



Information for people who  
want to opt in to the service

**iapt**  
Improving Access to Psychological Therapies

Lead: Service Manager  
Leaflet code: AWP 374  
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## Who are we here for?

Many people go through periods of difficulty in their lives, which can leave them feeling stressed, anxious, depressed and unable to cope.

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
- Phobias
- Post-natal anxiety/depression
- PTSD (post-traumatic stress disorder)
- Social anxiety

## What is brief psychological therapy?

This is short term intervention using a step by step approach rather than counselling. It has been proved 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 tackle or cope with these difficulties.

## How do we work?

A number of options are available, depending on your needs:

- attending one of our psycho-educational courses
- online resources
- brief individual work.

## What will be expected of me?

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

## Individual work

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

People often find that one or two individual sessions are enough. Your practitioner will discuss your ongoing needs with you.

## Psycho-education courses

We offer a range of psycho-educational courses in locations all over Wiltshire. These aim to increase your understanding and to develop strategies to manage your symptoms

Courses usually run once a week for four weeks, with each session lasting two hours. They are run in the daytime and evenings and some run for a whole day on a Saturday.

## Privacy and confidentiality

Individual sessions are held in confidence. We will record your attendance in your GP notes 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, but this will be discussed with you.

## How to access the service

You can book directly to go on one of our courses through our website [www.iapt-wilts.awp.nhs.uk](http://www.iapt-wilts.awp.nhs.uk) or by phone to our offices.

Devizes - 01380 731335

Salisbury – 01722 820267

Or, if you wish to be seen for a one to one appointment to assess your needs, please telephone our office in Salisbury or Devizes and speak to one of our team.

We ask you to make the call yourself so that we can confirm that you wish to opt in to the service and can answer any of your queries

Our team are based in most surgeries throughout Wiltshire, so this first appointment can usually be offered in your registered practice.

## Monitoring your progress

Before each session, we will ask you to complete some questionnaires to monitor your progress and evaluate our service.

If you give us your email address, you can receive these in advance to complete on line.

Sometimes, we also make follow-up calls for this purpose.

## 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  
Marshall Road Devizes  
SN10 5DS.

Tel: 01380 731335

E-mail: [awp.wilts-IAPT@nhs.net](mailto:awp.wilts-IAPT@nhs.net)

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

## Contact us

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

Tel: 01380 731335

Wiltshire IAPT Service  
Heathwood  
Fountain Way Hospital  
Salisbury  
SP2 7FD

Tel: 01722 820267

E| [awp.wilts-iapt@nhs.net](mailto:awp.wilts-iapt@nhs.net)

W| [www.iapt-wilts.awp.nhs.uk](http://www.iapt-wilts.awp.nhs.uk)

## PALS

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

Tel: 01249 468261

Freephone: 0800 073 1778

Email: [awp.PALS@nhs.net](mailto: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