

The University Medical Centre Psychological Therapies Service (UMCPT) is aware that each year nearly a quarter of us experience difficulties with common psychological problems such as anxiety, low mood, worry, stress, phobia and trauma. Some of these problems may relate to relationships, loss, work, studies or debt. We recognise that these difficulties can have a considerable impact on our day to day lives and our service has been established to make help more readily available to those who need it.

'Providing high quality medical care to those who seek our help'

UMCPT currently provides psychological therapy services across Canterbury and Coastal areas and the South Kent Coast including:

- Canterbury, Herne Bay, Sandwich, Whitstable and Faversham
- Folkestone, Dymchurch, Dover and Deal

Who can use the service?

The service is available for all patients who are aged 17 and over, also registered with a GP Surgery within East Kent who would like help with a psychological problem.

How do I access the service?

The service can be accessed in two ways;

1. Self Referral
2. GP Referral
3. Online Referral

How can my GP refer me?

Make an appointment to see your GP to discuss your current problem.

Once your GP has decided that UMCPT will be able to support you with your current difficulties he/she will send your details to us with a summary of your current problem. We will then contact you to make your first appointment.

How do I self-refer?

If you are over 17 years old and think you would benefit from this service but do not wish to see your GP first then please contact us on **01227 469338**. Your GP will be informed if you self-refer into the service unless you express otherwise and then this will be discussed with your therapist.

Please note that this is not a 24 hour help line and you should contact your GP or the Samaritans (116123) in the event of an emergency.

What kind of help is available?

We offer a range of different talking therapies, support, guided self-help and advice. We initially provide a short 30 minute assessment and, once complete, discuss the most suitable treatment options for you, including;

- Face to face treatment
- Telephone treatment
- Psycho-educational workshops

After your assessment you will have some time to discuss the most appropriate treatment for you. Your therapist will involve you in this decision and you will be offered a course of treatment for one of the available interventions.

Dependent upon your needs we offer up to 6, 8 or 12 sessions of treatment. Your therapist will inform you of the number of sessions you will be allocated to receive.

What treatment interventions are available?

- Guided Self-Help
- Psycho-education
- Cognitive Behavioural Therapy (CBT)
- Counselling
- Counselling for Depression
- Eye Movement Desensitisation and Reprocessing (EMDR)
- Dynamic Interpersonal Therapy
- Couples Counselling

How long will I have to wait to be seen?

You will be offered your initial assessment within 3 days of making first contact with the service.

Dependent upon the treatment you require and the treatment waiting list you will be seen for your first treatment appointment within 6 weeks, usually much sooner.

What happens if I can't attend an appointment?

Your commitment to regular attendance at sessions is essential to ensure that therapy is successful for you. You are expected to attend each session. You must give 1 week notice if you wish to re-arrange an appointment. If you do not attend or cancel 2 appointments then this will result in discharge from the service as commitment to the therapy is vital to ensure it is successful for you.

