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| **Confidentiality**During your assessment you will have consented to information sharing on a need to know basis. Whilst therapy is a confidential process, there may be times however if there are concerns about risk, when your therapist will consult with another professional to further assist you. This may be your G.P. or a psychiatrist. It is important that throughout our contact with you we meet your needs as best we can. You will be informed if this happens.What if you need an Interpreter?Tower Hamlets is a multicultural borough and we regularly see service users from many racial, ethnic and cultural backgrounds. We pride ourselves on being an accessible psychological therapies service therefore we always use an interpreter when required. If an interpreter is needed, we will book an interpreter for your therapy and will use the same interpreter so that you feel secure talking about your concerns during sessions. We are open to any feedback you have regarding the interpreter so that we can ensure it helps your therapy. Interpreters are bound by confidentiality.

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| **Contact: Tower Hamlets Psychological Therapies Service****Address: 1st Floor Burdett House, Mile End Hospital, Bancroft Road, London, E4 1DG****Telephone: 020 8223 8075** |

 |  **Tower Hamlets Psychological Therapies Services** **Cognitive Behavioural****Therapy****Information for service users referred to the service** |
| **What is Cognitive Behavioural Therapy?**Cognitive Behavioural Therapy (CBT) is a collaborative and structured psychotherapy, which has a solid evidence base in helping people reduce emotional distress. It does this by helping you look at the way you think (the cognitive) and how you act (the behavioural). It is collaborative in that your therapist will work very much with you, and alongside you, and be led by you in what you want to talk about. It is structured in that it works in a clear way towards your goals, and that each session has an ‘agenda’ – that is you and your therapist agree together what you want to talk about in that particular session. Your therapist will help you stick to this agenda, so that problems can be explored in a focused way, and goals worked towards in a collaborative way. CBT is concerned as much with what happens outside the therapy room as it is with what happens in the therapy room. Therefore you and your therapist will often agree on things you can try to do between therapy sessions – either to make some realistic changes in what you do each day, or to gather more information on particular problems you may be having. Some therapy sessions also take place outside the therapy room to help you face things you may fear or avoid (such as busy places or using public transport). Who is this service for?This service is for adults over the age of 18 who have long-term, severe and complex mental health needs. Service users seen can experience a range of mental health concerns such as: Depression and anxiety; trauma/Post Traumatic Stress Disorder (PTSD); relationship and interpersonal problems and, other mental health difficulties. | What can you expect?After you are referred you will be asked to attend an Information Session – this is intended to given you more information about our service and help you make an informed decision about whether psychological therapy is for you. After that you will be invited to an assessment – a one-to-one meeting with one of our team who will find out more about your difficulties and think about the best treatment with you. Once it has been agreed the type of therapy that will help you with your mental health needs, your name will be put on the waiting list and you will next be contacted to start the therapy. Therapy is usually provided weekly at the same time and the number of sessions may be agreed at the start or at intervals depending on your needs.To improve the service we provide we will involve you in evaluating the therapy you receive and the progress you make in it. At intervals you will be asked to complete a satisfaction survey giving feedback on your treatment and questionnaires monitoring changes in your wellbeing. Where appropriate you can be assisted to fill in these questionnaires. What do we expect of you?All therapies work best when they are regularly attended. Sessions are usually from 50 minutes to one hour and will be focussed on your needs and helping to work out a way forward for you.If you are unable to attend your appointment please phone the service on 020 8223 8075 to cancel or reschedule as soon as you are aware of this.  If you don’t cancel appointments or miss two consecutive appointments without contact, it may result in your case being closed to the service, and you will need to be re-referred.  Your referrer will then be informed of this.Receiving psychological input is a commitment and any gains achieved will rely on your attendance and engagement with the process. |