

What is iCope and who is it for?

iCope, is an NHS service which offers assessment and treatment for a range of psychological problems, including anxiety, depression and stress. The service is for all adults registered with a Camden or Islington GP or who live in these boroughs and don't have a GP. We try to see everyone as quickly as possible but if you need to speak to someone more urgently, please see your GP.

Who are we?

The psychological wellbeing practitioners (PWPs) and therapists in the service are all trained to deliver evidence-based psychological therapies. They are from a variety of different professional backgrounds including Clinical Psychology, Counselling Psychology and Nursing, and have undertaken extensive professional training. They abide by professional codes of conduct and are accountable to their professional bodies. All therapists receive regular supervision.

What therapies are available?

The iCope service offers mostly Cognitive Behavioural Therapy (CBT) interventions, but other types of therapy are considered where appropriate. All the therapies we offer are recommended by the National Institute of Clinical Excellence (NICE) and have been shown to be effective treatments.

PWPs offer a range of guided self-help interventions for anxiety and low mood using workbooks, online CBT programmes and workshops and groups. They can also link you in with activities, employment support and housing.

All therapies have in common the fact that a supportive working relationship is formed between you and your therapist or your group to explore, understand and tackle obstacles that are making life difficult for you as an individual or couple.

Most people will be seen for either individual, couple or group therapy, usually on a weekly or fortnightly basis. Sessions last 25-50 minutes. Your therapist will discuss how long the sessions will continue and you may agree a 'contract' for how many times you will meet. At different points you and your therapist or your group will review how things are progressing

What will happen at the first meeting?

The first appointment will be an assessment of your difficulties. This may be done over the phone or face-to-face. You will have the opportunity to talk about your difficulties and you will be asked questions about this. This will help us to decide whether you will benefit from the kind of treatment our service offers. You will also have an opportunity to ask any questions you may have.

At the end of this meeting you will discuss with your therapist the different options and what might be helpful to you at this time. This could be psychological therapy with iCope, or a referral for help from another service or organisation (such as debt advice, support groups etc.) The therapist will communicate the outcome of the assessment to the person who referred you and your GP.

What can I expect from my therapist and what is expected of me?

You can expect regular sessions with the same therapist or group facilitator. During sessions you will work together to help you reach your goals. From sessions you will develop ideas for things you can try outside your sessions – putting things into practice between sessions will be an important part of therapy.

You will be expected to attend your sessions or group and to let your therapist know in advance if, for any reason, you are unable to attend. If you have to miss the occasional appointment (e.g. if you are unwell, have

childcare problems), then your therapist may be able to rearrange them. If you have to miss a group session the therapist may be able to send you information from the missed session. However, if more than two appointments are missed, or you do not let your therapist know in advance, then treatment may have to stop and you will have to be re-referred if further treatment is required.

When and where are sessions and groups offered?

Most iCope appointments are offered during working hours (Mon-Fri 9-5). We also offer some limited appointments outside these hours. We offer evening groups and workshops regularly. If you are unable to attend regular appointments 9-5, please discuss this at assessment with the therapist. If it would be helpful, you can be provided with a letter for your employer without revealing the details of the problem.

iCope therapists are based in most GP Practices in Camden and Islington, and also at community bases across the boroughs. Groups are run at local community venues in Camden and Islington.

What if English is not my main language?

This service is available to people who do not have English as their main language. We can arrange for an interpreter. We can also arrange for sign language interpreters where necessary

What if I have a physical disability?

Please let us know in advance if you have any mobility problems which could cause any difficulties in attending your appointment and we will make arrangements to support you with this.

On-going Evaluation

We routinely collect data to help keep track of your progress and to evaluate the service we are providing. You will also be asked to complete a questionnaire each time you attend for an appointment. These questionnaires can be filled in on-line or on paper. We also routinely ask people for feedback on our service, as this helps us to keep improving what we do.

Use of personal information

Information about your treatment is kept on a secure computer system (www.iaptus.co.uk). The information we keep is used as part of your treatment and also to see how we can improve our services. Any information included in reports about improving the service is anonymised so no details that could identify you are included. If you would like to see the information we have about you, please discuss this with the therapist you are working with.

Camden & Islington NHS Foundation Trust have a partnership arrangement with the following organisations: Nafsiyat, Camden Bereavement Service, Women and Health, Age UK Camden, IESO Digital Health and Growing Together: Support for Parents and Young Children. We share information between us to ensure the best treatment and care for you. If you don't want your information shared with the above organisations please let us know.

In addition, all services like ours send reports each month to the NHS Digital . These reports contain some information about the people we are seeing. This is so we can compare how we are doing to other services and help the NHS in planning services across the country. No information that could reveal your identity is used in these national reports. However, if you do not want your information included, please tell your therapist. This will not affect your treatment in any way.



Confidentiality

We have a legal duty to keep your information confidential. We share information with your GP (sometimes on your GP medical record) and other healthcare providers to give you the best possible care. We do not give other organisations (e.g. housing) information about you without your consent. However, if there are circumstances where you or someone else might be at risk of significant harm, we may be legally obliged to share information about you.

If you have any questions about any of this information, please do not hesitate to contact us or please discuss this with your therapist.

Camden: 0203 317 6670

Islington: 0203 317 7252