

NHS Somerset Talking Therapies for depression and anxiety

Our Service Offer to you

"We have a fantastic record of helping clients to reduce their symptoms of depression and anxiety. After a period of research and discussion with our recovery partners (former clients), we have created our Service Offer: A set of behaviours that we do our best to deliver to every client."



We will always treat you politely, professionally, and with respect. We will be transparent and honest with you. If we use words that you may not be familiar with, we will explain them to you.



We will keep information related to you safe according to NHS confidentiality policies. We will keep your GP informed. We will also explain the limitations of confidentiality where there is a risk of harm or possible court proceedings.



We will assess your difficulties and work with you to decide on the best course of action, whether it be in our service or elsewhere.



We will offer National Institute for Health and Care Excellence (NICE) evidence-based, goal-focused treatments for depression and anxiety disorders, including in the context of long-term health conditions.



We are a short-term therapy service. The number of sessions offered will depend on elements such as the type of treatment. On average, we offer up to 5 sessions when working on a guided self-help treatment and around 8 sessions for high-intensity therapy.



We have regular supervision in line with our accrediting bodies and will not work outside of the scope of what we are trained to do.



We will try to respond as soon as possible whenever you call or email us, but we are not an emergency service and cannot provide emergency support. We may use a withheld or unknown number to call you.



We will ask for feedback to check how we are doing. If you are unhappy about any aspect of your experience, you can ask to speak to a manager and/or contact the Patient Advice & Liaison Service (PALS) on 01823 343536, or email: pals@somersetft.nhs.uk, or by writing to FREEPOST RSXK-USUL-SUHY



What we ask of you

“We understand the challenging and emotive nature of mental health difficulties. Set out below are 8 basic requests we make of you, our clients, to ensure that we can meet our offer to you.”



I agree to treat every member of the NHS with courtesy and adhere to the Somerset Foundation Trust standards of behaviour for patients and visitors:

<https://www.somersetft.nhs.uk/your-visit/standards-of-behaviour-for-patients-and-visitors/>



I agree to collaborate with my practitioner, as therapy is not something that is done to me but done with me as an active participant. My treatment may involve work in between sessions. I can withdraw from treatment at any time and will let the service know.



I agree to discuss any safety concerns with my practitioner. Concerns may be shared with other people/services with my consent, or without my consent if there is a risk of harm to myself or others.



I understand that this is a brief psychological treatment service for depression and anxiety that does not offer long term support. I may need to investigate other support options elsewhere once my treatment ends.



I understand that I may receive a text message with a link to book my own appointment if I have agreed to this. If I do not use this link or contact the service directly within 1 week, Talking Therapies will assume that I no longer require treatment, and I will be discharged.



I agree to attend my appointments on time and ensure that, if attending online or by phone, I do so from a safe and quiet place where I will not be disturbed. If I miss an appointment without letting Talking Therapies know, it will be assumed I no longer need support, and I will be discharged. I can refer myself back when I am ready to attend consistently, but I will need to start the assessment process again.



If in exceptional circumstances I need to cancel an appointment, I agree to let Talking Therapies know with at least 24 hours' notice by phone. If not, Talking Therapies may deduct the session from the agreed total number of sessions offered. Cancelling two or more sessions may result in discharge, as therapy must be consistent to be effective.



Therapy can be challenging, and I may feel worse before I feel better. I agree to address any barriers that may prevent me from prioritising and fully engaging in my treatment.



By continuing treatment, I agree to adhere to these requests.

