

## What do our patients say?

We ask patients in treatment for their feedback. Here are some comments that we have recently received.

- “It’s fantastic. I feel a new person”
- “Therapy has helped me see the light at the end of the tunnel”
- “The group atmosphere was very helpful, to know that I’m not alone with my feelings”

Data collected from patients in the last 12 months showed that over 97% of people were satisfied or very satisfied with their experience.

## How do I get a referral to the service?

There are two main methods:

1. Self refer via [www.cpft.nhs.uk](http://www.cpft.nhs.uk) or call **0300 300 0055**. The line is open 9-5 Monday-Friday.
2. Discuss your difficulties with your GP, who may refer you to the service.



## Partner Agencies

We have close relationships with a number of partner agencies including MIND, Lawrence Way Counselling Group, Group Therapy Centre, Insight Healthcare, IESO Digital Health.

## Emergency Contact details

Other sources of help include:

- Your GP
- Out of hours GP 111 and select Option 2
- Samaritans Telephone 116 123, or E-mail [jo@samaritans.org](mailto:jo@samaritans.org)

For further Information contact us at [selfreferIAPT@cpft.nhs.uk](mailto:selfreferIAPT@cpft.nhs.uk)

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## Patient Advice and Liaison Service

For information about CPFT services, to raise any issue, or compliment our service, contact the Patient Advice and Liaison Service (PALS) on Freephone 0800 376 0775, or e-mail [pals@cpft.nhs.uk](mailto:pals@cpft.nhs.uk)

## Out-of-hours service for CPFT mental health service users

For more urgent help please call our First Response team on **111** and choose **option 2** for health, advice and support.

If you require this information in another format such as braille, large print or another language, please let us know.

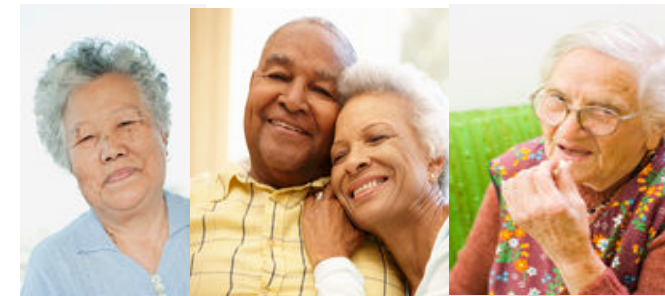
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**NHS**

Cambridgeshire and  
Peterborough  
NHS Foundation Trust

## Over 65? Depressed, anxious or Stressed?



## CPFT Psychological Wellbeing Service

Refer yourself directly via:

[www.cpft.nhs.uk](http://www.cpft.nhs.uk)

or call: 0300 300 0055



## Over 65?

Getting older does not mean that we are immune to feelings of depression, anxiety or stress, although often they can be caused by different problems than when we were younger.

## CPFT's Psychological Wellbeing

**Service** is here to help. We offer short-term psychological therapies for a wide range of emotional difficulties. No diagnosis is necessary to access the service. The main treatments we offer are:

### Guided self-help

For people with mild to moderate mood and anxiety problems.

### Cognitive Behavioural Therapy (CBT)

This is a highly effective psychological therapy offered to people with moderate to severe mood difficulties, as well as long term conditions such as arthritis, diabetes and chronic pain.

### Other therapy approaches

We have some availability of alternative therapy approaches to CBT, so please discuss at your assessment if you are looking for a different therapy approach.

## CBT workshops and courses

We offer a range of courses, such as mindfulness and low self esteem, although this is dependent on demand

### What else do we offer?

- Interpretation services
- Signposting to partner agencies
- Face to face or telephone options
- Online opportunities

### How long are the sessions?

Sessions can vary from around 30 minutes to one hour, depending on the type of treatment offered. The total number of sessions depends on patients' needs, but we are a short term therapy service.



## Who is the service for?

People who are normally resident or are registered with a GP in Cambridgeshire, Peterborough, Wansford and Oundle. We do not have an upper age limit.

## Is the service for everyone?

We try to be as inclusive as we can, but psychological therapy is not for everyone. Both wanting to change and being ready to do something about it is important.

## How much does it cost?

As an NHS service, the treatments that we offer are free of charge.

## Where will we see you?

Therapists with the Psychological Wellbeing Service (IAPT) work in consultation rooms, GP surgeries and community settings throughout the county.

## Are there waiting times?

There are some waiting times for certain treatment options, but no wait for others. Please discuss at your assessment so we can give you the most accurate information