

Frequently Asked Questions

Who can use Let's Talk IAPT services?

Let's Talk IAPT is available to anyone 16 years and over and registered with a GP in Enfield, Barnet and Haringey. If you are under 16, talk to your GP to find the right service for you.

If you are registered with a GP outside the areas above, you can find your local talking therapies service: [here \(Hyperlink\)](#)

How do I self-refer and what happens next?

[Click here for a referral form \(hyperlink to request an appointment\).](#)

Once we have received and processed your referral, a member of our team will be in touch to book an initial telephone assessment.

The telephone appointment is with a **Psychological Wellbeing Practitioner (PWP)** and will give you an opportunity to talk about your current situation and how this affects you. The **PWP** will explain the different types of therapy and support we offer and together agree on the therapy that would be most beneficial for you.

Can I refer someone else?

Yes, we ask the client is always in agreement with the referral.

In line with our policy we are unable to discuss referrals without verbal consent from the client.

How will I be contacted?

We will usually try to contact you by phone on the number you or your GP provided. If we are unable to contact you by phone we may leave you a voicemail or send you a text message, email or letter.

What if I need help now?

Let's Talk IAPT is not an emergency service. If you are hearing voices, or at risk of harming yourself or others, please call your GP or the Crisis Resolution and Home Treatment Team on [0300 0200 500](#). You can also call [999](#) or visit your local Accident & Emergency (A&E).

If I am offered treatment what can I expect and what is expected of me?

Whether you are attending our workshops or having individual sessions, you are expected to attend your scheduled appointment to maximise the effectiveness of your treatment.

At the beginning of treatment, you will set therapy goals which you will be working towards and continuously review with your worker.

You will have approximately 6-8 sessions but this can vary depending on the type of therapy offered and will be discussed during your appointment.

Throughout your course of treatment, you may be expected to complete homework tasks which are designed to help you practice what you have learnt in your therapy session.

What are the questionnaires I have to complete?

You will be asked to complete a set of clinical questionnaires each time you attend an appointment which ask about your mood and your symptoms. These questionnaires can be completed online or on paper.

Do you have a cancellation or non-attendance policy?

If you are unable to attend your appointment, wish to reschedule, or you no longer require our service, please contact us by phone or email.

Please note if you do not attend your appointment, and fail to cancel or reschedule it in advance we will need to discharge you in line with the service policy. If you cancel two appointments, we will need to discharge you from the service.

Is the service confidential?

Yes the service is confidential however we do need to inform your GP that you have been referred to our service. Your GP will also receive copies of your initial appointment letter and your discharge letter.

Your information may be disclosed to other non-NHS organisations who may be involved in your care, such as the Local Authority or Education services, but only when there is a justifiable reason to do so (e.g. safeguarding concerns or concerns over your safety or the safety of someone in your care), and where an appropriate legal basis under data protection law has been identified, enabling us to work together for your benefit. Non-NHS staff who have received information from us about you also have a legal duty to maintain confidentiality.

All NHS staff have a legal duty to maintain confidentiality and if there is no justifiable reason to share information, your information will remain within the team, discussed only within clinical supervision.

How do you use my personal information?

The service collects your personal information to ensure that you receive appropriate care and treatment and to meet certain statutory obligations. This information is kept, together with details of your care, because it may be needed if you require treatment again. It may also be used to investigate legal claims, complaints or untoward incidents.

The Trust aims to provide service users with the best possible care. We assess the effectiveness of the care we provide so we can continually improve by collecting information about your condition, the type of care you receive and the outcome of your treatment. This data is anonymised and securely sent to NHS Digital, which is the central organisation that receives the same data from all publicly-funded Community Services across England.

The data set is used to produce anonymised reports that show only summary numbers of, for instance, patients referred to different types of services. It is impossible to identify any individual patient in the reports, but the reports do help us to improve the care we provide to you and other patients. Please be assured that no information that could reveal your identity is used in national reports.

Will I have to pay?

No, your treatment is free of charge on the NHS however each missed appointment will cost the NHS £152.

IAPT is your local talking therapy service funded by the NHS to treat common mental health conditions.

What if English is not my main language?

We have some therapists who speak other languages and work with interpreters and who can support people who do not speak English.

If you need language support, please let us know when you first make contact with us.

What if I have a physical disability?

Please let us know in advance if you have any mobility problems which could cause any difficulties in attending your appointment. Many of our bases and locations offer disabled access, however there are some locations where this isn't guaranteed.