies

**NHS**

Feeling low?  
Anxious?  
Stressed?

**We can help.**

We offer free, confidential  
talking therapies



Please get in touch, we are here to help. You can arrange an appointment quickly and easily.

**0300 029 3000**

Medway Talking Therapies provides free talking therapies on behalf of the NHS, as part of the IAPT (Improving Access to Psychological Therapies) programme.

Contact us directly for an appointment, or ask your GP for a referral.

**0300 029 3000**

**medway@insighthealthcare.org**

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## Who is the service for?

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Everyone goes through difficult times; sometimes our problems affect our day-to-day lives and we feel that we can't cope. If you are in this situation, you are not alone.

We can help if you are experiencing common issues such as:

- low mood
- depression
- anxiety
- stress
- panic
- anger
- trauma
- bereavement
- loss
- relationship difficulties
- family problems
- phobias

This is a free primary care mental health service, available to anyone who is aged 18 or over and registered with a Medway GP.

If you are already being supported by a mental health professional, please talk with your practitioner about whether our service would be suitable for your needs and share this with us when you contact our service.

## What does the service offer?

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We offer a range of talking therapies, advice, information, and support.

Talking therapies can help you to understand and work through your difficult feelings and develop strategies for coping better. The best therapy for you will depend on your particular situation.

## How do I access the service?

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The first step is to arrange an assessment appointment with one of our therapists. Your appointment can be booked for a variety of times, including some appointments outside normal office hours.

If we contact you, it will usually be by phone, using a withheld number, unless you specify otherwise.

The assessment appointment can take place either face-to-face, over the phone, or online, and will allow us to get an understanding of your current needs. At the end of the assessment, the therapist will discuss the next steps with you.

If our service is unable to help with your needs, with your permission we will suggest an appropriate source of help or refer you directly to it.

## Where will my therapy take place?

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Your therapy might be provided at your local GP surgery or at another appropriate local venue. It can take also place over the phone or delivered in real-time over the internet, where that is suitable.

## Is the service confidential?

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We comply with NHS confidentiality guidelines, which means that information relating to you and your treatment will remain strictly confidential, unless we have your consent to share it, or if there is a risk to you or someone else.

In providing this service for the NHS, we will also communicate with your GP about your treatment.