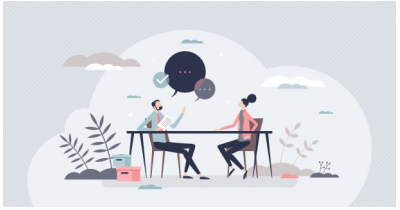
About Us

What is Talking Therapy?
Talking Therapy is a type of treatment that involves talking about your thoughts and feelings to help manage symptoms such as anxiety, excessive worrying, worrying about the future, exam anxiety, work anxiety, low mood and panic attacks. Our aim is to help you understand your feelings and behaviours better and to change your behaviours or the way you think about things.

Where are we based?
We are based at Kingshill Centre, School Street, Walsall, West Midlands, WS10 9JB



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, Trafalgar House, 2nd Floor, 47-49 King Street, Dudley, DY2 8PS
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.

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
- Black Country 24/7 Mental Health Helpline on 0800 008 6516
- Crisis Team: 01922 607777
- NHS Direct on 111
- Your GP surgery

How to Refer

Decided that talking therapies is right for you?

Registered with a Walsall GP Surgery?
Scan the QR Code or call us on our Freephone **0800 953 0995** to self refer. You can also self refer via our website **www.blackcountryhealthcare.nhs.uk/ttwalsall** Once we receive your referral we will contact you to offer you a screening assessment. **Calls made from our service will be on an unknown number.**

Registered with a GP surgery outside Walsall?
Ask your GP to find your local Talking Therapies Service.

Leaflet Control Ref: SER006.10 | Version: 1 | Issue Date: Jan 23 | Review Date: Jan 26

Black Country Healthcare NHS Foundation Trust

Walsall Talking Therapies Service

Self-referral Guide

This service supports people aged 17 and over registered with a Walsall GP Surgery

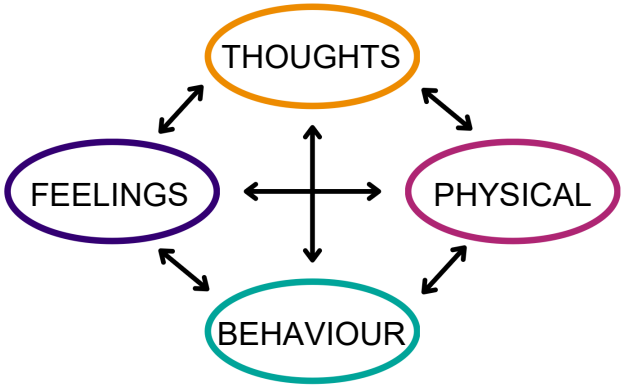
Freephone: 0800 953 0995
Refer Online:
www.blackcountryhealthcare.nhs.uk/ttwalsall

Follow our Instagram page to stay up to date: @walsalltalkingtherapies

Together with you to achieve
healthier, happier lives

Cognitive Behavioural Therapy (CBT)

What is CBT?
CBT is a doing therapy which examines unhelpful thoughts, beliefs and behaviours. It involves learning and practicing tools and techniques to apply to your daily life to help support you and break into the vicious cycles which causes our common mental health problem such as low mood and anxiety. In CBT we focus on your current symptoms as well as the goals you would like to achieve in treatment.



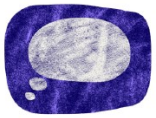
Silvercloud (Computerised CBT)

What is Silvercloud?
An online therapy programme which allows people to access CBT tools and skills at your own pace. You can choose from online programmes to help with stress, sleep, anxiety and low mood. The modules are easy to access via computer, tablet or phone.

How does it work?

Visit our website and click self-refer for online CBT to create an account

Login, learn & practice. A recommended pace is 1 module per week.



One of our practitioners will be in touch to arrange regular online feedback.

What programmes are available?
- Understanding Anxiety
- Noticing Feelings
- Facing your Fears
- Challenging Thoughts
- Managing Worry
- Managing Study and Exam Stress
- Getting Active and Eating Well
- My Self-Esteem and I
- Friendships and Social Groups
- Relaxation
- Sleeping Better

SilverCloud

Frequently Asked Questions

How is the CBT delivered?
Our treatment delivery options are via telephone, video call, computerised CBT and face-to-face. We also have workshops related to your symptoms.

Do I need to go through my GP?
No, you can self-refer on our website or via our telephone number. If you do not have a Walsall GP you can follow the QR code to find your local service

Do you speak with my GP?
We 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 for people to request we do not send letters to their home address for this reason. We can send letters via email in this case.

Do you speak with my college, university, training provider or employer?
No we do not discuss your treatment with any education/ training providers or with your employers.

What if I feel worse?
It is not uncommon for people to feel a little worse before they start to feel better at the beginning of treatment. If people feel worse at the end of treatment we can make informed choices about the best next steps to help them.