

Frequently Asked Questions

⇒ Will this treatment work?

Guided self-help over the phone is known to be as helpful as face-to-face. To get the most benefit, you will need to practise the techniques you and your practitioner have agreed, between your sessions.

⇒ Do I need to do anything to prepare for my sessions?

Try to find a quiet place, away from anything that might distract you during your session. It is a good idea to have some paper and a pen handy too.

⇒ How can I make the most of my session?

Try to avoid doing other activities during your session, so that you can get the most out of the time with your practitioner.

⇒ Will I speak to the same practitioner in every session?

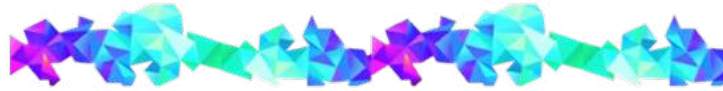
You will be assigned a practitioner at the start of treatment; normally you will work with the same practitioner for all of your sessions.

⇒ Who should I speak to if I have any questions?

Your first point of contact will be your local service, who will be able to help you with any queries regarding your treatment.

⇒ Will what I say be confidential?

Everything you discuss will be confidential. The only exception would be if you shared something which revealed a person is at risk of harm.



For more information about receiving guided self-help treatment over the phone, you can visit your local Improving Access to Psychological Therapies (IAPT) service website, or ask your GP for contact details.

To find your local service, visit:

<https://bit.ly/2SbGp13>

This leaflet has been produced as part of a research project called 'Enhancing the Quality of Psychological Interventions Delivered by Telephone' (EQUiTy). For more information about EQUiTy, visit the website:

<https://sites.manchester.ac.uk/equity/> or scan the QR code below.



The EQUiTy project is led by the University of Manchester, and is funded by the National Institute for Health Research's Programme Grants for Applied Research.

Did you know you can get support for your mental wellbeing over the phone?

Flexible and convenient



Personalised

Qualified Practitioners



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Do you worry about getting to appointments?

There's no need, you can receive a treatment called guided self-help for your mental wellbeing, over the phone.

Some of the benefits of support over the phone are:

- It offers the same level of help as face-to-face treatment
- There's no need to travel
- It saves time
- It can easily fit into your day-to-day life

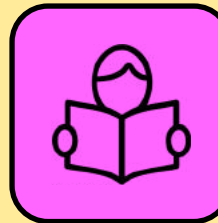
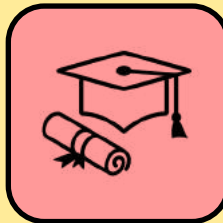
What is guided self-help over the phone?

- The same type of help as face-to-face
- Involves working together with a qualified practitioner
- Explores how you are feeling
- Helps develop skills to make you feel better

Psychological Wellbeing Practitioners

Practitioners are professionally qualified to deliver guided self-help. They work with people over the phone, in person, in groups and online.

Guided self-help by telephone



Your treatment will be personalised for you

How does this treatment work?

First Session: You will explore what is going on in your life at the moment. Understanding your thoughts, feelings and behaviours can help you work out what the aim of your treatment should be.

You will also set some goals and develop skills to help you achieve them.

Following sessions: Learning and reviewing the use of skills and techniques to manage wellbeing forms a large part of the follow up sessions.

This will help you and your practitioner decide together what the focus of the rest of your treatment should be.

Between sessions: Practise the techniques. The work between sessions is as important as sessions with your Psychological Wellbeing Practitioner. You can use information sheets and booklets to help you.