

We can offer:

Individual Work

One to one appointments last about 45 minutes and usually take place in your local GP surgery.

Your Psychological Wellbeing Practitioner will discuss what options may be best suited to your individual needs in an initial assessment. Following on from this, you can be offered a course of treatment.

Psycho-educational Courses

We offer a range of psycho-educational courses in various locations. These aim to increase your understanding and to develop techniques to manage your symptoms.

Courses usually run once a week for four weeks, with each session lasting two hours. They are run mostly in the evenings across Wiltshire. We do also offer a few daytime courses in certain locations and some are run for a whole day on a Saturday.

Online Support Programme

SilverCloud is an online self-help programme which helps you learn techniques to overcome low mood, anxiety and stress.

Through SilverCloud you will receive online and telephone support. It is a flexible and easy to use programme and can be accessed through your computer, tablet or mobile phone. Support is provided for 12 weeks, but you will have access to the programme for a whole year.

Patient Liaison Service (PALS)

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).

Tel: 01225 362900

Freephone: 0800 073 1778

Email: awp.pals@nhs.net

Other formats and languages

If you need this information in another language or format, such as large print, please contact: 01380 731335



Contact us

Wiltshire IAPT Service
Green Lane Hospital
Marshall Road
Devizes
SN10 5DS

Tel: 01380 731335

Email: awp.wilts-IAPT@nhs.net

Website: <https://iapt-wilts.awp.nhs.uk/>

You can also join us on **Facebook** and



Twitter
@IAPTWilts



Avon and Wiltshire 
Mental Health Partnership NHS Trust



**IAPT: Improving Access to
Psychological Therapies**

What can our service offer you?

Who are we here for?

Many people go through periods of difficulty which can impact on day-to-day life.

We offer brief psychological therapy to help people with a variety of problems such as:

- Low mood/depression
- Anxiety/panic
- Stress/worry
- Obsessions and compulsions (OCD)
- Phobias
- Post-natal depression or anxiety
- Post-traumatic stress disorder (PTSD)
- Social anxiety
- Health anxiety

What is brief psychological therapy?

This is short term therapy using a step by step approach rather than counselling. It has been proven to help with a variety of common mental health conditions.

It involves working with a trained Psychology Practitioner, who will support you to:

- Understand more about the difficulties you are having.
- Learn to use some psychological techniques to manage these difficulties.

What will be expected of me?

For brief psychological therapy to be effective, you will be required to be actively involved in setting goals for yourself and motivated in practicing new strategies and techniques.

You will be required to fill in a short questionnaire for each session.

Long Term Health Conditions

Living with a long term health condition can be worrying, frustrating and stressful. We offer a Wellbeing Service where you can learn tools and techniques to help you to manage your emotional wellbeing and maximise your physical health.

We also work with other health care providers (such as your GP and Physical Health Specialists) to ensure you have 'joined-up care' and that your physical and emotional wellbeing is supported.



Privacy and Confidentiality

Individual sessions are held in confidence. We will record your attendance in your GP record along with a brief note of your progress.

For courses, we simply write to your GP saying which course you have attended.

If we have any concerns about your safety or another person's safety, we have a duty to share information with other professionals, but this will be discussed with you.

How to access the service

You can book yourself a place on one of our courses through our website or by phoning our office.

Or, if you wish to be seen for a one-to-one appointment to assess your needs, please telephone our office in Devizes and speak to one of our team who can answer any of your queries. You can reach us on:

01380 731335

Our team are based in most surgeries throughout Wiltshire, so it is possible to be seen at your registered GP practice.

Comments and Complaints

We aim to provide a high quality service which meets your needs. If you have any suggestions for improvement, please tell one of our practitioners.

If you have a complaint or a concern you cannot resolve by talking to the person you usually see, please contact:

Business Manager
Wiltshire IAPT Service
Green Lane Hospital
Devizes
SN10 5DS

Tel: 01380 731335

Or if you prefer, please contact the Patient Advice and Liaison Service (PALS). See back of leaflet.