Interpreters
If you require an interpreter, please let us know and we will arrange this for you.

Comments, concerns, complaints and compliments
The Newcastle Talking Therapies service wants to provide a high standard of care and support to the people of Newcastle.

Your views are very important to us. We would like to hear from you so we can keep developing and improving the service. You can give us suggestions or feedback by telephone, email, completing one of our questionnaires or participating in a client forum meeting.

Take a positive step towards feeling better, contact us and you will be offered an appointment to suit you.

Tel: 0300 555 1115
Email: admin.ntl@nhs.net

Newcastle Talking Therapies is provided by a partnership between MHCO and Northumberland, Tyne and Wear NHS Foundation Trust

This leaflet can be provided in large print, Braille, tape, on disc, or in other languages. Please contact us with your requirements.
Who can use this service?
Everyone goes through difficult times and sometimes our problems affect our day to day lives and we feel that we can’t cope. If you are in this situation, you are not alone.

Newcastle Talking Therapies is a free and confidential service commissioned by NHS North of Tyne and is available to everyone living in Newcastle aged 16 years and over.

How can we help?
The service offers a range of talking therapies, advice, information and support. Talking therapies are effective in helping people with problems such as depression, anxiety, stress, anger, fears, bereavement and relationship difficulties.

These therapies can help you understand what is happening to you, help you work through your difficult feelings and develop strategies for coping better.

What kind of help is available?
The service offers different types of support. We will work with you to find out what help is most appropriate for you and what sort of help you would prefer.

These include:
- Self help reading materials about a range of common psychological difficulties
- Supported help over the telephone, this can include the use of computerised programs on the internet
- Educational group sessions about anxiety and depression
- Face to face counselling and therapy in GP surgeries and other venues in the community

How do I make an appointment?
You can contact your family doctor and ask for a referral to the service or you can contact us directly by phone or email.

Tel: 0300 555 1115  Fax: 0845 266 6646
Email: admin.ntt@nhs.net
Web: www.newcastletalkingtherapies.org

Opening times:
Mon to Thurs 8am to 8pm
Fri 8am to 5pm
Sat 8am to 1pm

Head office address:
64 Wingrove Road, Fenham, Newcastle upon Tyne  NE4 9BR

What happens next?
If we receive a referral from your doctor, we will contact you to arrange an initial assessment. If you choose to contact us directly, we will make this appointment for you straight away.

This assessment is usually done on the telephone and takes about 45 minutes. However, it can be done face to face if you prefer. As part of the assessment we discuss the different treatment options with you, as well as your availability for appointments. You will be offered a choice of effective therapies, so you get the support you need.

About us
MHCO (a partnership between Mental Health Concern - a well established local mental health charity and Oakdale - a specialist provider of primary care psychological therapies) has joined together with Northumberland, Tyne and Wear NHS Foundation Trust to provide Newcastle Talking Therapies.

Confidentiality
Everyone at Newcastle Talking Therapies works to very strict rules on confidentiality. Everything you tell the professionals working with you will be kept confidentially within the service.

The only exception to this would be if we felt there was a risk to you or to someone else. If this happened, we might have to share information with other agencies, but we would talk to you about this first. If you have any concerns at all about confidentiality, please speak to a member of staff.