

Choosing your primary care psychological therapies service

Information for patients

Choice of primary care psychological therapies (PCPT) services

For the past few years GPs in some areas of Derbyshire have been able to refer patients to a locally based primary care psychological therapies service. From April 1st 2013 you can be referred by GP or refer yourself to a number primary care psychological therapies services based in various clinics and settings across Derby City or Derbyshire County. You might choose to have your care where it is more convenient to your workplace or where relatives live or where there are shorter waiting times.

In 2010 the Government made a commitment to extend this sort of choice to a variety of health services. In practice this would mean that when you are referred (usually by your GP) or refer yourself to a particular service you should be able to choose from a list of 'qualified providers' that meet NHS quality standards.

In Derbyshire, one of the services which now offer more choice about who provides your care is the primary care psychological therapies service.

Information about the primary care psychological therapies service

What the PCPT service covers

PCPT services include care for common mental health disorders such as:

- Anxiety
- Depression
- Phobias
- Panic

It does not cover treatment for people with more severe and complicated mental health difficulties and is only for adults over the age of 18.

Criteria for treatment

Patients will be assessed against their mental health and wellbeing needs. This means that the patient will be assessed according to standard guidelines for the treatment of common mental health problems such as anxiety and depression.

Following assessment, some patients may not be eligible for treatment and as such will be discharged from the service. If this is the case, appropriate information and advice will be given.

How you can be referred

There are two ways to be referred:

1. GP referral, where the patient sees their GP and is referred to the service.
2. Self-referral, where the patient accesses PCPT services directly.

If you are referred by your GP you can use 'Choose and Book' to view the list of providers and make your choice. Patients will be given information by their GP so that they can choose according to the information available and make a direct call to the service.

Self-referral patients can view the list of providers through the NHS Derbyshire website, GP surgeries or via PALS (Patient Advice and Liaison Service) on 0800 032 32 35. The chosen provider will assess the referral against the treatment criteria. If the referral is not accepted, you or your GP will be informed, or you may be referred to an alternative, more appropriate service.

If your referral is accepted then the provider will contact you to arrange an initial assessment with you.

Expected outcomes

The PCPT service should:

- Assess monitor and treat patients with common mental health problems who meet the criteria for the service.
- Offer a range talking therapies and approaches that meet recommended best practice guidance
- Provide information and advice on how to manage difficulties
- Offer and advice and information on other sources of help in your local area and advice that will enable you to help yourself manage some of your problems.

The key outcomes should be:

- Improvement in symptoms affecting your health and wellbeing
- Better understanding of symptoms affecting how you feel
- Feeling better able to manage your problems
- A good patient experience.

How to complain

If you are not happy with the services you receive, you should complain to the provider. They must have a formal complaints procedure, and respond to complaints in line with NHS policy. If they do not respond to your complaint, or you are unhappy with their response, you should contact your local Clinical Commissioning Group. PALS service can provide contact details.

Local providers

The PCPT services will be based in various locations and settings across Derbyshire. Below is a table that shows you who the providers are and the main localities where they will be providing services. However, you can be referred to any of the providers below but in some cases you may need to travel to a venue where they are based. The PCPT services will be able to tell you about waiting times etc. and you can make a choice based on where service providers can see you and when. Providers will continually be updating their information so the advice is to either ring them to find out more about them and where they are offering services or if you have internet access go to their website, details below.

Provider	Website & Contact Number	Main Locality where service based
Let's Talk Wellbeing	www.letstalkwellbeing.co.uk Tel: 01159 560888	Derbyshire/Nottinghamshire border, Nottinghamshire
Mental Health Concern	www.mhco.org.uk Tel: 0300 555 5582	Derbyshire Wide & Oakdale LTD
Talking Mental Health	Tel: 0300 123 0542	Derbyshire wide
www.derbyshirementalhealthservices.nhs.uk/our-services/patient-information/talking-mental-health-derbyshire/		
Trent Psychological Therapy Services	www.trentpts.co.uk/ Tel: 01332 265659	Swadlincote Derby City, Chesterfield,