

## What to know ahead of your triage call

### What to expect?

This is an appointment to further explore the reasons you would like support at the moment but will also involve gathering some background and lifestyle information to start with.

This is not the beginning of your treatment, but an assessment to discuss the best route of support for you, whether this is within our service or involves signposting you to another, better suited service.

The therapist who conducts the assessment will not necessarily be the same therapist you may have for treatment, if you enter the service.

Given the high volume of referrals at present, it is likely that after the assessment, if you are placed on the treatment waiting list, there will be a delay before the start of treatment. We are working hard support as many people as we can, as soon as we can, so please bear with us. In the meantime, additional resources are available and can be discussed in the assessment.

### How do I prepare for this appointment?

- Ensure you have 45 minutes available at the time of your appointment to speak with the therapist freely and without interruptions if possible. Please note, we will not be able to proceed if you are driving.
- As we will be discussing personal information you will need to be somewhere quiet and where you will not be disturbed – If this is not possible, please contact us in advance to reschedule for a more appropriate time.
- Ahead of the appointment you will receive a copy of a questionnaire to complete via a web link or a paper version. Please ensure that this is completed before your appointment. If you are completing a paper version, keep this to hand at the time of your appointment. If you have already completed this within the last 2 weeks, then you do not need to complete it again.
- We suggest that if possible, you afford yourself some time after the appointment to take a breath before moving on with your day, in case the appointment brings up some emotional discussion.

### **What if I cannot attend my appointment but have not cancelled in advance?**

- If you have not cancelled your appointment and are unable to go ahead at the time of the call, we will unfortunately need to discharge you in line with the service policy. Should you still require an appointment, you would be welcome to make a new referral to our service.

### **How do I cancel my appointment?**

- You can call us on 0208 702 4900 and press option 3 to speak with an administrator. If the phone lines are busy, then please leave us a clear message with your full name, date of birth and we will contact you back as soon as possible.
- Alternatively, if you are unable to get through to us by phone you can email us on [beh-tr.enfieldtalkingtherapies@nhs.net](mailto:beh-tr.enfieldtalkingtherapies@nhs.net)