

# NHS Somerset Talking Therapies for depression and anxiety



## Our service offer to you

*This is what we will try to do, to support you.*

An illustration of a man and a woman shaking hands. In the foreground, there is a laptop displaying an email icon and a smartphone.	<p>We will be kind to you. We are here to help you.</p> <p>When you contact us, we will try to answer you quickly.</p> <p>If we phone you, it could be from a number you do not know.</p>
An illustration of a woman holding a sign that says "easy read". Above her is a lightbulb and a list of words: "verbigerative", "mendacious", "brokerage", "quotient", and "serpiginous".	<p>If we use hard words, we will say what they mean. We want you to understand everything.</p>
An illustration of a woman in a light blue shirt putting papers into a metal safe.	<p>We will keep your information safe. If we think you or others may be at risk of harm, we will need to share this information.</p>
An illustration of a woman wearing a headset. Next to her is a speech bubble containing a signpost with three signs: "SUPPORT", "ADVICE", and "HELP".	<p>We will speak with you and decide whether we can help you or whether another service would be better.</p>



We offer goal focussed treatments for depression and anxiety only.



We are a short-term therapy service. When we talk to you, we will decide how many sessions you will have together.

Up to 5 sessions in Guided Self Help

Around 8 sessions in High Intensity Therapy



We will not do anything we are not trained to do.



We will ask for feedback from you to try to improve our service.

## What we ask of you



“We understand that getting help is hard. Please do the following things so that we can support you.”

A woman in a black blazer is shaking hands with a woman in a pink top. A sign that says 'Rules' with a purple checkmark is behind them. At the bottom, there is a banner with the NHS logo and the text: 'outstanding care listening and learning working together Verbal, racist or physical abuse of our staff could result in prosecution GIVE RESPECT • EXPECT RESPECT'.	<p>I agree to be kind to all NHS staff.</p> <p>I agree to follow the rules for patients and visitors:</p> <p><a href="https://www.somersetft.nhs.uk/your-visit/standards-of-behaviour-for-patients-and-visitors/">https://www.somersetft.nhs.uk/your-visit/standards-of-behaviour-for-patients-and-visitors/</a></p>
A woman in a dark blazer is shaking hands with a man in a dark shirt. A sign that says 'NHS Contract' with a blue checkmark is behind them. To the right, there is a red octagonal 'STOP' sign with a hand icon, and a speech bubble containing the man's face is next to it.	<p>I agree to work together with my practitioner like we are a team.</p> <p>I can stop at any time and let my therapist or the service know.</p>
A woman in a dark blazer is on a phone. A thought bubble above her shows a group of people and some documents. Below the thought bubble, there is a circular inset showing a woman sitting at a desk talking on a phone.	<p>If I say it is okay Talking Therapies can tell others about my concerns.</p> <p>Sometimes they may need to tell others to keep me and other people safe. They might need to do this even if I say no.</p>



I understand that this service is short term.

I might need to look elsewhere for other support when it ends.



I may receive a text message with a link to book my own appointment.

If I do not use this link or contact the service directly within 1 week, I will be discharged.

I can ask my carer to support me to do this.



I agree to attend my appointments on time.

If I miss an appointment and don't tell Talking Therapies, they will think I don't need help anymore.

They will discharge me.



I will tell my therapist if there are any problems that stop me from focusing on my therapy.



If I need to cancel an appointment, I must tell Talking Therapies.

I should call them at least 24 hours before.

If I do not, I might lose that session.



Therapy can be hard. It might make me feel worse before I feel better.



If I am unhappy with Talking Therapies I can tell my therapist OR I can contact the Patient Advice & Liaison Service (PALS) on 01823 343536,

or email: [pals@somersetft.nhs.uk](mailto:pals@somersetft.nhs.uk)

or by writing to FREEPOST RSXK-USUL-SUHY



I agree to follow these requests during my treatment.