

What about confidentiality?

Confidentiality is a key priority for our service. The data related to your contact with us is confidential and is stored on a secure NHS computer database. To ensure that we provide you with the best care, we will keep your GP informed about your engagement with the service. If during your contact with the service we become concerned about you being able to keep yourself safe, we will need to liaise with your GP or refer you for alternative support.



For more information about tips, tools and techniques to help you keep a healthy mind visit www.hacw.nhs.uk/healthyminds

Do you have a communication or information support need?

If so please contact the Healthy Minds service on 01905 766124 so that your needs can be recorded and responded to.



What is the WWB Hub?

Worcestershire Wellbeing Hub is the community wellbeing part of the Worcestershire Healthy Minds service and is an information and signposting service for anyone seeking information about mental wellbeing services in the county.

The Wellbeing Hub provides **timely access to community and voluntary sector services as well as facilitating access for self-referrals to Worcestershire Healthy Minds Talking therapy service.**

How can you access the Worcestershire Wellbeing Hub?

The Wellbeing Hub can be contacted by individuals living in Worcestershire, family carers, GPs or other professionals. You can contact the Hub by calling on **01905 766124**, emailing: **WHCNHS.wellbeinghub@nhs.net** or access the Wellbeing Hub Directory online at **www.hacw.nhs.uk/wellbeinghub**. The Hub is open Monday to Friday 9am to 5pm and aims to respond to all calls and emails within 48 hours.

The WWB Hub is run in partnership with Community First and Worcestershire Health and Care NHS Trust



Worcestershire Health and Care **NHS** Trust



Worcestershire Healthy Minds

01905 766124
www.hacw.nhs.uk/healthyminds

www.hacw.nhs.uk

What is Worcestershire Healthy Minds?

Worcestershire Healthy Minds (WHM) is a community based mental wellbeing service that provides support to people aged 16 and over and who are experiencing difficulties such as stress, anxiety, low mood or depression. To access the service you must be registered with a GP in Worcestershire.

The service helps people improve their mental wellbeing through a range of interventions - advice, information and brief psychological therapies - delivered by qualified practitioners.

Worcestershire Healthy Minds is not able to see people who require urgent mental health care. If you feel that you need urgent help please contact your GP who will refer you to the most appropriate service

How do I access the service?

There are two routes to access the service:

1. You can choose to self-refer by either calling the Wellbeing Hub on **01905 766124** or by filling in a self-assessment form that can be found by visiting our website: **www.hacw.nhs.uk/healthyminds**
2. You can ask your GP to refer you if there is a need for us to be aware of certain aspects of your circumstances that you have already shared with your GP.

What can you expect from us?

When entering the service you will initially be offered the opportunity to tell us about how your problems are currently affecting you. This might take place over the telephone or by a face to face appointment with a qualified practitioner. Together you will come to an agreement of what might be the most appropriate option. This might include further support within the service such as attending one of our courses or engaging in one to one work. If we think your needs will be best met elsewhere, we will refer you to a different service or signpost you to other options.

We often advise that a course is attended prior to engaging in one-to-one treatment because this is a good way to learn immediate self-help techniques and gain an understanding of how therapy works. If a referral for one-to-one treatment is made, you will be placed on a waiting list for further treatment. We are unable to guarantee when appointments will become available as this often depends on how flexible you can be with times, days and locations you are able to attend.



What help we can offer?

WHM offers a range of interventions:

- **Psycho-educational courses** – these can help you learn immediate self-help techniques to improve your mental wellbeing.
- **Cognitive-Behavioural (CBT)** – a psychological approach for depression and various forms of anxiety which focuses on changing unhelpful patterns of thinking and behaviour.
- **Counselling** – can help you develop coping strategies, improve relationships and make changes in how you live your life
- **Behavioural Couple therapy** – is provided by Relate counsellors and can help looking at the way that depression affects you and your partner, and also how the relationship impacts on your mood
- **Psychotherapy** – can assist people to explore and deal with a wide variety of complex mental health, personal and relationship problems
- **Online and Computerised Psychological Therapies** – offering online treatment for adults experiencing emotional distress. This can help to teach you techniques to manage your difficulties.
- **Mindfulness** – is a form of self-awareness training that can help individuals manage low mood, anxiety and persistent depression.