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
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.
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**

or visit our website **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):

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<th>Treatment:</th>
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