

## What happens next...

Call **024 7667 1090**

Monday to Friday 9am to 4.30pm  
(excluding Bank Holidays)



Provide us with your details and  
arrange your first appointment  
with us



Talk with the Therapist and  
agree the best way forward to  
get the help you need.

*If you require this publication in a different  
format or language please contact the  
Equality and Diversity Department  
on 024 7653 6802.*

## Additional sources of help

**Mental Health Matters** - For confidential  
emotional support and guidance.

24 hr helpline.....0800 616171

**Age UK** – Coventry.....024 7623 1999

– Warwickshire.....01926 458 100

**Blue Cross Pet Bereavement**...0800 096 6606

**Carer helplines:**

Coventry Carers Centre.....024 7663 2972

Guidepost Carer Support

Service Warwickshire.....0845 600 9980

**Warwickshire Young Carers**.....01926 485 486

**Coventry & Warwickshire MIND**

.....024 7655 2847

**Cruse Bereavement Care**.....0844 477 9400

**Depression Alliance**.....0845 123 2320

**Gingerbread** – Information and support for

single parent families.....0800 018 4318

**No Panic** – Free confidential helpline for

people suffering with anxiety...0800 138 8889

**Samaritans**.....08457 90 90 90

**Women's Aid**.....0808 200 0247

### Useful websites

[www.covwarkpt.nhs.uk/iapt](http://www.covwarkpt.nhs.uk/iapt) - for information  
about the service and also to download materials  
to listen to or read – a really good starting point for  
overcoming difficulties.

[www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

[www.cwmind.org.uk](http://www.cwmind.org.uk)

[www.depressionalliance.org](http://www.depressionalliance.org)



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## Improving Access to Psychological Therapy

A service for people who  
are feeling stressed, anxious,  
low in mood or depressed

**To book your initial  
appointment call**

**024 7667 1090**

(Monday to Friday 9am - 4.30pm  
(excluding Bank Holidays))

## Is IAPT right for me?

Yes, if you experience any of the following:

- Depression and low mood
- Anxiety
- Panic attacks
- Stress
- Phobias

...and feel you are:

- ready to make changes in your life;
- wanting to build on your strengths and learn new coping skills;
- over 16 and registered with a GP in Coventry, Solihull or Warwickshire.

## How will it help me?

- You will be able to talk about your concerns - this may be by telephone or in person.
- You will be listened to without prejudice.
- You will have an opportunity to talk through issues you feel are important, and how these can be addressed.

## You will be offered a choice of help that may include the following:

- Psychological Education materials and courses.
- Computerised Cognitive Behaviour Therapy (CBT).
- Guided self-help - helping you manage your symptoms.
- Group or individual therapy.
- Books on prescription and recommended helpful reading.

## We also provide:

Information about other local resources that might be helpful to you.

If we are not the right service for you, we will help you find other services that are better suited to your needs.

Your GP may have advised you to contact us.

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(excluding Bank Holidays)

## How soon will I get help?

We will take your details and, if IAPT is right for you, we will offer you an assessment to discuss what will be most helpful.

The first step will generally be a telephone appointment, so please let us know if this is a problem for you.

Your telephone appointment will be within 28 days of your first call to the service.

## Your local service

Our staff work across locality teams based in Coventry, Rugby, Solihull, north and south Warwickshire. This means we can provide you with help close to where you live.

The service is run jointly by Coventry and Warwickshire Partnership NHS Trust and Coventry and Warwickshire MIND. All staff are trained in the use of psychological therapies.

## We welcome your views

Please ensure you complete the Patient Experience Questionnaire given to you about your experience of using the IAPT service.

## If you wish to feedback formally, please contact:

Patient Advice and Liaison Service (PALS)  
Wayside House  
Wilsons Lane  
Coventry  
CV6 6NY

**Tel:** 0800 212 445 or 024 7653 6804

**Email:** [customerservices@covwarkpt.nhs.uk](mailto:customerservices@covwarkpt.nhs.uk)