

## What happens next...

**Call 024 7667 1090**  
Monday to Friday 9am to 4.30pm  
(excluding Bank Holidays)



**Provide us with your details**  
and arrange your first appointment  
with us



**Talk with the Therapist**  
and agree the best way forward  
to get the help you need.

If you require this publication  
in a different format or language,  
please visit our website:

[www.covwarkpt.nhs.uk/adult-information-leaflets](http://www.covwarkpt.nhs.uk/adult-information-leaflets)

Your GP may have advised  
you to contact us.

To book your initial appointment call

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### We welcome referrals from other Professionals

Referrals should be discussed with the duty  
Clinician by contacting IAPT on 024 7667 1090.  
After this discussion, referrals should be sent to:

**E-mail:** [cwpt-tr.iapt@nhs.net](mailto:cwpt-tr.iapt@nhs.net)

**Fax:** 024 7671 4372

### We welcome your views

Please ensure that you complete the Patient  
Experience Questionnaire given to you about  
your experience of using the IAPT service.

### If you wish to feedback formally, please contact:

Patient Advice and Liaison Service (PALS)  
Wayside House  
Wilsons Lane  
Coventry CV6 6NY

**Tel:** 0800 212 445 or 024 7653 6804

**Email:** [pals.complaints@covwarkpt.nhs.uk](mailto:pals.complaints@covwarkpt.nhs.uk)



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Coventry and  
Warwickshire Partnership  
NHS Trust

# Improving Access to Psychological Therapy

(IAPT) A service for people who  
are feeling stressed, anxious,  
low in mood or depressed.



To book your initial appointment  
call **024 7667 1090**  
[www.covwarkpt.nhs.uk/iapt](http://www.covwarkpt.nhs.uk/iapt)

iapt

Improving Access to Psychological Therapies



## Who does IAPT support?

Anyone who is over 16 and registered with a GP in Coventry, Rugby or Warwickshire, who may be experiencing:

- Stress
- Low mood
- Anxiety
- OCD
- Panic
- Phobias

### Or

- Dealing with a difficult life event
- Living with a long term health condition

## How can IAPT help me?

- You will be able to talk about your concerns; this may be by telephone or in person
- You will be listened to without prejudice
- You will learn skills and strategies to help you make positive changes in your life

## The treatment you are offered may include the following:

- Psychological Education materials and courses
- Guided self-help, helping you manage your symptoms of anxiety, low mood or stress
- Individual Cognitive Behavioural Therapy (CBT) – face to face, or via telephone or Skype
- Counselling
- Books on prescription and recommended helpful reading



## How soon will I get help?

We will take your details and if IAPT is right for you, we will offer you an assessment to discuss what will be most helpful.

This first step will generally be a telephone appointment, so please let us know if this is a problem for you.

Your telephone appointment will be within 28 days of your first call to the service.

## Your local service

Our staff work across locality teams based in Coventry, Rugby and Warwickshire.

This means we can provide you with help close to where you live.

The service is run jointly by Coventry and Warwickshire Partnership NHS Trust and Coventry and Warwickshire MIND. All staff are trained in the use of psychological therapies.

## Additional sources of help

**Coventry & Warwickshire Mind**  
**024 7655 2847**

For 24 hour confidential emotional support and guidance, contact:

**Samaritans**  
**116123**

**Mental Health Matters**  
**0800 616171**

(free from a mobile) **0300 330 5487**  
Webchat **24/7**

IAPT does provide support for Carers, but additional support is available at:

**Carers Trust Heart of England**  
**02476 101 040**

[www.carerstrusthofe.org.uk/](http://www.carerstrusthofe.org.uk/)

**Coventry and Warwickshire**  
**Carer Wellbeing Service**  
**02476 632 972**

**Young Carers**  
**02476 632 972**

[www.youngcarerscoventry.com/contact-us](http://www.youngcarerscoventry.com/contact-us)

### Useful websites

[www.covwarkpt.nhs.uk/iapt](http://www.covwarkpt.nhs.uk/iapt)

[www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

[www.cwmind.org.uk](http://www.cwmind.org.uk)

[www.ageuk.org.uk](http://www.ageuk.org.uk)