

## How can I find out more?

If you would like to know more about our service and how we can help you, please contact us on:

Telephone: **0300 555 1018**  
Email: [abit@nhs.net](mailto:abit@nhs.net)

Barking and Dagenham IAPT  
Church Elm Lane Health Centre  
Church Elm Lane  
Dagenham  
Essex RM10 9RR

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

If you would like more copies of this leaflet please contact us.

If you would like this information in large type, in another format or in another language please ask a member of staff.

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

## What can I do if I need help immediately?

If you live in Waltham Forest, Redbridge, Barking and Dagenham or Havering, you can call the NELFT Mental Health Direct telephone helpline service for help and advice, anytime of the day or night, on **0300 555 1000\***

We have somebody on the other end of the line who can help.

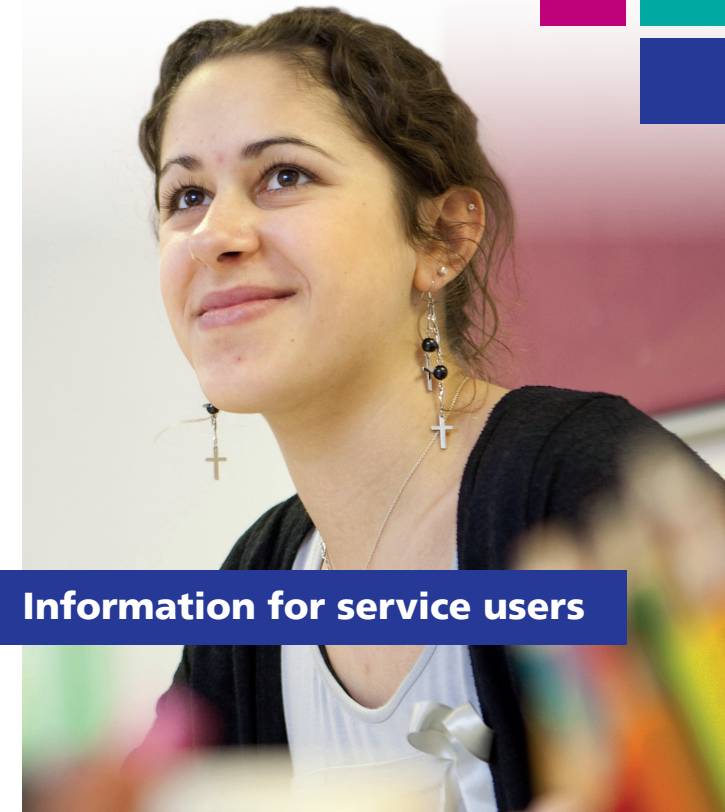


\*Calls will cost no more than calls to 01 and 02 numbers and are included in inclusive minutes and discount schemes. Calls from a mobile will cost more than calls from a landline.

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# Improving Access to Psychological Therapies (IAPT)

Barking and Dagenham

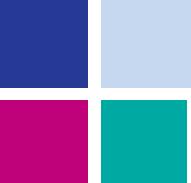


Information for service users

iapt



Improving Access to Psychological Therapies



**Do you** ever avoid seeing people through fear of them judging you negatively?

**Do you** ever suddenly experience intense bouts of anxiety and believe that you are going to die, pass out or 'go crazy'?

**Do you** ever experience intrusive upsetting thoughts that seem inappropriate and that you try to push out of your mind?

**Do you** ever experience recurrent memories, thoughts or dreams about traumatic or life threatening events?

**Do you** ever experience a low mood over a prolonged period and find it difficult to shake off?

**Do you** ever feel self-critical and have thoughts about being useless or worthless?

**Do you** ever experience such intense fear in certain situations that you avoid the situation altogether as a way of coping?

**If your answer to any of these questions is 'yes', we may be able to help.**

## What does the IAPT team do?

We offer a free and confidential evidence based psychological therapy service for people who are over 18 years of age who are feeling stressed, anxious, low in mood or depressed.

We provide talking therapies for people who are experiencing:

- panic attacks
- depression
- anxiety
- excessive worry
- social anxiety/shyness
- phobias
- post traumatic stress disorder
- agoraphobia
- obsessive compulsive disorder
- health anxiety
- stress
- relationship difficulties

## How can I get help?

You can refer yourself to IAPT by phoning us between the hours of 9am to 5pm on

**0300 555 1018**

Outside of office hours there is an answerphone. Please leave your name and contact details and we will phone you back as soon as we can.

## How will I know if the service is right for me?

We will talk to you about the difficulties you are experiencing and agree with you the best way forward.

We can refer you on to other services and give you telephone numbers of alternative treatment options.

## How long will I have to wait for my first appointment?

We aim to see and assess everyone within one week from the day they contact our service. The initial appointment will take approximately 30 minutes.

If IAPT is the right service for you, we aim to offer a therapy appointment within four weeks from the day you contact us.

## When and where will my treatment take place?

We will talk to you about where you would like to be seen. We work in health centres, libraries and children centres throughout Barking and Dagenham. We offer daytime, evening and Saturday appointments. All of our venues are accessible to people with disabilities.

*"I felt I was able to discuss anything without being judged. I felt safe and cared for."*

*"I now have skills that I can use for the future to prevent this happening again."*

*"Without the support of this team I don't know how I would have coped."*