

## Complaints procedure:

If you are not happy about your experience with our service, you can speak to a member of staff directly; alternatively, you can contact the PALS Office. To make a formal complaint, contact the Complaints department.

Patient Advice and Liaison – PALS Office

SLaM

The Maudsley Hospital

Denmark Hill

London SE5 8AZ

Freephone: 0800 7312864 Email:

[PALS@slam.nhs.uk](mailto:PALS@slam.nhs.uk)

Complaints Office

Maudsley Hospital

Denmark Hill

London SE5 8AZ

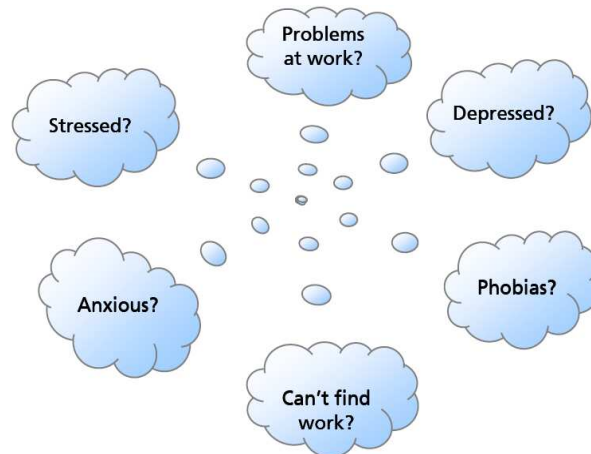
Tel: 0203 228 2444/2499

Email: [complaints@slam.nhs.uk](mailto:complaints@slam.nhs.uk)

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**Lambeth Psychological Therapies**

**020 3228 6747**



**Help is at hand...**



Are you feeling anxious, low or stressed? Perhaps you're struggling with problems at work or with finding work. If so, our service may be able to help.

### **What is the Lambeth Psychological Therapies Service?**

- Our service works with adults who have common psychological problems including depression, stress, anxiety and phobias.
- We offer a range of psychological help and support, including CBT (Cognitive Behavioural Therapy).
- The service is for people living in Lambeth or registered with a Lambeth GP.
- We also offer advice and support with employment, solving work related problems and finding work.
- If for any reason our service isn't right for you, we'll try to suggest alternatives that are more likely to meet your needs and put you in contact with an appropriate service.

### **Any further questions?**

Please phone us on 0203 228 6747 with any queries or to make an appointment. You can also visit [www.iapt-slam.nhs.uk](http://www.iapt-slam.nhs.uk) or write to:

Lambeth Psychological Therapies Service  
1A Dalbury House  
Edmundsbury Estate  
Ferndale Road  
Brixton  
London SW9 8AP



**Lambeth**

South London and Maudsley 

NHS Foundation Trust



Pioneering better health for all

**Please choose a number from 0 – 8 to show how much you would avoid each of the situations below (where 0 is ‘would not avoid it’ and 8 is ‘always avoid it’).**

1.	Social situations due to a fear of being embarrassed or making a fool of myself.	
2.	Certain situations due to fear of having a panic attack or other distressing symptoms (such as loss of bladder control, vomiting or dizziness).	
3.	Certain situations due to a fear of particular objects or activities (such as animals, heights, seeing blood, being in confined spaces, driving or flying).	

**If you score 4 or more in any of the boxes above, please call us.**

## **Urgent help**

We are not an emergency service. If you need urgent help please contact either your GP or attend the A and E Department of your local hospital (24hrs).

Alternatively, if you're experiencing a crisis and need support and advice, you can call the Samaritans 24 hour helpline on 08457 90 90 90 or email [jo@samaritans.org](mailto:jo@samaritans.org).

## **How do I get an appointment?**

You need to call us on 0203 228 6747.

The call will take approximately 25 minutes so please call when you have time and are able to talk openly. We can call you back if necessary.

## **Are there any risks or side effects of having psychological therapy?**

There is substantial evidence that talking therapies work but they don't suit everybody. Therapists use different methods and some might work better for you than others.

Therapy can be upsetting or feel like hard work because you are trying to find new ways to deal with your difficulties.

Please do ask if you'd like to know more about what to expect from psychological therapies.

We'd be happy to talk to you but we also have leaflets from many organisations (including MIND and the Mental Health Foundation) that we could send to you.

### Questionnaires

Please fill in the questionnaires and have the answers with you when you call us to make an appointment.

Tick a box to indicate your answer and then add up the numbers in the boxes to give your total score.

If you score less than the number indicated, please look at the Lambeth Mind website for further information on all wellbeing services that are available to you.

([www.lambethmind.org.uk](http://www.lambethmind.org.uk)).

4. Trouble relaxing.	0	1	2	3
5. Being so restless that it is hard to sit still.	0	1	2	3
6. Becoming easily annoyed or irritable.	0	1	2	3
7. Feeling afraid as if something awful may happen.	0	1	2	3
			<b>Total:</b>	

**If you score 8 or more, please call us.**

**Over the last 2 weeks, how often have you been bothered by any of the following problems?**

	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious or on edge.	0	1	2	3
2. Not being able to stop or control worrying.	0	1	2	3
3. Worrying too much about different things.	0	1	2	3

**Over the last 2 weeks, how often have you been bothered by any of the following problems?**

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things.	0	1	2	3
2. Feeling down, depressed or hopeless.	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much.	0	1	2	3

	Not at all	Several days	More than half the days	Nearly every day
4. Feeling tired or having little energy.	0	1	2	3
5. Poor appetite or overeating.	0	1	2	3
6. Feeling bad about yourself, or that you are a failure or have let yourself or your family down.	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching TV.	0	1	2	3

8. Moving or speaking so slowly that other people could have noticed. Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual.	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way.	0	1	2	3
			<b>Total:</b>	

**If you score 10 or more, please call us.**