

We know many people are experiencing increased problems with their well-being in the current circumstances. It can be hard to access mental health services or to know what support is available.

We are offering free mental health support sessions to patients of your GP practice who are 18 years of age or over. These sessions will be with a qualified psychotherapist who will listen and explore what might help you, either on the phone or via online video meeting.

WHO IS THE SERVICE FOR?

You don't need to discuss this with your GP first, just give us a call. We are offering 30 minute mental health support sessions to people struggling with issues such as:

- Anxiety
- Depression
- Stress, panic and fear
- Sleeplessness
- Loneliness
- Relationship issues
- Other issues relating to well-being

Although the service is not therapy, it can help you to understand what you're feeling and what might help, as well as giving you information and options regarding further support.

The service is not suitable for people who are under the care of a Community Mental Health Team, or who feel they are in need of immediate/urgent treatment in order to keep either themselves or someone else safe.

The support sessions are confidential and we will only share with your GP a brief outline of your reasons for contacting us and the suggestions we made; however if the therapist had concerns about you or someone else's safety they may need to discuss this with someone, such as your GP. Data about you will be kept to a minimum and stored securely; you can access this by contacting us and requesting a copy.

HOW DOES IT WORK?

To access this free service, simply call us on **01904 412551** and let the person answering the phone know that you are a registered with a Heartbeat Alliance GP practice and that you would like to access mental health support sessions. In your first 30 minute session the therapist will explore what you'd like help with and whether further sessions would be beneficial. You may then be offered up to 4 more 30 minute sessions, or 6 group sessions.

If you need to cancel one of your sessions with us please give us as much notice as possible, so that we can support as many people as possible. Sessions that are missed or cancelled may count as one of the 5 available sessions.

We always welcome feedback about our services and your therapist will ask you for this. If you would like to raise a concern or complaint so that we can look into it, please get in touch with our Complaints Officer Liam Goodwin:

lgoodwin@theretreatyork.org.uk

FURTHER INFORMATION

To find out more about The Retreat and this service you can give us a call on **01904 412551**, visit our website: www.theretreatyork.org.uk or talk to the staff at your GP practice.