



Hertfordshire IAPT  
Counselling Service

A free service for people  
who are low in mood,  
depressed, feeling  
stressed or anxious

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01707 953320

iapt

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Improving Access to Psychological Therapies

Service provided by:



## WHO IS THIS IAPT COUNSELLING SERVICE FOR?

Anyone who is over 16 and registered with a GP in Hertfordshire who may be experiencing:

- Low mood
- Stress
- Depression
- Anxiety
- Dealing with a difficult life event such as bereavement, relationship issues or work problems

Our service is free and staffed by fully qualified counsellors who want to help support you to manage your condition. We offer timely access to counselling both remotely and in a variety of conveniently located venues in your local community.

## HOW CAN IAPT COUNSELLING HELP ME?

- You will be able to talk about your concerns
- You will be listened to empathically and without judgement
- You will learn skills and strategies to help you make positive changes in your life

## HOW DO I MAKE AN APPOINTMENT?

Make an appointment with your GP and asked to be referred to our service.



Once we receive your referral our Patient Care Coordination team will contact you to arrange an appointment with a counsellor.



Talk with a counsellor and agree the best approach to get you the help and support you need.

## SERVICE USER AND GP SUPPORT

Our support team is here to help you, if you have any queries or questions regarding your care, please get in touch –

**Tel 01707 953320**

Lines are open Monday to Friday between **8.30am** and **5.00pm**.

## WHAT SHOULD I EXPECT?

To make sure the IAPT counselling service is right for you, at your first appointment you will have an initial assessment and we will listen to your story.

We will then support you through your treatment and therapy sessions providing the support resources as necessary.

## ADDITIONAL SOURCES OF HELP

**If you feel you cannot keep yourself safe, or are at risk of harming yourself, please contact one of the organisations below for immediate support.**

**Hertfordshire Single Point of Access Service**  
available 24/7  
Tel: 0800 6444 101

**Samaritans**  
available 24/7  
Tel: 116 123

**Sane out of hour helpline**  
available from 16:30-22:30 every day  
Tel: 0300 304 7000

**Shout a free text service**  
available anytime and anywhere  
Text SHOUT to 85258



## COUNSELLING AGE RANGE

This free counselling is available for people aged 16 and over.

## PEOPLE WITH ADDITIONAL NEEDS

If you, or the person you are referring is vulnerable, or has a disability, or mobility problems, then please advise us when you book their appointment.

## INTERPRETER SUPPORT

If English is not your main language, we can arrange for an interpreter to attend therapy sessions.

If you require an interpreter, please advise us which language when you book your appointment.

## KEEP US INFORMED

If you need to change or cancel your appointment, please call the service at least 48 hours prior to your appointment, so it can be offered to someone else. This keeps Service User waiting times low and helps to reduce NHS costs.

If you Do Not Attend (DNA), or you are late to your appointment without notifying us, you may be discharged from this service.

## DATA PROTECTION AND SERVICE USER CONFIDENTIALITY

Service Users and Clinicians can be assured that the protection of privacy and confidentiality are given the highest priority, with all personal information being collected, held and used in strict compliance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR) 2018.

Your therapist will only share information with your GP and, if required, any other NHS professionals involved in your care, and (if you request it) with a carer or relative. A therapist should only break this confidentiality in the most serious of instances such as if a child is at risk or if there is immediate danger to yourself or others.

## COMMENTS, COMPLAINTS AND SUGGESTIONS

Our Hertfordshire IAPT Counselling Service encourages feedback from its patients on their experiences with the services they have received.

If you wish to make a suggestion, compliment or a complaint about any part of the service, then please call Patient Care Coordination on **01707 953320** and they will direct your call, or access further information on how to do so via our website:

[www.connecthealth.co.uk/contact](http://www.connecthealth.co.uk/contact)