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| **Guided Self-Help**  **Frequently Asked Questions** |

### Is guided self-help one-to-one sessions?

Yes. Once you have completed the Getting Started with Guided Self-Help webinar, you will be added to a waitlist to start your one-to-one guided self-help sessions with a Psychological Wellbeing Practitioner.

### Will I receive a copy of the slides?

Instead of sharing the slides, we have provided some self-help materials for you to access while you wait for support. You can find these here: [Guided Self-Help (italk.org.uk)](https://www.italk.org.uk/patient-area/guided-self-help/)

### How long is the waitlist?

We can’t say for certain as wait times fluctuate, it could be anywhere between 6 weeks and 3 months. It can help us to get you booked in sooner if you have a wider availability for appointments. If your availability changes, please contact us by calling 02380 383920 or emailing [info@italk.org.uk](mailto:info@italk.org.uk)

In the meantime, we would encourage you to get started with your SMART goals, practicing the 5-areas model and explore the patient area on our website for resources. If you wish to access support sooner, we would recommend considering SilverCloud or our Managing Moods 6 week course.

### How will I be contacted?

We will auto-book your first appointment once you have reached the top of the waiting list, if you have provided us with your availability. An appointment confirmation will be sent via your preferred choice, i.e. email or post. If we don’t have availability for you, one of our team will contact you to arrange for your first treatment session.

### How long are the sessions?

Guided self-help sessions are 30 minutes.

### How many sessions will I have?

Guided self-help is typically 4-6 sessions. Your Psychological Wellbeing Practitioner will review this with you during your sessions and may make adaptations to this where needed.

### Will my sessions be weekly?

Typically, we offer fortnightly sessions. We hope this allows you sufficient time between sessions to put the techniques you’re learning into practice. If you feel weekly sessions may be more beneficial, please discuss this with your Psychological Wellbeing Practitioner.

### Are the sessions on the telephone?

Yes, your guided self-help appointments will be over the telephone, unless you have been informed that we are able to provide video or face-to-face appointments. If you are unable to access support via the telephone, please let us know and we can explore whether we can offer support via video appointments of face-to-face.

### Is support via telephone as effective as face-to-face?

Guided self-help by telephone can be just as effective as support face-to-face and is offered as standard across NHS Talking Therapy services like italk. We understand that for some, speaking by telephone may be challenging, and for others, may be preferable. If you find it difficult to speak openly by telephone and feel this is impacting your guided self-help sessions, we would encourage you to speak to your Psychological Wellbeing Practitioner to explore if another type of support may be better suited for you.

### I thought this support was one-to-one?

This webinar is an introduction for your one-to-one sessions. We hope this gives you a better idea of what to expect and enables your to learn about CBT and consider your own goals for guided self-help. Once you have attended the Getting Started with Guided Self-Help webinar, you will be added to our waiting list for one-to-one sessions.

### Can I access SilverCloud or the Managing Moods course while having one-to-one sessions?

Each of these treatment options are standalone treatments. We encourage you to focus on one type of treatment at a time.

### If I try SilverCloud / Managing Moods, could I still have Guided Self-Help afterwards?

If you try SilverCloud / Managing Moods and find this isn’t right for you, or that you still require further support, we’d encourage you to speak with your Psychological Wellbeing Practitioner. They can support you to ensure you have the right support in place.

### What happens after the sessions if I need more support?

We encourage you to speak to your Psychological Wellbeing Practitioner about this when coming to the end of your sessions. Italk provide a wide range of psychological support and it may be that we recommend you access further support with italk, or we may be able to support you to access alternative support.

I’m not sure Cognitive Behavioural Therapy (CBT) is for me, are there other options available?   
If you decide that CBT isn’t for you, please let us know. We can they review whether there is other support available to you within italk, or whether we can support you to find alternative support through another local service. To do this, please either call us on 023 8038 3920 or email us at hsiccg.italkweb@nhs.net

### I made a mistake when completing the poll, what should I do?

Not a problem, please contact us via email on [hsiccg.italkweb@nhs.net](mailto:hsiccg.italkweb@nhs.net) to let us know has happened so that we can rectify this for you.

### I am Neurodiverse, can guided self-help help me?

Absolutely. We would encourage you to speak to your Psychological Wellbeing Practitioner about your Neurodiversity and explore how your sessions could be adapted to best support you.

### I have a long term health condition, could the sessions be adapted for me?

Absolutely. We would encourage you to speak to your Psychological Wellbeing Practitioner about your health condition(s) and how this may impact on your sessions and doing tasks between these. This may help you to both come up with ways to adapt the sessions to support you.