

Mental Health and Wellbeing Coaching



Everything you need to know
before your first appointment



www.nottinghamwestpcn.co.uk



pics.nwmentalhwb@nhs.net

What is mental health and wellbeing coaching?

This service is designed to help you to improve and self-manage your mental health. By identifying personalised goals and behaviour changes that you would like to make, your coach can support you to develop the knowledge, tools, and techniques to be able to do this.

We work alongside other health care professionals in your GP surgery to ensure the support is accessible and flexible to your abilities and needs.

What your appointments will look like:

Assessment session: This session will be a 45 minute appointment which will give you and the coach time to identify areas for improvement and to develop a personalised plan. The coach will need to ask you questions about your mental health, lifestyle, and sometimes your physical health to fully understand what life is like for you.

Sessions 2-5: These sessions will be focused on helping you to develop the tools and coping mechanisms to support you to reach your goals. These sessions usually last 30 minutes.

Session 6: In this session, you may review the resources or actions you set in session 5. As this will be your final session, your coach will ask you some questions to see how you have progressed, and you may help with referring you to another service if needed.



Cancellations and missed appointments policy

If you need to change your appointment, please let us know at least 12 hours before your appointment time. If you do cancel within this time, the appointment will be counted as a missed appointment.

If you miss two appointments, you will automatically be discharged from the service.

To help you to remember your appointments, we will send you a reminder message on the working day before your appointment. It is your responsibility to remember your appointments, so please use methods that work for you such as setting a reminder on your phone or putting it in a diary.

Having a strict policy enables us to keep waiting times for the service as short as possible.

To cancel your appointment, please use the link in your appointment confirmation/reminder message, contact your GP surgery, or email us on pics.nwmentalhw@nhs.net

Frequently asked questions

Q. How can I book an appointment?

A. When you have reached the top of our waiting list, you will receive a link to book your appointment. If you are unable to use the booking link, please let your GP surgery know, or email us on pics.nwmentalhwb@nhs.net

Q. Is this a talking therapy?

A. No, we are a service designed to help you to develop practical tools and coping mechanisms to manage your mental health on a day-to-day basis.

Q. Where will my appointments be?

A. Face to face appointments will be at your GP surgery or somewhere local in the community. For some areas, we are unable to offer face to face appointments, so these appointments will be telephone only. If you are registered at Chilwell Valley or Meadows Practice, your appointment will be via telephone or video call.

Q. Are my appointments confidential?

A. Yes, your appointments are confidential, but we do have exceptions to this. Please ask your coach if you would like any further information.

If you have any other questions, please ask your Mental Health and Wellbeing Coach.



Useful contacts

If you need to contact the mental health and wellbeing team, please send us an email or contact your GP surgery.

Please be aware that our email address is not monitored 24/7.

If you are struggling with your mental health and the GP is closed, please reach out to one of the below services:

The Samaritans- 116 123

Crisis Sanctuaries (4pm-11pm) - 0300 822410

Nottingham and Nottinghamshire Mental
Health Crisis Helpline- 0808 196 3779

County South Crisis Team- 0300 1232901

Out of hours 111, 999, or go to your nearest
A&E