



Starting psychological therapy

with Bellshill Psychological Therapies Team



At your first appointment, your therapist will take time to try to understand your needs and problems. They will go over this booklet with you. They will listen to you and try to answer any questions you may have.

Your therapist will introduce you to the Psychological Therapies Workbook. They will also ask you about what goals you would like to work on in therapy.

YOU HAVE BEEN REFERRED TO OUR SERVICE FOR THERAPY

Our therapists are interested in helping people. We hope to provide a safe space where you feel listened to. It is important that you are committed to helping yourself.



We will work together towards an outcome that is useful to you. You can speak openly to your therapist about anything that troubles you. Confidentiality is important to us. All therapists must follow a code of conduct (please see the section on confidentiality on pages 3-4).

Talking about and dealing with painful problems can sometimes mean that you feel a bit worse before you feel better. This is normal and understandable. It is important to keep working through this, with your therapist's support. It is also important that you have support from others that you trust.

Please be open with your therapist if you feel you are not coping. You might need more support. If you do, we can make a referral to other services.

WHAT DO I NEED TO DO?

We know that therapy works better when people attend regularly.



It is important to work on making changes in between sessions. Please try to attend all the appointments you are offered. You may need to plan ahead for childcare, work, and transport to your sessions.

Sessions are between 50 minutes to an hour. The first aim of treatment is to understand your problems. You and your therapist can talk about where they have come from and what has kept them going.

Your therapist will introduce you to the Psychological Therapies Workbook. This can help you to get started and work on your difficulties. Together you can decide what would be most helpful to focus on.

You and your therapist can work on your difficulties one at a time. This is a goal-based way of doing therapy. We work on the personal goals that are a priority for you just now. It is important to practice new skills, as change takes time.

HOW WILL MY PROGRESS BE REVIEWED?

Your therapist will give you a brief questionnaire (CORE 10) after every five sessions. This helps us to monitor your difficulties over the course of therapy. Your therapist will also ask you about any tasks which have been agreed.



Your therapist will get your feedback and give you their opinion as to how you are doing. Having a review at the start of each session helps us work together and focus on your treatment goals.

Psychological therapy is different from ongoing support.

Therapy is an active treatment that needs you to work with your therapist.

It is important that you tell your therapist if you have any problems with the therapy. For example, if you struggle to do tasks in-between sessions, or life is too stressful or busy to attend sessions.

If you start therapy and then change your mind about it, then please let us know. After the first five sessions, you and your therapist will briefly review your progress. Together you will make a plan about the best way forward in therapy. These reviews will continue every **5 sessions**. This will help you get the most from therapy.

It also helps to monitor progress towards your therapy goals.

WHEN WILL THE SESSIONS BE?

Sessions will be regular, usually weekly, with the same person who knows you and your problems. You can speak to your therapist about the day and time of each session. We deliver sessions in person, by video calls, or telephone, in various clinics.



If you need to cancel an appointment, please let us know as soon as you can. Call our admin team on this number: **01698 575 700**.

Your therapist may be able to offer that appointment to someone else.

Therapy sessions run during normal working hours (9am-5pm, week days). Please ask if you need a letter for your work to be able to attend.

WHEN WILL PSYCHOLOGICAL THERAPY END?

During therapy, you will develop new coping strategies to help you manage your emotions. We will encourage you to continue to use these coping strategies to support your wellbeing in the future.



Our job is to empower you to help yourself.

We will write a letter to you and send a copy to your GP or the person who referred you to us when you have finished your therapy. This will give a summary of the work you have done.

If you need more support in the future, then you may be able to make contact with our service yourself to ask for this. If we agree that it would be helpful for you to see us again, we can offer you more sessions. If it is appropriate, then these may be with the same therapist.

If you need more help or other support for your mental health, then you can also talk this over with other mental health colleagues or with your GP.

CONFIDENTIALITY

All NHS Lanarkshire staff must follow legal and professional guidelines on confidentiality and data protection legislation. For example:



- ❖ Your therapist will keep up-to-date clinical notes. We keep all clinical notes under conditions of strict security.
- ❖ Confidentiality in this service is within the **Health & Social Care Partnership**. This means we will be communicating with those involved in your care about your treatment on a need to know basis (e.g. writing back to your GP or referrer, case reviews, discussing your case in supervision).
- ❖ There are limits to confidentiality. This means that if you tell us something relating to possible serious risk or harm to yourself or someone else, and/or breaking the law, in some cases we may have to pass this information on to another service without delay or your permission (e.g., adult or child protection matters).

If you have any concerns or questions about confidentiality, then please let us know. We can discuss them with you. For more information on how NHS Lanarkshire uses your information, please visit:

<https://www.nhslanarkshire.scot.nhs.uk/data-protection-notice/>

MISSED APPOINTMENTS

If you do not attend your first appointment without letting us know first, we will discharge you from our service. We will send an opt-in letter to you and your GP to tell them that we have taken you off our waiting list.



If you contact us within 2 weeks of this letter, we may be able to offer you another appointment.

Once started therapy, if you miss two appointments without letting us know in advance, we might discharge you from the service. The same applies if you cancel several appointments.

Please be on time for your appointments. If you are late then your therapist may not be able to have the appointment with you.

HOW DO I ATTEND VIDEO APPOINTMENTS?

We might offer you to attend your sessions via an online video call. This is as easy as a phone call and it means you and your therapist can see each other. You will be sent instructions on how to access the online waiting area. If you have difficulties connecting to the video system on the day, please phone our service to let us know. Your therapist might be able to telephone you instead.



Please make sure you have a private space, free from interruptions, as though you were meeting us in person.

Please dress appropriately and sit upright, unless there is a medical reason you need to lie down. Your appointment will not go ahead if you are involved in another activity at the time of your appointment, such as driving or shopping.

RISK AND CRISIS SUPPORT

If you need more urgent support, please know you are not alone. Help is available.

Please contact 999 in an emergency. If it is not an emergency but you are worried about your physical or mental health, telephone NHS 24 on 111.

You can also contact your GP during opening hours.

If you are seeing the Community Mental Health Team, you might have been given a telephone number to use in crisis. We encourage you to use this.

For phone support if you feel low or suicidal, you can phone Samaritans on 116 123 (www.samaritans.org) or Breathing Space on 0800 83 85 87 (www.breathingspace.scot).

You can text SHOUT to 85258.

For immediate help see

www.lanarkshiremindmatters.scot.nhs.uk/urgent-help.



OPENING HOURS

Bellshill Psychological Therapies Team is open Monday to Friday from 9am to 5pm. For further information, please contact us at:

Bellshill Community Health Clinic
Greenmoss Place, Bellshill ML4 1PS

01698 575 700 (Extension 6)



HOW WE KEEP YOUR HEALTH INFORMATION SECURE

NHS Lanarkshire take care to make sure that only people who are allowed to can access your personal information. Our staff have a legal duty to keep information about your health safe, secure and private.

If you want to learn more about how we do this, you can visit our website at <https://www.nhslanarkshire.scot.nhs.uk/data-protection-notice> You can also ask a member of staff for a copy of our Data Protection Notice.

NHS Lanarkshire - for local services and the latest health news visit www.nhslanarkshire.scot.nhs.uk

NHS Lanarkshire General
Enquiry Line: 0300 30 30 243

NHS inform - The national health information service for Scotland.
www.nhsinform.co.uk
Tel No: 0800 22 44 88

For NHS staff only -

For advice on how to get a leaflet translated for your patients, please contact: patientinformation@lanarkshire.scot.nhs.uk

For patient letters, records etc. please email: translation.services@lanarkshire.scot.nhs.uk



www.careopinion.org.uk

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