

If you require crisis support please call the **Mental Health Advice and Support Line 24/7 on 0800 138 0990** or it may be helpful to talk to Samaritans on **116 123**

For further help or information



Let's Talk Depression & Anxiety Services Hull
New Green Surgery
Morrill Street
HULL
HU9 2LJ

Patient Line:
01482 335627
pws-letstalk.hull@nhs.net

City Health Care Partnership CIC is an independent 'for better profit' and co-owned Community Interest Company responsible for providing local health and care services. Registered in England No: 06273905.

letstalkhull.org.uk

Let us know what you think...

We value your feedback and use it to improve our services. There are a number of ways you can provide feedback about any element of the Let's Talk Service.

You can contact a CHCP Customer Care Advisor if you have a comment, concern, compliment or complaint by writing to:

Customer Care Advisor
City Health Care Partnership CIC
5 Beacon Way
HULL
HU3 4AE

Telephone: 01482 347627 for Let's Talk Hull

chcp.customercare@nhs.net

Friends and Family Test

Go to chcpfft.org.uk click start, then enter service code 6572

Version 3



Let's Talk

What happens after your assessment appointment?



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Assessment

Today you have met with a Let's Talk Assessment Practitioner. The opportunity to talk together about some of your concerns will have allowed the Assessment Practitioner to identify the best treatment plan for your needs.

The outcome of your assessment

You may have already chosen who you would like to see for your treatment, in which case you and the Assessment Practitioner have agreed an appropriate treatment plan.

Your treatment plan is:

Your chosen provider is:

If you have not made this decision yet, you will have been provided with additional information to support you with this. Someone from the assessment service will contact you within 48 hours to ask you which provider you have chosen.

If you make your decision sooner, please contact the assessment service on 01482 335627

Your Chosen Treatment Provider

Your treatment provider will contact you within 7 days from your assessment to arrange a suitable appointment. If you have a preference about whether your therapist is male or female, you should let your provider know. The duration and frequency of sessions will be agreed between you and your therapist.

Stress Control

Most people benefit from attending a Stress Control course as the start of their treatment plan. The information provided at Stress Control can help with all psychological wellbeing needs and is a valuable foundation for any other treatment planned. Some people may be advised to attend Stress Control further along in treatment to support their therapy. If you change your mind at any point call Let's Talk.



What if something changes?

During your course of treatment, you or your therapist may decide that your treatment plan needs to be reviewed. If a new clinical need is identified in discussion with you, your therapist may ask the assessment service to review your treatment plan. The assessment clinician will look at the information from your therapist and may contact you to discuss your symptoms and treatment. Some changes in treatment plans may need a change in provider, so you will be offered a choice again around who would be the most suitable provider to meet your needs.

Cancelling Appointments

If you need to change or cancel any appointments after your assessment, please contact your chosen provider. You will find their details below:

Name	Contact Number	Name	Contact Number
Let's Talk Psychological Wellbeing Service	01482 335627	Space To Be Heard – S2BH	01482 705023
Focus Counselling	01482 891564	HEY Mind	01482 240200
Cruse	01482 565565	House of Light	01482 580499
Temenos	01482 844038	Relate	01482 329621
Joan Pickard	01482 291692	Good Day Therapy	07710 521977

Missed Appointments

If you fail to attend an appointment for any part of your treatment plan and don't contact us, we will assume you no longer require the service and your period of care with us will finish.