



## Help & Advice

### Other useful contacts:

- **Mother Tongue 0118 957 6393**  
A culturally sensitive, professional counselling and listening service where people can be heard with respect in their chosen language
- **Age Uk 0800 169 6565**  
A charity which aims to improve later life for everyone with information and advice, campaigns, products, training and research
- **Citizens Advice Bureau 0844 411 1444**  
Offers free and confidential advice to help people to resolve their problems with debt, housing, benefits, employment discrimination and other issues
- **Rethink Mental Illness 0300 5000 927**  
A charity that provides advice and information on therapies and medication to treat mental illness; benefit and money issues; courts and prison; and a person's rights under the Mental Health Act.

### Useful websites:

- **www.gov.uk**  
The official government website covering information about all government services including employment, benefits and more
- **www.livinglifetothefull.com**  
A website that offers a self help life skills course that aims to provide access to high quality, practical and user-friendly training in life skills.
- **www.nhs.uk/Livewell?onabudget/Pages/Creditcrunchstress.aspx**  
NHS Choices website which offers information and advice about financial stress

### How you can contact Talking Therapies

Telephone: 0300 365 2000

Text: 'Talk' and your postcode to 07500 915968

## Do you need Urgent Medical or Mental Health help?

If you do then it is crucial that you contact the right person and that is most likely to be your GP. Your GP will know where to get you the specialist help you need.

When your GP surgery is closed their answerphone will direct you to the right place or you can call:

### NHS 111

You can call 111 when you need medical help fast but when it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

**If you or anyone else is in immediate danger or harm then please call the Police or Ambulance Service on 999.**

### Need support?

If you want to talk to someone about how you feel, what you're experiencing or how to deal with someone else's behaviour, you can contact NHS 111 or the Samaritans.

### The Samaritans

The Samaritans offer a 24-hour telephone helpline. You can also contact them via email and letter.  
**Telephone: 08457 90 90 90**

**Healthcare**  
from the heart of  
your community

[www.berkshirehealthcare.nhs.uk](http://www.berkshirehealthcare.nhs.uk)

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## Talking Therapies

### Berkshire

A friendly, approachable service that helps people with anxiety, depression, stress and phobias



Please call 0300 365 2000 inform them that you are from Clarence Medical Centre, Windsor but would like to be seen at The Health Centre, Royal Holloway



## Introduction:

- Are you worried about things in your life?
- Are you feeling down?
- Are you having difficulty sleeping?
- Are you struggling with your mood?
- Are you struggling to cope with a physical health problem?
- Are any of these stopping you from doing things in your everyday life?
- Would you like some help with the difficulties you are experiencing?

If the answer to any of the above is yes then Talking Therapies might be for you.

Problems we help with include:

- Anxiety
- Depression
- Phobias
- Stress

## What is Talking Therapies?

We have a team of advisors and therapists who can help you overcome life's difficulties and problems, or manage them better.

We are friendly and approachable, so it's easier for you to find someone who can help.

We offer easy access to a range of proven therapies including cognitive behavioural therapy (CBT) and counselling.

Our therapies are effective in helping you learn the skills to help overcome life's difficulties.

## Who is the service for?

We are here to help adults 18 and over from across Berkshire.

We encourage referrals from older adults and minority ethnic groups. A translation service is available.



## What kind of help do we provide?

There are various ways in which we can help and together we can decide which option suits you best. After assessment we will decide with you the most appropriate way forward and therapy offered may include:

- Wellbeing courses
- Telephone support
- Computerised cognitive behavioural therapy (cCBT)
- Therapy including CBT and counselling
- Stress Control workshops
- Links to employment advice
- Information about other services that could help

## What are the benefits?

- We will support you to learn the skills you need to overcome your difficulties.
- You will be able to cope with life's problems better.
- You will feel understood and supported.

## What do you need to do next?

You can either ask your GP or healthcare professional to refer you or you can contact us directly.

We will arrange for you to speak to someone about your problems and discuss suitable options.

## To find out more

Please feel free to contact us:

Telephone: 0300 365 2000

Text: 'Talk' and your postcode to 07500 915968

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

