

Monitoring your Progress

Please Note:

We may telephone you at some point after your last contact with the Service.

Follow up questionnaires may also be sent to you at some point after your initial contact with us. These questionnaires help us to measure the service's effectiveness.

If you have any questions about privacy and confidentiality, or any other matter in this leaflet, please talk about it at your session.

Cancellations

There is a heavy demand for this service. Please try to give as much notice as possible if you have to cancel an appointment. This will allow us to offer your appointment to someone else.

To make an appointment

Contact your Surgery appointments desk and book in with the LIFT Psychology Practitioner.



Or visit the

LIFT Psychology website:

www.LIFT-swindon.awp.nhs.uk

or call

01793 836836

Who are we answerable to?

All members of the team follow a Professional Code of Ethics. We are employed by Avon and Wiltshire Partnership NHS Trust.

We aim to provide you with a high quality Service, which seeks to meet your needs.

If you think things could be done differently, either for the benefit of yourself or for other patients, please talk to the member of the LIFT Psychology Team you see at your Surgery.

To request copies of your medical record held by LIFT Psychology please contact Roz Smith at the address below.

If you have a complaint which you cannot solve by talking to the person you usually see, you should contact:

Roz Smith, LIFT Psychology Service, 2nd Floor, Old Town Surgery, Curie Avenue, Swindon. SN1 4GB Tel: 01793 835661



Working It Out

Information for patients
about the talking therapies available to them
at their GP Surgery



How Can Talking Therapies Help Me?

Many people go through periods of difficulty in their lives, which can leave them feeling

- Stressed
- Anxious
- Depressed
- Unable to cope

LIFT Psychology Practitioners are trained to help people to understand more about these difficulties.

They can also help to find ways of tackling or coping with them.

The people we see have a variety of life's problems, such as

- Depression
- Anxiety/Panic
- Work related Stress
- Obsessions
- Anger difficulties
- Relationship difficulties
- Eating problems
- Loss/Bereavement
- Long term physical health conditions

What We Can Offer You

The support we offer will generally be short term. It will usually take place at your own Surgery.

What we offer is focused on helping you move forward. The type of service is known as Stepped Care. This means you should be able to book into an appointment at your Surgery within 2 weeks. We will concentrate on steps that you can take yourself to help you tackle your difficulties.

People often find that one or two sessions are enough to clarify difficulties and explore more helpful ways of coping

You will be offered a range of options and ideas which may include joining a short course (dealing with a variety of life's problems). These courses are held in different locations in the community.

However, if after trying the options offered, you feel you need more help, you can make a further appointment, as you would with your GP.

Length of Sessions

Each 'one to one' session in the surgery lasts between 30 and 45 minutes.

The short courses are normally 2 hour weekly sessions for up to 6 weeks. They run in the evenings as well as the daytime. We also run some one day Saturday courses.

Privacy & Confidentiality

Sessions are held in confidence. There may be some professional contact between the LIFT Psychology Practitioner and your GP or other staff involved in your care. As with any appointment in the Surgery it is usual to note your attendance in computerised or manual medical records where there may also be other brief comments about your progress.

To protect a child/vulnerable adult or yourself, relevant information will always be passed on.

