

## Partner agencies

We have close relationships with a number of partner agencies working alongside our service, including:

Lawrence Way, The Group Therapy Centre, Insight Healthcare, IESO Digital Health, Richmond Fellowship, and Centre 33.

## How can I refer myself?

We recommend referral in the first instance via the web page:

[www.cpft.nhs.uk/talkingtherapies](http://www.cpft.nhs.uk/talkingtherapies)

Alternatively, email our self-referral team at [SPAtalkingtherapies@cpft.nhs.uk](mailto:SPAtalkingtherapies@cpft.nhs.uk)

Or call on the number below and they will guide you through the process. Let them know if you have a long term physical health condition.

**0300 300 0055**

The line is open 9am to 5pm, Mon to Fri.

## Emergency contact details

If you feel you are experiencing a mental health crisis and need access to immediate help, please call our **First Response Service on 111 and select the option for mental health.**

Other sources of help include:

Your GP

The Hopeline UK (Papyrus) 0800 068 41 41 or <https://www.papyrus-uk.org/> (up to age 35)

The Samaritans free phone 116 123 or

email [jo@samaritans.org](mailto:jo@samaritans.org)

Lifeline 0808 808 2121 (Open 11am – 11pm 7 days a week, 365 days a year)

SANEline 0300 304 7000 (Open 4:30pm - 10:30pm)



## NHS Cambridgeshire & Peterborough Talking Therapies

takes a zero-tolerance approach in relation to violence or aggression, either physical or verbal directed towards staff or service users in line with the Trust policy. We aim to provide a service that staff and service users find safe and supportive and we ask for your support in achieving this.

*Leaflet last reviewed: April 2023*

### Patient Advice and Liaison Service

For information about CPFT services, to raise any issue, or compliment our service, contact the Patient Advice and Liaison Service (PALS) on Freephone 0800 376 0775, or e-mail

[palsandcomplaints@cpft.nhs.uk](mailto:palsandcomplaints@cpft.nhs.uk)

### Out-of-hours service for CPFT mental health service users

For more urgent help please call our First Response team on 111 select the option for mental health, for advice and support.

If you require this information in another format such as braille, large print or another language, please let us know.



CPFT supports the **HeadToToe Charity** – visit [www.HeadToToeCharity.org](http://www.HeadToToeCharity.org) for details on how you can help

HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF  
T 01223 219400 F 01480 398501 [www.cpft.nhs.uk](http://www.cpft.nhs.uk)



A member of Cambridge University Health Partners

**NHS**  
**Cambridgeshire & Peterborough**  
**Talking Therapies**



It is estimated that at any one time around 1 in 6 people would meet the diagnostic criteria for common mental health problems. Our service offers short-term psychological treatments for difficulties such as depression, anxiety, stress, Obsessive Compulsive Disorder (OCD), Post Traumatic Stress Disorder—(PTSD), and low self esteem. However, you do not need a diagnosis to access the service.

### What are the treatments on offer?

- **Guided self help** for mild to moderate psychological problems
- **Cognitive Behaviour Therapy (CBT)** for moderate to severe problems
- **Other therapy approaches** such as Interpersonal Therapy (IPT) or Eye Movement Desensitisation Reprocessing (EMDR) for Post Traumatic Stress Disorder (PTSD) may be available.
- **CBT workshops and courses.** There are a range of workshops and courses from general introductory courses to more specific groups, depending on demand in the area. Courses in Mindfulness may also be available.
- **In-person & Remote options.** We offer treatment both in-person or via video conferencing facilities depending on your preference.
- **Telephonic Support.** Most of our initial assessments are conducted over the phone and we also offer telephonic support for some treatment options.

You will be able to talk about the range of options at your initial assessment to identify which choice would be most suitable for your needs.

### Long Term Conditions (LTCs)

People with long term physical health conditions are at least twice as likely to suffer from common mental health difficulties. We have a specialist pathway to provide appropriate treatment for individuals with physical health conditions. CBT has been proven to be very helpful for people struggling with their mood alongside conditions such as diabetes, COPD or heart disease



### How long does it take?

Sessions take around 30 minutes to 1 hour, depending on the type of treatment offered. The total number of sessions will depend of your needs, but we are a short term therapy service.

### We also offer:

- Interpretation services where required
- Signposting to other services for support if your needs fall outside our service area.

### Who is the service for?

The service is for people aged 17 years or over who are normally resident in Cambridgeshire or Peterborough and are registered with a GP in one of these areas. We do not have an upper age limit.

### How much does it cost?

As an NHS service, the treatments that we offer are free of charge.

### Is the service for everyone?

Psychological therapy is not for everyone. Wanting to change and being ready for this is important. In some instances we recommend a discussion with your GP before self referring such as:

- If you have a history of abuse and want to focus on this in therapy.
- You self harm or have a diagnosis of serious mental illness or personality disorder.

### Where will we see you?

Therapy can be conducted in person or remotely using video calls or by telephone. Therapists work in our team bases in Cambridge, Peterborough, Huntingdon, March and Wisbech. We also provide therapy in GP surgeries and various community settings over the county.

### Waiting time

Please expect there to be a waiting time between your referral and receiving treatment. The waiting time will depend on your desired location, the treatment recommended and current demand for the service. Please ask at your assessment for a current estimate of waiting times