

## Useful telephone numbers

Community Mental Health Team  
Jocelyn Solly Resource Centre,  
Macclesfield

☎ 01625 508535 / 505696 / 505634

## Recovery College

☎ Macclesfield 01625 505647

[Macc.Reccollege@cwps.nhs.uk](mailto:Macc.Reccollege@cwps.nhs.uk)

## Out of Hours numbers

5pm – 9am Monday to Thursday

5pm – 9am Friday to Monday

☎ Macclesfield 01625 505666

## MIND

[mind.org.uk](http://mind.org.uk)

Information and support for people with  
mental health problems

☎ 0202 039 5129

Centre,

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টেস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।

如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

গুৱী তমাই ৰাধাৰত্ন সেৱাত্মী অথবা আ চহুৱাৱেগুৱনী ৰীজ্ঞ ৰাধাৰত্নাৰ্ণা নকৰ, অডিও টেপ, ব্ৰেইল অথবা বিয়াগে কৰনী চপাৰ্ঠনী গুৱৱ ৰাধ, তৌ কৃপা কৰীনে সীডব্লুচুপী (CWP) না কৰ্মচাৰীৰ্ণা সাধে বাত কৰী, ঠমিল কৰী: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) অথবা আ চহুৱাৱে ৰাধা: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

## Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: Cheshire and Wirral Partnership NHS Foundation Trust, **PALS, Complaints and Claims Team**, 1829 Building, Liverpool Road, Chester, CH2 1HJ.

For more information see [www.cwps.nhs.uk](http://www.cwps.nhs.uk)

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Cheshire and Wirral Partnership NHS Foundation Trust

## Missed Appointment Policy

Psychological Therapies

Cheshire East Community Mental Health Team

Care • Well-being • Partnership

## Psychological Therapies in the Cheshire East Community Mental Health Team

### Assessment and Treatment

Psychological Therapies provide treatments for a wide range of mental health disorders across East Cheshire.

After we receive your referral, you will be offered an assessment. There may be a wait for this.

Following assessment you may be offered therapy with the Community Mental Health Team, including Psychology, Cognitive Behavioural Therapy and EMDR (Eye Movement Desensitisation and Reprocessing) – whichever would best meet your individual needs. The type and frequency of appointments will be discussed with you in more detail.

Throughout therapy we will regularly review your progress, which will usually involve completing some standard questionnaires as well as reviewing your progress towards your goals.

If you are not offered therapy you may be offered guidance, self-help materials or information on alternative resources or services that could help you.

### Missed Appointments

In order to reduce the waiting time to access treatment due to unused appointments, the

service operates a missed appointments policy.

### How can you help?

Please ensure that you make every effort to attend all of your planned appointments and arrive on time.

If you are not able to attend a planned appointment for any reason, please let the service know as soon as possible

If you have further questions, please ask to speak to your allocated therapist.

### Attendance at Appointments

- **If you do not attend your initial appointment and do not contact us within three days, you may be discharged from the service.** Your Care Coordinator will be contacting you to liaise with you regarding your missed appointment before a decision is made.
- **If, in exceptional circumstances, you need to cancel an appointment, please give at least 24 hours' notice. Late cancellations may be counted as missed appointments.** Please make any cancellations as early as possible, as this helps us to give the appointment to another client.
- **Once your treatment has commenced, it is important you attend regularly.** Once you have an agreed plan of treatment, you may be discharged for failing to attend two of

your sessions in a row, or four sessions during your whole treatment.

- **If you fail to attend a treatment appointment which is part of an agreed set of sessions, it will still be counted as one of your contracted sessions.** This includes appointments for courses and workshops.
- **Short notice cancellations** (less than 24 hours) may also be counted as one of your sessions.
- **If you are discharged from our service, we will let your Care Coordinator and Consultant Psychiatrist know.** To access the service again, you will need to see your Care Coordinator / Psychiatrist and request a re-referral. Sometimes, on re-referral, you may then be subject to a modest wait before treatment, depending on the demands on the service at that time.

**Receiving help for mental health problems can be challenging and sometimes people decide that the time is not right for them. If this ever applies to you, please discuss it openly with your therapist. You can then be given the relevant help and advice to manage your symptoms when discharged.**

**We also value any feedback you have about your treatment, as this helps us to continually improve the services we offer.**