

Therapy Agreement:

We ask that you discuss an agreement with your therapist at the beginning of your treatment. This acknowledges your understanding of service confidentiality and our policies around not attending or cancelling of appointments.

Confidentiality:

The University Medical Centre Psychological Therapies is a confidential service.

Concerns and Queries:

If you have any concerns or queries about this service, then please speak to the administration team who will be able to assist you by calling 01227 469338 or sending an e-mail to ccccg.umcpt@nhs.net. They will be able to offer you advice on the service provided.

Appointment Location:

We offer appointments from some GP surgeries across East Kent with service hubs in Canterbury, Herne Bay, Deal and Folkestone. We will try our hardest to offer you an appointment that is convenient and close to home.

Opening Hours:

We are open Monday to Friday 9.00am til 5.30pm. Outside of these hours you can leave a message on our secure answer phone and we will call you back.

Evening Appointments:

We have limited availability but are able to offer some evening appointments from some of our premises.

TO MAKE AN APPOINTMENT**PLEASE CALL****01227 469338****OR FOR MORE INFORMATION****PLEASE VISIT****www.umcpt.co.uk****Feedback:**

We welcome any suggestions you have. Please send your comments, complaints and compliments to:

UMC Psychological Therapies
University Medical Centre
Giles Lane
Canterbury
Kent
CT2 7PB

Urgent Support:

For urgent support please contact one of the services below:

- Samaritans – 116 123
- Mental Health Matters – 0800 107 0160
- Out of Hours GP – 111

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Improving Access to Psychological Therapies

**UNIVERSITY MEDICAL CENTRE
PSYCHOLOGICAL THERAPIES**

Improving Access to Psychological Therapies

**INFORMATION
FOR
PATIENTS****01227 469338****www.umcpt.co.uk**