

## Newsletter

### Who we are

Telford and Wrekin IAPT is a free NHS Service providing a range of recommended talking therapies for common mental health problems such as anxiety and depression. We offer information, guidance and talking therapies in a variety of different formats. To access our service you need to be aged 16 or over and registered with a Telford GP.

- To find out more or to refer yourself please contact the team on **01952 457 415**, or complete the referral form on our website: **telfordwellbeingservice.mpft.nhs.uk**

*Please note we are not a 24 hour, 7 days a week service. If you need urgent or immediate support please contact the Samaritans on 116 123, your GP or NHS 111.*

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### Name Change

In line with National Guidance, and to better show we are part of the Improving Access to Psychological Therapies family, we have changed our name from Telford Wellbeing Service. We conducted a poll on social media to vote for our new name, and have also tried to include clear information about the service we provide. 2020 has been an unstable year for everyone, not least for mental health services in the region, so we would like to reassure everyone that we are open, available and providing the same NICE Guideline recommended therapy we always have. Due to COVID-19, we are offering limited face to face appointments only for those who can't access in other ways. Otherwise we are continuing with the telephone and online support we have always provided, and have successfully launched therapy via video consultation. We have noticed a drop in our DNA rates as a result of these new ways of accessing us, whilst our recovery rate remains in line with pre-covid percentages.

### Contact details:

- Call us on **01952 457 415**
- Email: **wellbeing.telford@mpft.nhs.uk**
- Visit our website at  
**telfordwellbeingservice.mpft.nhs.uk**
- Tweet us **@Telford\_IAPT**
- Like us on facebook: **www.facebook.com/TelfordandWrekinIAPT**
- We're now on Instagram! Check out **@telfordandwrekinapt**

Postal Address:

**Fuller House  
Hall Court, Hall Park Way  
Telford  
TF3 4NP**

Our phonedlines are open 9am-5pm. Our administrators will take your details and arrange an initial appointment for you on a date of your choice within our opening hours. Telephone assessments are

## SilverCloud

SilverCloud offers various programmes, consisting of evidence based Cognitive Behavioural Therapy techniques. The programmes are made up of a variety of different modules, looking at how the way we think and the way we behave can affect the way we feel. The modules consist of videos, activities to complete and case studies to read, as well as quizzes, audio guides and your own journal.

As well as being able to self-refer onto programmes for stress, Depression or Anxiety, you can now also choose the **sleep** programme, focusing on sleep and insomnia issues, and how to overcome them.

We also have a range of programmes for people who are dealing with low mood and anxiety whilst living with a long-term condition. These are designed for those with **Chronic Pain, Diabetes, Respiratory Disorders** and **Heart Disease**.

There are optional modules to complete in each programme on **sleep difficulties, relaxation, self-esteem, grief, relationships, employment support and anger management**.

To find out more and sign up instantly, check out **tel-fordwellbeingsservice.mpft.nhs.uk/silvercloud**

## Service User Involvement

Here at Telford and Wrekin IAPT, it is important to us that those who have accessed our service have a voice in what we do. Therefore, we would like to invite our service users to be more involved in the future and development of our team.



We want people to be involved in how we recruit staff, materials and letters, policy development, and any future changes that we make. Our objectives:

- To improve the service by engaging better with people who access us
- To have a database of people who are regularly communicated with on service development and who can review and give feedback on aspects of service delivery,
- To support recruitment of staff by being a key person on the interview panels
- To develop a service user committee, designed to hold leadership to account for involvement activity
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If you'd like to be involved and help shape local mental health support, please email us at **wellbeing.telford@mpft.nhs.uk**

Everyone's Wellbeing Matters