

Many people will experience a difficulty in their lives which can leave them feeling stressed, anxious, depressed or unable to cope.

What do we do?

The Bristol Wellbeing Therapies (IAPT) service is part of the new mental health services in Bristol.

We are a partnership of 15 organisations all working together to deliver a range of talking therapies for adults of all ages.

- AWP
- Connect Psychology
- GanWest
- SecondStep
- Missing Link
- NILAARI
- Oasis-Talk
- Womankind
- Off the Record Bristol
- Penny Brohn Cancer Care
- Relate Avon
- Wellspring Healthy Living Centre
- Mental Health Matters
- The Green House
- The Harbour

Therapies are provided by a range of different providers whose trained practitioners offer a range of short-term therapies for a variety of common mental health difficulties including:

- depression
- anxiety
- work-related stress
- trauma
- obsessions
- anger difficulties
- relationship difficulties
- coping with long term physical health conditions

How do we work

We offer mainly cognitive based therapy and counselling therapies using:

- psycho-educational courses: in venues across Bristol and via the internet
- one-to-one therapy
- bibliotherapy - therapist supported use of self-help materials
- signposting.

How to get help

You can self-refer to our service by calling our administration team on 0117 982 3209.

A health professional can also refer you.

Our team will then register you and book you an appointment for assessment.

You can also register on our website to join one of our stress and mood management courses.

Assessment

This is usually carried out by **telephone** with one of the team calling you at a set appointment time.

This is an open conversation lasting about 30-45 minutes.

You will be able to talk about your reasons for getting in touch with us and the help you are looking for.

Please ask if you feel you need a face-to-face appointment.

You will also be asked to complete a **short questionnaire** about your mental health symptoms. This questionnaire can be done by email.

Next steps

Your assessor will work out whether the treatments we offer are right for you. If not, we will try to help find something more suitable.

Confidentiality

The service is free and confidential Please ask if you need more details about this.

The practitioners that I have spoken to have been extremely kind and helpful. It is very reassuring that you are not alone in struggling with low mood.

Cancellations and missed appointments

Please be available for your appointment.

If you miss your assessment without letting us know in advance, we will be unable to offer you another for two months.

Our service is in high demand and missed appointments lead to longer waiting times for others.

I was impressed that my appointment was not too long to wait for and that the assessor listened carefully to what I said and was extremely helpful.

Get involved

You can get involved with Bristol Wellbeing Therapies in a number of ways:

- Volunteer to facilitate or help out on our courses
- Become a service user representative

Contact: awp.bwt@nhs.net

Contact us

Bristol Wellbeing Therapies
Lawrence Weston Health Clinic
Ridingleaze
Lawrence Weston
BS11 0QE

Tel: 0117 982 3209

Fax: 0117 983 3234

Email: awp.bwt@nhs.net

Web: <http://iapt-bristol.awp.nhs.uk>

Comments and complaints

For feedback about the service or to make a complaint, please contact the local NHS Patient Advice and Liaison Service (PALS)
Tel: 0117 947 4477 or 0800 073 0907

Email: sarah.jenkins@swcsu.nhs.uk

Write: PALS, Suite 15, Corum 2,
Corum Office Park, Crown Way,
Warmley, S Glos BS30 8FJ

Leaflet no AWP-368
Approved August 2015
Review due August 2018

