

# Improving access to psychological therapies (IAPT) North Yorkshire

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## Information for service users, families, carers and supporters



<b>Service opening hours</b>	9am to 5pm
<b>Website</b>	<a href="http://www.tewv.nhs.uk/NYIAPT">www.tewv.nhs.uk/NYIAPT</a>
<b>Harrogate IAPT service</b>	Valley Gardens Resource Centre Windsor House Cornwall Road Harrogate HG1 2PW <b>Tel. 01423 852137 / 852062</b>
<b>Northallerton IAPT service</b>	Gibraltar House Thurston Road Northallerton DL6 2 NA <b>Tel. 01609 768891</b>
<b>Whitby, Scarborough and Ryedale IAPT service</b>	Whitby Hospital Springhill Whitby YO21 1EE <b>Tel. 01947 899270</b>
<b>Vulnerable veterans and adult dependants service</b>	Innovate Building Chartermark Way Colburn Business Park Catterick Garrison DL9 4Q <b>Tel. 01748 831964</b>

## **Introduction to the North Yorkshire IAPT service**

Welcome to the North Yorkshire Improving access to psychological therapies (IAPT) service. We provide talking therapies for people experiencing the following difficulties:

- depression
- panic disorder
- anxiety and worry
- health anxiety
- social phobia
- specific phobias
- post-traumatic stress disorder (PTSD)
- obsessive-compulsive disorder (OCD).

IAPT is a national NHS programme designed to increase the availability of talking therapy treatments recommended by the National Institute for Health and Clinical Excellence (NICE).

It is believed that one in four people experience mental ill health at some point in their lives.

Significant events like bereavement, unemployment, relationship breakdown, traumatic events or even stress at work can lead to difficulties requiring help and support. Problems with low mood and anxiety can develop and make it difficult for us to cope with life's daily demands.

IAPT seeks to use the least intrusive method of care possible to treat people. This is often called a 'stepped care mode' and means that the patient is generally offered a low intensity therapy in the first instance. Examples of low intensity treatment would include computerised cognitive behavioural therapy (cCBT), psycho-educational courses, guided self-help over the phone or face to face.

If low intensity treatments are unsuccessful or inappropriate then patients can be 'stepped up' to a high intensity therapy. This often takes the form of one-to-one cognitive behavioural therapy (CBT).

To make sure that the IAPT service is right for you we will first offer you a brief initial assessment. Most are undertaken over the phone, although alternative arrangements can be made if required. At the end of the assessment we will discuss what help is available within the service.

Where IAPT is not the most suitable service we can sign post you to alternatives where available.

## **How to get help?**

If you start to feel unwell you can make an appointment with your GP to discuss your problems. If appropriate, your GP can refer you to the IAPT service.

Alternatively, you can directly contact one of our offices to discuss as referral. Please see details at the start of this information.

## Our interventions

North Yorkshire IAPT services provide psychological help which has been approved and recommended by the National Institute of Clinical Excellence (NICE).

We have two tiers of treatment options (step 2 and step 3) which include:

- SilverCloud - step 2
- psycho-education courses - step 2
- telephone guided self-help - step 2
- face to face guided self-help - step 2
- cognitive behavioural therapy (CBT) - step 3
- interpersonal psychotherapy (IPT) - step 3
- eye movement desensitisation and reprocessing (EMDR) - step 3

## Treatment options - step 2

SilverCloud - computerised CBT	
At a glance	
What is it?	Online
How much does it cost?	FREE
How many sessions?	Between six and eight sessions (depending on the programme) lasting approximately 40 minutes.
When?	Anytime. You can work through the programme at your own pace.

SilverCloud is an exciting new computerised cognitive behavioural therapy online programme which can be tailored to your individual needs. It is designed to help you learn techniques to overcome symptoms of low mood and anxiety.

SilverCloud is easy to use; you do not need to be a computer expert. The programme is accessible 24 hours a day from a PC, tablet or Smartphone.

You will be requested to set up your own unique username and password so that you can use SilverCloud at home or anywhere else linked to the internet. You will be guided through by an experienced Psychological Well-being Practitioner (PWP) who will regularly review and support your progress.

A short introductory film is available to view online:

[www.silvercloudhealth.com/who-we-help](http://www.silvercloudhealth.com/who-we-help)

<b>Psycho-educational course</b>	
<b>At a glance</b>	
<b>How much does it cost?</b>	FREE
<b>When?</b>	Courses run across North Yorkshire regularly. Please contact us for details.

**Stress control:**

Stress control is a course where you can learn to deal with stress and help yourself feel better in everyday situations. You will learn how to deal with a range of problems including depression, anxiety, panic and poor sleep.

This course is not a workshop; you don't have to talk about your problems in front of others. It is a class, so you simply have to come along and listen. You will be given a helpful booklet with the course content in each week. Stress affects many people so don't be so surprised if you find lots of people at your class.

There are six weekly sessions.

**Healthy minds**

The Healthy minds course enables you to quickly access a range of useful techniques and strategies to help you manage your symptoms of anxiety and depression. The course is based upon cognitive behavioural therapy (CBT) which is found to be effective for helping those with depression and anxiety.

This course is not a workshop; you don't have to talk about your problems in front of others. It is a class, so you simply have to come along and listen. You will be given a helpful booklet with the course content in each week.

There are four weekly sessions covering:

1. Understanding and overcoming unhelpful emotions and physical symptoms
2. Understanding and overcoming unhelpful thoughts
3. Understanding and overcoming unhelpful behaviours
4. Understanding and improving sleep patterns.

**Boosting self-esteem**

Based on cognitive behavioural therapy techniques, boosting your self-esteem is a three week course which will help you develop practical tools and strategies to increase your esteem and start to feel better about yourself.

As it is not group therapy you will not have to speak to others or share any personal information. Each session is run like a class where you come along and simply listen. You will be given a helpful booklet with the course content each week.

After the third session an individual telephone review will take place with one of the course leaders; this will include a further booklet to help you maintain the gains you have made during the course.

Many people struggle to maintain healthy self-esteem so don't be surprised if there are lots of people on the course.

The course is just four sessions long:  
introduction to self-esteem  
self-esteem and thought  
self-esteem and behaviour  
Individual telephone review.

## **Frequently asked questions**

### **What will happen at the course?**

Each session is 90 minutes long and includes a break. The course is run as a class. All the chairs face the front and the course leaders stand at the front and use a lecture style power point. No one is expected to speak in front of the group.

### **How do I get the most from the course?**

Keep an open mind. Try out the ideas and tasks presented and see what happens. The workbooks are designed with worksheets to complete. It is often helpful to highlight or underline key points. Please feel free to write notes in the margins or anywhere else that helps.

### **Do I have to attend every session?**

It is important to attend all sessions. Each session looks at a different aspect of anxiety or low mood and different strategies which have proven to be helpful as they connect together, a bit like a jigsaw.

### **How does confidentiality work on the course?**

Although everyone is an individual, it is likely that those on the course are experiencing similar difficulties to you. However, as we don't discuss personal problems you will not get to know why other people are attending. All information collected by the IAPT service will be held confidentially

### **Why do I have to complete questionnaires at each session?**

The IAPT service throughout England asks individuals within the service to complete a set of questions. These are used to monitor your mood and also help measure how effective the course is at helping you move towards recovery.

### **What happens at the end of the course?**

In our experience individuals may continue to have some anxiety or low mood towards the end of the course. This is perfectly normal.

The gradual improvement we hope you have experienced generally continues once the course is complete. In order to enhance this effect it is helpful to continue to practice the techniques covered on this course.

It will be helpful to allow yourself a period of consolidation beyond the end of this course, therefore we generally recommend discharge on completion of the course.

You may wish to discuss a further referral to the IAPT service with your GP after this period if your symptoms:

- worsen
- do not improve
- cause you distress
- interfere in your life.

<b>Guided self-help</b>	
<b>At a glance</b>	
<b>What is it?</b>	Telephone or face-to-face
<b>How much does it cost?</b>	FREE

**Telephone:**

Uses self-help materials based on cognitive behaviour therapy (CBT) principles in individual therapy sessions which last up to 30 minutes. You will be guided in the use of strategies and techniques which help overcome anxiety and/or depression.

**Face to face:**

short term intervention which uses self-help materials. You will be guided in the use of strategies and techniques which help overcome anxiety and/or depression.

### **Treatment options - step 3**

Our step 3 treatments are offered on a one to one basis. The principal aim of this approach is to enable you to become your own therapist by working with your therapist to understand your problems and concerns and develop strategies to overcome them. We offer a variety of step 3 treatments.

**Cognitive behavioural therapy (CBT)**

CBT is a brief psychological therapy that can help you understand the way you think about:

- yourself
- the world
- other people.

CBT can help you to change:

- how you think (cognitive)
- what you do (behaviour).

These changes can help you to feel better. Unlike some other talking treatments, it focuses on problems or difficulties you are experiencing "here and now" rather than past symptoms or causes of distress. It can help you to make sense of overwhelming problems by breaking them down into smaller parts; linking your thoughts, feelings and behaviours.

## **Interpersonal psychotherapy (IPT)**

Integrated psychological therapy is a time-limited, focussed, talking therapy. Using a range of psychological approaches, the therapist and client work together to identify and understand the problems they are experiencing, including:

- what triggered them
- what is maintaining them
- ways to move forward.

## **Eye movement desensitisation and reprocessing (EMDR)**

Eye movement desensitisation and reprocessing is an evidence-based alternative to cognitive behavioural therapy for treatment of problems like trauma which can help to reduce the distress of different kinds of memories. In IAPT it is offered for post-traumatic stress disorder (PTSD) where appropriate.

## **Getting help in a crisis**

IAPT is not a crisis or urgent response service; please contact your GP if you feel that this is what is needed.

The following resources may also be helpful:

**North Yorkshire Mental Health Helpline:** Tel. 0333 0000 309

**NHS Direct:** Tel.111

**Samaritans:** Tel. 0845 790 9090

Advice on what to do in a crisis can be found on the Trust website [www.tewv.nhs.uk](http://www.tewv.nhs.uk) (see 'care and treatment' / 'adults' / 'all locations')



## **Feedback**

We'd like to know if you think this information is useful, if there is anything missing that you wanted to know, or anything you didn't understand. Please email [tewv.communications@nhs.net](mailto:tewv.communications@nhs.net) with your thoughts or phone 01325 552223.

We're updating our patient and carer information all the time and while we won't always be able to make every change people suggest, ideas will all be considered.

## **Do you have concerns or complaints?**

If you have concerns or complaints about a service, please tell a member of staff. You can also call our patient advice and liaison service (PALS) on Freephone 0800 052 0219 or email [tewv.pals@nhs.net](mailto:tewv.pals@nhs.net).

## **Information in other languages and formats**

If you would like this leaflet in another language, large print, audio or Braille, please ask a member of staff.



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