

TALKING Therapies



Croydon Talking Therapies is a free and confidential service for adults who are registered with a Croydon GP, who would like to improve how they feel, learn ways to worry less and sleep better.

We also help people who are experiencing common problems such as depression, panic attacks, anxiety and provide help for people who have experienced a trauma or have long term health conditions.

HOW DO I GET AN APPOINTMENT?

1. Online

Search for **'Croydon Talking Therapies'**

2. Phone

Call us on **020 3228 4040**

3. GP

You can **ask your GP** to refer you

WHAT HAPPENS NEXT?

We will ring you to talk about the difficulties you are facing. We will then be able to decide with you what the best next step would be.

If you don't speak English, we can arrange for assessments in other languages.

OPTIONS AVAILABLE TO YOU

We offer a wide range of support and help.

There are many different types of talking therapy including Cognitive Behavioural Therapy (CBT) and counselling. Talking therapy can be delivered in lots of different ways, including in a group, over the phone, through online programmes or one to one.

Online therapy

You can access free, confidential and supported online therapy straight away by signing up to Silvercloud via this link:

<https://croydon.silvercloudhealth.com/signup>

Workshops and groups

It's good to know you're not alone. Group treatments are a great way to feel supported by a therapist and other people whilst learning ways to cope. The groups are small and personal sharing is not a requirement.

Search **'Croydon Talking Therapies'** to see the groups and workshops we offer.

Individual talking therapy

Individual sessions vary between 30-60 minutes and will take place at the same time each week.

Long Terms Conditions Support

We offer specialist support for patients experiencing stress due to living with a long term health condition (such as COPD, diabetes, arthritis)

Employment

It is common that the way we feel can impact on our ability to work or to find a job. We have members of the team who specialise in supporting people with employment based difficulties.

APPOINTMENTS WHERE AND WHEN YOU NEED THEM

We will try to find a time and location that suits you, fitting around work hours, caring commitments or mobility issues.

We offer appointments at a range of locations across Croydon including: -

- Wickham Park House (Shirley)
- Davis House (ten minute walk from East Croydon station)
- Purley Resource Centre
- Over 15 GP practices across the borough

Appointments take place between 8am and 7:30pm, Monday to Thursday, and 8am and 5pm on Fridays. Some workshops are offered during weekends.

Call us on **020 3228 4040** to find out more and chat to one of the team.

IS IT PRIVATE?

The information you give us is confidential within our service. The only time we would break confidentiality is if we are concerned that there is any risk of harm to yourself or someone else.

URGENT HELP

We are not an emergency service. If you need urgent help, please call **111** to speak to the free NHS helpline. NHS 111 can give you advice, put you in contact with local services, and organise an ambulance if you need one.

You can also call the local NHS crisis line on **0800 731 2864** (24 hours).

Visit www.slam.nhs.uk/crisis for more information.

The Samaritans can help even if you are not suicidal. Call for free **116 123** (24 hours) or email: jo@samaritans.org

WORRY LESS
ENJOY LIFE MORE
FEEL MORE RELAXED



Find out more

If you would like a large print, audio, braille or a translated version of this leaflet, please ask us.

If you are unable to have a telephone assessment, let us know and we will offer you an alternative.

Croydon Talking Therapies
Wickham Park House
Monks Orchard Road
Beckenham
BR3 3BX

Telephone: 020 3228 4040

Email: croydoniapt@slam.nhs.uk

Fax: 020 3228 2955

Concerns or complaints

Please tell us if you have any concerns or complaints. We want you to get the care that you need.

Speak to a member of staff involved in your care, or contact our Patient Advice and Liaison Service (PALS). They can give you advice and information about our services and help to sort out any issues.

Telephone: 0800 731 2864

Email: pals@slam.nhs.uk

Web: www.slam.nhs.uk/pals

If you want to make a formal complaint, please contact

Complaints Department, Maudsley Hospital
Denmark Hill, London SE5 8AZ

Telephone: 020 3228 2444

Email: complaints@slam.nhs.uk

Web: www.slam.nhs.uk/complaints