

Accessibility

We will welcome you regardless of race, gender, disability, sexual orientation, national origin, religious belief, or any other difference.

We can provide therapists who speak languages other than English, or interpreters where necessary. Leaflets and materials can be supplied in a range of languages, in large print, Braille, easy read, or audio format as required. Please let us know if you have any queries or special requirements.

We'd like your feedback

We are committed to providing excellent care and support. Your views are so important to us, as they help us to keep developing and improving our services.

Do please give us suggestions and feedback by telephone, email, or by completing one of our questionnaires. If you would like to make a complaint, you could do the following:

- ask to speak to a manager of the service
- write to us
- email us

Your concerns will be investigated and we will contact you, letting you know any actions we have taken.

For GP practice use

Please write patient's NHS number below:

Insight Healthcare's talking therapy services are **free**.

We are a not-for-profit organisation and an experienced provider of talking therapies on behalf of the NHS.



Take a positive step towards feeling better - contact us directly or speak to your GP about a referral to Insight Talking Therapies.

T: 0300 555 5555

E: kent@insighthealthcare.org

Insight Healthcare
Brogdale Farm
Brogdale Road
Faversham
ME13 8XZ

Please visit our website to find out more about the service:

www.insighthealthcare.org

In the event of an emergency, or if you are unable to keep yourself safe, you should contact your GP, your local A&E department, or call 999.

Insight Healthcare is part of
Concern: the mental health and wellbeing group

Leaflet produced October 2017



**Feeling low?
Anxious? Stressed?
We can help.**

We offer confidential
NHS talking therapy
services



**Free talking therapies
in East Kent**

We're here to help, please contact us
for an appointment

0300 555 5555

ABOUT US

Insight Healthcare is a national not-for-profit organisation, providing free talking therapies on behalf of the NHS.

Contact us directly for an appointment, or ask your GP for a referral.

0300 555 5555
kent@insighthealthcare.org

In the event of an emergency, or if you are unable to keep yourself safe, you should contact your GP, your local A&E department, or call 999.



Who is the service for?

Everyone goes through difficult times; sometimes our problems affect our day-to-day lives and we feel that we can't cope. If you are in this situation, you are not alone.

We can help if you are experiencing common issues such as:

- low mood
- depression
- anxiety
- stress
- panic
- anger
- trauma
- bereavement
- loss
- relationship difficulties
- family problems
- phobias

The service is free and available to anyone aged 17 or above who is living in East Kent.

If you are being supported by another mental health professional, please talk with your practitioner about whether our service would be suitable for your needs and share this with us when you contact our service.

How does it work?

We offer a range of talking therapies, advice, information, and support. Talking therapies can help you to understand and work through your difficult feelings and develop strategies for coping better. The best therapy for you will depend on your particular situation.

What happens now?

The first step is to arrange an assessment appointment with one of our therapists. You will need to provide your NHS number when you arrange the appointment, which can be booked for a variety of times, including outside working hours.

The assessment appointment can take place either face-to-face or over the phone, and will allow us to get an understanding of your current needs. At the end of the assessment, the therapist will discuss the next steps with you.

If our service is unable to help with your needs, with your permission we will suggest an appropriate source of help or refer you directly to it.

Where will my therapy take place?

Your therapy might be provided at your local GP surgery, or at another venue convenient to you. It can take place over the phone or online, where that is suitable.

Is the service confidential?

We comply with NHS confidentiality guidelines, which means that information relating to you and your treatment will remain strictly confidential, unless we have your consent to share it, or if there is a risk to you or someone else.

