



Compliments, comments,
complaints and concerns

Feedback

We welcome any suggestions you may have. Please send your comments, concerns, complaints and compliments to:

Cheshire and Wirral Partnership NHS Foundation Trust, PALS, Complaints and Claims Team, Redesmere, Liverpool Road, Chester, CH2 1BQ

FOR GP PRACTICE USE:

NHS Patient No:



Access
Sefton

Take a positive step towards
feeling better. Contact us
directly or speak with your
doctor to get a referral.

Access Sefton is free to use. Cheshire and Wirral Partnership NHS Foundation Trust and Insight Healthcare, who are a not for profit organisation, are experienced providers of talking therapies for the NHS.

www.insighthealthcare.org/accessefton
Tel: 0300 303 2708 • Fax: 0151 922 5729

Access Sefton - Bootle

Unit 5, Stella Nova, Washington Parade,
Bootle L20 4TQ

Access Sefton - Southport Gordon House,
3-5 Leicester Street, Southport, Merseyside
PR9 0ER



Access
Sefton

Finding it hard to cope, feeling
low, anxious or stressed?
Talking therapies can help...

www.insighthealthcare.org/accessefton



Access Sefton

Who the service is for

The service is for anyone living in North and South Sefton, aged 16 or above and provides help for people with common difficulties such as:

- | Low mood
- | Depression
- | Anxiety
- | Stress
- | Panic
- | Phobias
- | Trauma
- | Bereavement
- | Loss
- | Relationship difficulties

Where it happens

The therapy may be provided at a local venue or in a GP practice. Therapy can also take place over the telephone or online if it's suitable. Access Sefton has therapists with a range of different training and specialist skills so that we can provide the right support for your needs.

Is it confidential?

We will respect your confidentiality but please discuss any concerns you might have. If you are involved in therapy, this information will be kept confidential but a general progress summary will be provided to your GP. Any risks to yourself or others may need to be shared.

We provide help for people with anxiety, depression and other similar difficulties.

The service is **free** and funded by the NHS.

Call to make an appointment



The first step is to contact our service between 9am and 1pm on: **0300 303 2708** to arrange an assessment appointment for you with one of our therapists. A range of appointment times can be made available including out of hours. This can be provided face-to-face or on the telephone.

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How it works

The assessment allows us to get an understanding of your current difficulties. At the end of the assessment, the therapist will discuss the next steps with you. We can offer a range of effective treatment options.

As part of this process you will be asked questions about your current difficulties and also asked to complete questionnaires. This will enable us to monitor your progress. We want to provide the best possible service and to do this, we have to assess our effectiveness and continually improve patient care, which means we need to collect data about our patients, their treatments and the outcomes and analyse it. If you would like further information, or if you do not want your information included in national analyses, please let us know.

The best way forward will depend on your needs e.g. counselling, cognitive behavioural therapy (CBT), computerised CBT, psychotherapy or group work.

Accessibility

We are sensitive to the diverse needs within our community and welcome clients irrespective of race, gender, disability, sexual orientation, national origin or any other difference.

We can provide therapists who are able to speak languages other than English, or interpreters if needed. Leaflets and materials can be supplied in a range of languages, in large print, braille or audio as required.

Please let us know if you have any queries or special requirements.