


# Dudley Talking Therapy Service

## Information for service users and carers

A silhouette of a person standing on a grassy hill with their arms raised in a 'V' shape, celebrating. The background is a bright, hazy sunset over a body of water with a wooden railing in the foreground.

Upon receipt of your referral we will contact you within three working days. This will generally be a telephone appointment with one of our qualified practitioners.

Self-refer via  
[www.dihc.nhs.uk](http://www.dihc.nhs.uk)

or call **Freephone**

**0800 953 0404**

Monday to Friday, 9am to 4:30pm  
(excluding bank holidays)

### Service feedback:

*"Thank you for bringing back the real me"*

*"You change people's lives and you've changed mine in a few months.*

*Thank you for changing my thoughts from negative to positive*

## Welcome to Dudley Talking Therapy

We provide help and support to people who are experiencing:

- Anxiety
- Low mood/depression
- Stress
- Panic
- Phobias
- Other similar difficulties

If this is affecting your daily living, you are over 16 years of age, a school leaver and registered with a GP in the Dudley borough, then this service could be for you.

This service is not appropriate for people who are already receiving treatment from another mental health service, or who have a severe and enduring mental health problem.

### **Long-term conditions**

Having a long-term health condition can affect both your physical and mental health. Dudley Talking Therapy Service is now providing treatment to help and improve the mental health of people with diabetes and cardiology conditions.

## What does the service offer?

We offer a range of evidence-based therapies, advice and information and we will work with you to find the most appropriate treatment for you. All therapies are underpinned by our popular wellbeing sessions and comprehensive computerised cognitive behaviour therapy (cCBT). Your treatment may include:

- Cognitive Behavioural Therapy (CBT) workshops
- Computerised cognitive behaviour therapy (cCBT)
- Books on prescription and recommended helpful reading
- Self-help and guided self-help
- Group or individual therapy
- Signposting to other helpful services

## How can the service help me?

- You will be able to talk about your concerns with a trained healthcare professional over the phone
- You will be listened to without prejudice
- You will have an opportunity to explore your current difficulties that you feel are important in a safe and confidential setting
- Your progress will be reviewed through discussion and regular use of short questionnaires
- You will need to be actively involved and motivated to work through your problems

## Is talking therapy right for me?

- Are you ready to make changes in your life?
- Do you want to build on your strengths and learn new coping skills?
- Can you commit to the sessions?
- Would you like to find ways to manage your symptoms?

## When our service might not be right for you

This service is not appropriate for people who are already receiving treatment from another mental health service, or have a severe and enduring mental health problem such as bipolar disorder, schizophrenia or personality disorder.

## What happens next?

If you would like to self-refer, please use one of the options below or speak to your GP.

<b>Self-referral telephone line</b>	0800 953 0404 (9am – 4:30pm, Monday - Friday, excluding bank holidays)
<b>Online self-referral</b>	<a href="https://www.dihc.nhs.uk/find-a-service/dudley-talking-therapy-service">https://www.dihc.nhs.uk/find-a-service/dudley-talking-therapy-service</a>

Other useful contacts are as follows:

<b>General enquiry line</b>	01384 324664
<b>To confirm, cancel or re-arrange an appointment</b>	01384 325115

## Email disclaimer

Dudley and Walsall Mental Health Partnership NHS Trust operates secure electronic mail systems in line with National Health Service requirements. If you are sending personal information via email please be aware that we are unable to guarantee that an external email service provider is able to offer the same level of security and therefore emails might be unsecure.

If you have any questions about email security please contact your service provider or if you have any questions about this service or NHS confidentiality please contact the Information Governance Department via 01384 465440 or [bcptf.infogov@nhs.net](mailto:bcptf.infogov@nhs.net)

## How do I give feedback on a service?

If you have a concern, please feel free to speak with a member of the team. Alternatively, you can contact Dudley Integrated Health and Care NHS directly to provide feedback.

### **Address:**

Dudley Integrated Health and Care NHS  
Brierley Hill Health and Social Care Centre  
Venture Way  
Brierley Hill  
West Midlands  
DY5 1RU

**Email:** [dihc.contactus@nhs.net](mailto:dihc.contactus@nhs.net)

**Tel:** 01384 465440

**Please note this number is not for referrals and not for contacting Dudley Talking Therapy Service**

### Leaflet Control

Ref: S004

Version: 4

Issue Date: February 2018

Review Date: April 2020

