How to refer

Decided that talking therapy is right for you?

Please visit:
www.blackcountryhealthcare.nhs.uk/ttwalsall

Call us on our freephone:
0800 953 0995 to self refer, or discuss with your GP.
Translators are also available

Phone calls made to you from our service will be from an unknown number.

Once we receive your referral we will contact you by telephone to offer you a screening assessment which could take up to 50 minutes.

SCAN ME

More information

If you do not have a Walsall GP, please speak to your GP for your local services.

Help in a crisis

If you are worried about the immediate safety of yourself or someone that you know, you should contact the emergency Services on 999.

For alternative support, you can call:

- Samaritans on 116 123
- 24/7 Mental Health Helpline on 0800 008 6516
- NHS Direct on 111
- Your GP surgery

Compliments, complaints or suggestions

If you would like to give any feedback, or have a concern, please speak with a member of the team, or contact the Service Experience Desk: Black Country Healthcare NHS Foundation Trust, Service Experience Desk, Delta House, Greets Green Road, West Bromwich, B70 9PL
Email: sed.bchft@nhs.net Tel: 0800 587 7720
If you require this leaflet in another format such as large print, braille or another language please email bchft.communications@nhs.net or call 01384 325015.

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NHS
Black Country Healthcare
NHS Foundation Trust

Walsall Talking Therapies Service

Self-referral Guide

This service is for people registered with a Walsall GP surgery

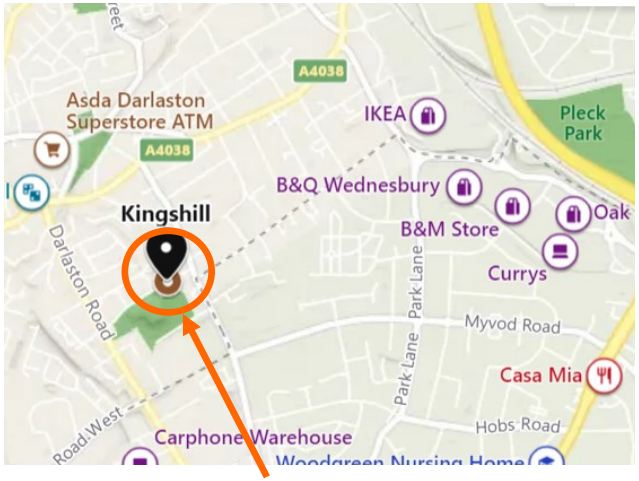
Freephone:
0800 953 0995
Refer online:
www.blackcountryhealthcare.nhs.uk/ttwalsall

Together with you to achieve
healthier, happier lives

About Us

Talking therapy is a type of treatment that involves talking about your thoughts and feelings to help manage low mood and anxiety symptoms.

We are based at: Kingshill Centre, School Street, Walsall, West Midlands, WS10 9JB *(Just off Old Park Road)*



We are here

Our Aim

To help you understand your thoughts feelings and behavior better, and learn coping strategies to help manage your mental health

What we offer

Examples of Treatments:

Cognitive Behavioural Therapy (CBT):

A therapy which examines unhelpful thoughts, beliefs, and behaviours. Given practical tools and techniques to apply to daily life to help support you.

Computerised CBT (Silvercloud):

An online form therapy programme, which allows people to access CBT techniques anytime, and at your own pace, from computer and hand held devices. With fortnightly reviews from one of our clinicians.

We also offer various different treatments, where you will be supported during your first appointment to find a treatment which best meets your needs. If you would like to know more, please see our website.

Treatment delivery options

Telephone
Face-to-face
Video Call
Online Silvercloud

FAQ's

Who is the service for?

The service is free and open to ages 17 and over experiencing common mental health problems such as anxiety, depression and stress

Do I need to go through my GP first?

No, you can follow our QR code, website or self refer via our number. You do not need to speak with your GP first.

Do you speak to my GP?

We do routinely keep in contact with your GP with updates regarding your treatment.

Does my family need to know?

Your family will not be able to access information about your treatment unless you wish to share it with them. It is not uncommon people might request we do not send letters to their home address for this reason.

Do you let my employer know?

No, we do not discuss with your employer.

What if I end up feeling worse?

It's not uncommon people might feel a little worse before they start to feel better when beginning treatment. If people do feel worse at the end, together we can make a shared decision about the next best steps to help that person.