

What if I need to cancel an appointment?

If you do, we would ask that you phone the team with as much notice as possible as this allows us to reallocate your appointment to someone else who might need it.

If you do not attend an appointment we will try to contact you to rebook but may discharge you from the service if we don't hear from you after a period of time.

What about confidentiality?

All staff in the NHS have to keep your information safe and secure at all times. This is in line with the Data Protection Act. When we first meet you we will ask you to complete a treatment and confidentiality agreement. This explains in more detail how this works and when we might need to disclose information.

The "Your NHS Data Matters" website gives you more information on why and how we use your data and how you can opt out from sharing your data. <https://www.nhs.uk/your-nhs-data-matters/>



steps2wellbeing
Southampton & Dorset

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steps2wellbeing
Southampton & Dorset



Bournemouth and Christchurch

0300 790 0542

Poole Purbeck & East Dorset

0300 123 1120

West Dorset

0300 790 6828

Southampton

0800 612 7000

**Are you living with a long-term health condition?
Are you feeling low or anxious?**

COVID-19 UPDATE:

To protect our clients and our staff we are currently conducting limited in-person sessions or courses, however we have a range of digital options that continue to be available to us, including one to one sessions with a therapist or counsellor, digital solutions including online consultations, webinar-based groups, and other app and online based tools.

What is the Steps 2 Wellbeing Service?

Steps 2 Wellbeing Body and Mind service is a new talking therapies service aimed at people over the age of 18 who have long term physical health conditions. Research has shown that if we already have an illness, stress, depression, low mood, anxiety and worry can make it worse.



What difficulties and symptoms might I be experiencing?

It is thought that 1/6 adults experience symptoms of depression and/or anxiety in any given week but only a third of these discuss this with their GP.

- Stresses of daily life
- Relationship and family problems
- Issues at work
- Worry about money
- Adjusting to major life changes, including a long term physical health condition

What should I expect from my assessment?

The purpose of the assessment is for us to better understand the issues that you are struggling with. It focuses on the problems you are currently experiencing, how they are making you feel, and how they are affecting your daily life.

We will also talk about what support we might be able to provide and will recommend the treatment that best suits your needs.

What should I expect when I contact the service?

When you first contact the service you will speak to our admin team. They will arrange a convenient time to have an assessment. The appointment may be over the telephone or face-to-face depending on your particular needs and home visits can be arranged for those with severe access needs. Contacting the service may be a difficult first step, but be assured it is worth taking.



How do I access the Steps 2 Wellbeing Services?

You can either talk to your GP or you can self-refer via the website www.steps2wellbeing.co.uk or, call one of the numbers on the front of this leaflet!