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**NHS**  
South West London and  
St George's Mental Health  
NHS Trust

In partnership with



## Talk Wandsworth – The service offer



- We provide a free and confidential talking therapies, as well as wellbeing and employment support.
- Our service is available to anyone age 18 or above who lives in Wandsworth or who has a Wandsworth GP.
- We can help if you are experiencing anxiety or stress, depression, eating problems, bereavement or loss, sleeping difficulties, anger issues, obsessive-compulsive behaviours and many other everyday problems. We also help people to overcome psychological trauma.
- We offer evidence-based psychological therapies, such as CBT, IPT, and DIT. These treatments have been shown by research to be effective and are recommended by the National Institute for Health and Care Excellence (NICE).
- We offer day and evening appointments (until 7.30 pm) throughout the week.
- You can contact the service via self-referral or through a referral from your GP. Once referred, you will be called by our admin team and booked into a telephone assessment at a day and time that is convenient for you. The telephone assessment will help us understand your needs and to decide on the most appropriate treatment for you.

## The service's aims

### **Aim 1: Meeting specific recovery rate, access, and waiting time targets**

- Access rate (19% of need, 9,850 pa)
- Recovery rate (50% of all clients)
- Waiting times (6 weeks; 12 weeks)

### **Aim 2: Reducing health inequalities by providing better access to under-served groups and by delivering treatment in different languages**

- Community engagement
- Co-production
- Partnerships

### **Aim 3: Easy, flexible access and a range of choice of locations and treatments**

- A service-base on the High Street in Tooting Broadway
- Services also provided from local GP surgeries and community venues
- Extended opening hours – until 7.30 pm
- Alternatives to groups tx and CBT / IPT

## What makes Talk Wandsworth unique? (I)

- ✓ We offer a comprehensive Wellbeing-service, which is provided and led in partnership with local community organisations (e.g., Mushkil Aasaan, STORM)
  - Wellbeing focuses on developing skills to help us better manage our emotional health and wellbeing (e.g., sleep hygiene).
  - Our Wellbeing team offer workshops and 1-1 support in the community – right across Wandsworth
  - Our Wellbeing support is offered to anyone - from clients with non-clinical symptoms to those with severe symptoms.
  - Topics include: Reaching your potential, relaxation and self-care, coping with stress, assertiveness and confidence
- ✓ We now provide high quality supportive counselling and psychodynamic therapy via our new partner, The Awareness Centre (TAC).
  - TAC offer full 12- session courses of 1-1 treatment, for those clients with severe symptoms of depression or anxiety who are looking for an alternative to CBT or IPT.
  - TAC employ a range of therapists of different ages and ethnic backgrounds, allowing them to match therapist to client.
  - Clients are seen at the Hub or at TAC's new base near Tooting Broadway.



Wandsworth Carers' Centre

Building  
stronger  
families**S.T.O.R.M**  
SUPPORT • TRUST • OPPORTUNITY • REBUILDING • MOTIVATION  
EMPOWERING PEOPLE FOR A BRIGHTER FUTURE

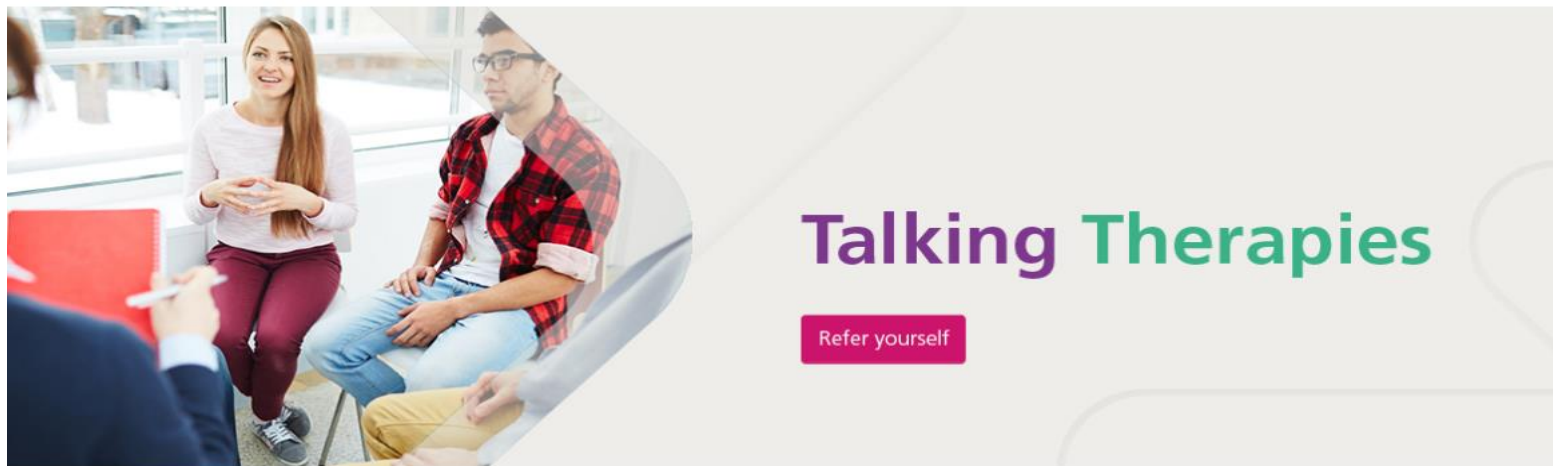
## What makes Talk Wandsworth unique? (II)

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- ✓ We offer the full range of digital therapy options that are available in the UK. This ensures maximum choice and 24/7 availability (e.g., if someone wants to do treatment on weekend or late a night).
  - SilverCloud – ‘self-directed therapy’; IESO - ‘WhatsApp therapy’, and Big White Wall - ‘Skype therapy’
- ✓ We offer employment support to clients who are out of work or at risk of losing their job because of depression or anxiety problems.
  - A team of three dedicated Employment Advisors for Wandsworth who are led by a Senior Employment Lead.
  - Employment support interventions are offered in a group setting and 1-1, and cover interviewing skills, CV writing, overcoming negative attitudes to work etc.
- ✓ We offer specific support to people suffering from physical health conditions, esp. diabetes, heart disease, or COPD.
  - Support focuses on making important ‘lifestyle changes’ to help clients get the most out of their lives despite the illness and it’s associated limitations (e.g., in terms of nutrition).



## How do you access our help?



Hotline number: 0203 513 6264

Website: [www.talkwandsworth.nhs.uk](http://www.talkwandsworth.nhs.uk)

Self-referral form

Email address: [talkwandsworth@swlstg.nhs.uk](mailto:talkwandsworth@swlstg.nhs.uk)