

How do I give feedback?

If you have a suggestion, compliment or concern about the service, please speak with a member of the team.

Whether you are happy or unhappy with the care you have received from the Trust, we want to hear your experiences.

All feedback, whether it is a compliment, a complaint, a concern, or simply a comment or recommendation about any of the services we commission, will be welcomed and will help us to identify what we are doing right, but also where we need to make changes to improve the experience of our future patients.

You can contact us on:

Tel: 01384 465440

Email: dihc.contactus@nhs.net

Address: Brierley Hill Health and Social Care Centre, Venture Way, Brierley Hill, DY5 1RU

What about confidentiality?

At all times, healthcare records are treated with respect and the information they contain is protected in accordance with the Data Protection Act (2018) and the General Data Protection Regulation. This Act is designed to protect your rights and ensure confidentiality. In consultation with you, your information may be shared with other people involved in your care. Information cannot be kept confidential if it would result in harm to yourself or others.

How can I contact the service?

Primary Care Mental Health Service

Third Floor
Stourbridge Health and Social Care Centre
John Corbetts Drive
Amblecote
Stourbridge
DY8 4JB

Telephone: 0300 555 5400

24 hour answer service available out of hours or at busy times

If we are busy please leave a brief message, including

- **Your name**
- **Date of birth**
- **Your telephone number (and if we can leave a voicemail)**

We will call you back as soon as possible. We will call from an unknown/withheld number and try to ring between 12pm - 4pm.

Need More Information?

Every effort has been made to ensure that the information in this leaflet is clear and concise. However, if there is anything that you do not understand or you require the leaflet in a different format, please ask a member of staff.



NHS

**Dudley Integrated
Health and Care**
NHS Trust

Primary Care Mental Health Service

Therapy Leaflet

Call us on 0300 555 5400

or email

dihc.dudleyprimarycareservice@nhs.net

Information for Service Users and Carers

**Community where possible,
hospital when necessary**

What is therapy?

Therapy is a time limited treatment delivered by a trained mental health practitioner to help bring about effective change. They will help you to address your problems in a positive way by helping you to clarify the issues, explore options, develop strategies, increase self awareness and enhance wellbeing

You will be referred to the therapy service following a mental health assessment with a member of the nursing team.

We offer appointments Monday to Friday 9.00am – 4.00pm (we are not open weekends or bank holidays).

Who will benefit from therapy?

Problems suitable for short term therapy are:

- Low mood
- Stress
- Adjustments to life events such as bereavement, loss and work-related issues
- Interpersonal/relationship/family problems
- Life event difficulties
- Low self-esteem
- Sexuality issues

Severe and complex mental health problems and those that involve high risk to self or others will require referral to a more specialised service.

What does the service offer?

Short-term therapy can be either individual, group sessions or with your partner or family members as appropriate to need. Appointments will be at weekly or fortnightly intervals and typically last for around 50 minutes.

Therapy is most effective if you commit to the treatment and attend sessions on a regular basis. A therapeutic contract and treatment plan will be discussed, formulated and agreed in collaboration with you.

What will therapy involve?

Therapy will offer you the opportunity to explore your current difficulties in a safe and confidential setting. You will be encouraged to talk about your feelings, thoughts, behaviours and any experiences that may be distressing you, and affecting your ability to cope with everyday life and the relationships around you.

Therapy can give you the time and space to reflect and help to identify issues that you would like to work on with someone who will not judge you.

Positive outcomes depend on you and your therapist working together to develop a shared understanding of the problem. Not everyone benefits from therapy, if you have concerns it is best to discuss these feelings with your therapist.

What can I do before I come to see you?

Before you attend your appointment it may be useful to ask yourself:

- Is this the right time for me to make changes?
- What changes would I like to make?
- Can I commit to the sessions?

Where will my sessions be held?

Appointments can be offered via telephone, a NHS video platform or face to face across the borough. Unfortunately appointments may only be available at certain times or certain days and sometimes a short distance away.

Anyone accompanying you will be able to wait in the waiting area, we are unable to provide childcare facilities.

What if I can't attend my appointment?

If you are unable to keep an appointment, please give as much notice as possible. We will be able to use the appointment for someone else. A failed attendance without notice may result in loss of further sessions.

The service "keeping your appointment procedure" will be discussed in further detail at your first appointment.

How will I feel after therapy?

It is common to feel a range of emotions you may feel relieved, energised, exhausted. Please let us know so we can offer support.