

**If you cannot attend your appointment? Please let us know!**

There is a high demand for our service and we are trying to keep waiting times as short as possible. Therefore we would be grateful if you could contact us by email at [slm-tr.SPTS@nhs.net](mailto:slm-tr.SPTS@nhs.net) or telephone on **0203 228 2194** if you are unable to attend an appointment.

**If you miss an appointment and we do not hear from you?**

There may be times when something happens at the last minute and you find you have missed an appointment without letting us know. In that case please contact us as soon as you are able to, so we know whether you wish to continue the sessions and to confirm or cancel the next appointment(s). If you miss two appointments in a row without contacting us to cancel, you will be discharged from the service.

**Will I be able to rebook missed appointments?**

If you let us know you cannot attend a scheduled appointment, your therapist will do their best to fit you into a cancelled slot in the same week. It may also be possible to rebook an appointment into a later week on up to two occasions, thus extending the total duration of therapy. However, pressure from the waiting list limits our ability to extend further than this.

**If you miss a lot of sessions?**

The evidence suggests that people who attend regularly get better more quickly and are more likely to stay well. If you miss a lot of appointments, this will be discussed with your therapist to decide on the best way forward. If there are repeated attempts to reschedule appointments that are not attended (with or without notice) then at that point you will be discharged.

**If you are late?**

If you arrive late we will do our best to see you and use the remaining session time as productively as possible. However, please accept that your session will be shorter as we are not able to run over time without making others wait.

**If you are discharged because of non-attendance but would still like to be seen?**

You are of course welcome to re-refer yourself to the service by telephoning **0203 228 2194**.

Talking Therapies Southwark  
**SOUTH**

**Guided Self-Help Plan  
& Attendance Policy**

## Contact details for my therapist

Name:

Phone:

Email:

You can also contact the admin team on **020 3228 2194** or [slm-tr.SPTS@nhs.net](mailto:slm-tr.SPTS@nhs.net)

or visit our website [www.slam-iapt.nhs.uk](http://www.slam-iapt.nhs.uk)

### What to do in case of a crisis:

Talking Therapies Southwark is **not** a crisis service. If you feel at risk of hurting yourself or someone else, there are a number of services that you can contact 24 hours a day.

- SLAM 24 hour information line: **0800 731 2864**
- Out of Hours GP Service: **020 8693 9066**
- Samaritans Helpline: **116 123**
- Your local A&E Department (at King's College or St Thomas' Hospital)

Other helpful things for me to do in a crisis situation (e.g. other helpful numbers):

Treatment:

Goal(s):

	Date /Time	Venue	Purpose/notes
1			
2			
3			
4			
5			
6			
7			