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# Regional Department of Psychotherapy

## Patient Information Leaflet

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### **Contact details**

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Newcastle upon Tyne  
NE6 4PF  
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Please note that information sent to the Trust via email is sent at your own risk.

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.ntw.nhs.uk/poy](http://www.ntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff.
- some areas of the Trust have electronic feedback touch screens, staff can help you to use these.

## Introduction

This leaflet describes the process that will occur following your referral to the Regional Department of Psychotherapy.

We are a specialist NHS service for outpatients and we use psychoanalytic psychotherapy to help people with a wide range of mental health, emotional and relationship problems.

## The team

The team is staffed by Psychiatrists, Psychologists, Art Therapists, Occupational Therapists and Nurses, all of whom have completed further specialist training in psychoanalytical psychotherapy.

## What is psychoanalytic psychotherapy?

Psychoanalytic psychotherapy is a type of therapy which aims to help identify your problem, to understand its underlying meaning, how it has come about and to work it through.

Your problem could involve a range of difficulties, such as

- symptoms
- feelings
- behaviours and relationship difficulties

The therapy involves talking as openly as possible to the therapist, working together to try and understand the problem and looking at any difficulties that arise in your relationship with the therapist.

This process helps to increase your understanding of yourself, helping you to see how your problems interfere with how you relate to others.

A central principle of psychotherapy is that the unconscious part of the mind affects our thoughts, feelings, attitudes and behaviours. One of the aims of psychotherapy is to try to deepen our understanding of how this process affects each individual in

a unique way. Every person has a different temperament, which to an extent is in-born, and also different personal experience.

Psychotherapy helps us to make links with our past experiences and to gain an understanding of how these can still affect us in our current lives. We may find ourselves unconsciously repeating patterns of feelings and behaviours from the past, and provoking others into familiar responses. Although a change in this pattern may be wanted there may be other parts of our personality resisting this change.

These patterns of thoughts, feelings and behaviours can be explored in a psychotherapeutic relationship. A greater emotional and intellectual understanding can then help us to have more choice over how we live our lives.

### What we offer

We offer a range of therapeutic interventions, including:

- A consultation process
- Advice on management and second opinion
- Individual psychoanalytic psychotherapy – brief and long term
- Group psychotherapy – brief and long term
- Intensive psychoanalytic psychotherapy

You will be given an information leaflet with fuller details about these treatments if this is what is recommended to you.

### Who can be helped by psychotherapy?

People who are interested in understanding themselves and what has led them to think and feel the way they do generally benefit the most from psychoanalytic psychotherapy. An ability to reflect on yourself is important, as is an interest in exploring your own role in how you have become the way you are. Sometimes psychotherapy is not the best way forward.

### Who can refer me?

You can be referred by any mental health professional, your G.P, counsellor, psychologist or social worker.

## References

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## Useful contacts

- **United Kingdom Council for Psychotherapy UKCP**  
Website: [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)
- **British Psychoanalytic Council** - Information, news and debate about psychoanalytic and psychodynamic psychotherapies  
Website: [www.psychanalytic-council.org](http://www.psychanalytic-council.org)
- **Royal College of Psychiatrists**  
Website: [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)
- **PALS**  
The Patient Advice and Liaison Service can be contacted on freephone 0800 032 02 02, or email [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk), for advice and support.

We hope this information is helpful to you, but should you have any further queries, please contact us.

## If psychotherapy treatment is recommended what should I expect?

Psychotherapy is a 'talking' treatment and takes place either one-to-one with a clinician, or in a group with others and a clinician. Sessions are on a regular basis (usually weekly) and last 50 minutes or longer for group sessions.

The clinician will listen carefully to whatever you wish to discuss and will talk with you in a respectful way about your difficulties. He or she will be trying to understand things with you rather than giving you advice or telling you what you should do. It will be up to you to talk about those matters that you are concerned about. Many people find that being able to talk about disturbing thoughts and painful emotions eventually brings relief and understanding. Coming to understand yourself better through talking in this way may help to free you from self-destructive ways of feeling, thinking and behaving.

In a therapy session you are invited to say whatever comes into your mind. The therapist will listen and attend to you, and will reflect together with you about your difficulties and concerns. The therapist may not speak as much as somebody might in an ordinary conversation, but they will be thinking about you and what you have said. It is helpful to let the therapist know any feelings that you have about your experience of the meeting.

Psychotherapy by its nature can affect people strongly and will at times be upsetting and disturbing. The therapist will try to understand with you the feelings you are having towards the therapist and the treatment itself, as a way of exploring your ways of relating to others, past and present.

If you have further questions about what you might expect during the treatment please ask the clinician you are coming to see.

## How soon will I be seen?

We will see you within 13 weeks of receipt of the referral for assessment. Occasionally there is a delay whilst we seek more information from your referrer. However, following two to three assessment consultations the therapist will talk to you about whether your needs are appropriate for psychotherapy (group or individual).

If you are accepted for group or individual therapy there may be a significant wait which may be a number of months for treatment to commence. The therapist who you see for assessment will talk to you more about this at the time.

If, following assessment, there is a significant waiting time before commencement of treatment, a therapist will offer you review appointments and will talk to you about this and plan these with you.

## How do I get an appointment?

An initial letter invites you to an appointment and includes a set of questionnaires asking about your personal background and difficulties. Return of completed questionnaires will confirm that you will be attending your appointment, alternatively, confirmation via telephone or email is also sufficient. The information you send back to us is treated in confidence and will be used to help us and you think about the nature of your difficulties when we meet.

We ask you to return your questionnaires or contact the department within 21 days to confirm your attendance of this appointment or to rearrange the date or time.

## Your responsibilities

If you need to cancel an appointment please let us know as soon as possible, so that the appointment can be offered to another patient. If you miss one appointment and ask for a rescheduling this will be promptly made by telephone and letter. However if you miss two consecutive appointments this will

**A1 from the North** - Exit A1 at Gosforth A167 turn off and follow the A167 towards the City Centre. Remain on A167/A167(M) for approximately 1 miles, then bear left onto the A1058 for Tynemouth/East. Continue on A1058 for about 2 miles (straight on through Jesmond and past Corner House pub). Exit left onto the slip road signposted for Walker/Walkergate Park Hospital/Benfield Road. Benfield House is about 0.5 mile along Benfield Road on the right; opposite Benfield School and on the same site as Walkergate Park Hospital.

**A1(M) from the South** - Just past Washington Services, exit the slip road right onto A194(M) and follow signs for the Tyne Tunnel. Proceed through the Tunnel (toll fee £1.60 each way for cars). At roundabout immediately after the tunnel exit, head north on the A19 signposted for Morpeth. After 1 mile, take the first exit left at the roundabout, signposted for A1058 to Newcastle. After 2.5 miles pass under a railway bridge and exit left onto the slip road signposted for Walker/Walkergate Park Hospital. At top of slip road turn left onto Benfield Road. Benfield House is about 0.5 mile along Benfield Road on the right; opposite Benfield School and on the same site as Walkergate Park Hospital.

**By Metro** – Benfield House is a 10 minute walk from Walkergate Park metro station. Turn left out of the station and proceed along Benfield Road. Benfield House is just past Walkergate Hospital on the left hand side.

**By Bus** - The number 3 bus starting at Gosforth High Street, stops on Benfield Road outside Walkergate Hospital, next to Benfield House. The number 1 bus to Four Lane Ends stops on Heaton Rothbury Terrace North or the number 1 bus to Whitley Bay stops on Benfield Road by Appletree Gardens, both are about a 5 minute walk to Benfield House. The 58, 306, 307, 308, 309, 310 all stop on the Coast Rd. The centre is approximately 15 minutes walk from the Coast Road. The 15, 15A and 22 buses all stop on Shields Road with an approximate 15 min walk.

\*For further information on public transport, see [www.travelinenortheast.info](http://www.travelinenortheast.info)

## Location and travel information

Benfield House,  
Walkergate Park,  
Benfield Road,  
Newcastle upon Tyne,  
NE6 4PF  
0191 287 6100



usually lead to discharge from the service, unless there is a clear clinical reason for your non attendance.

## On arrival

On arrival at Benfield House please report to Reception. The admin staff will be able to help you with practical queries you may have. We have a disabled access and can accommodate specific health requirements if you let the admin staff know in advance of your appointment.

Tea and coffee can be purchased from Café Tanni in Walkergate Park Hospital.

## Contact details and emergency phone numbers

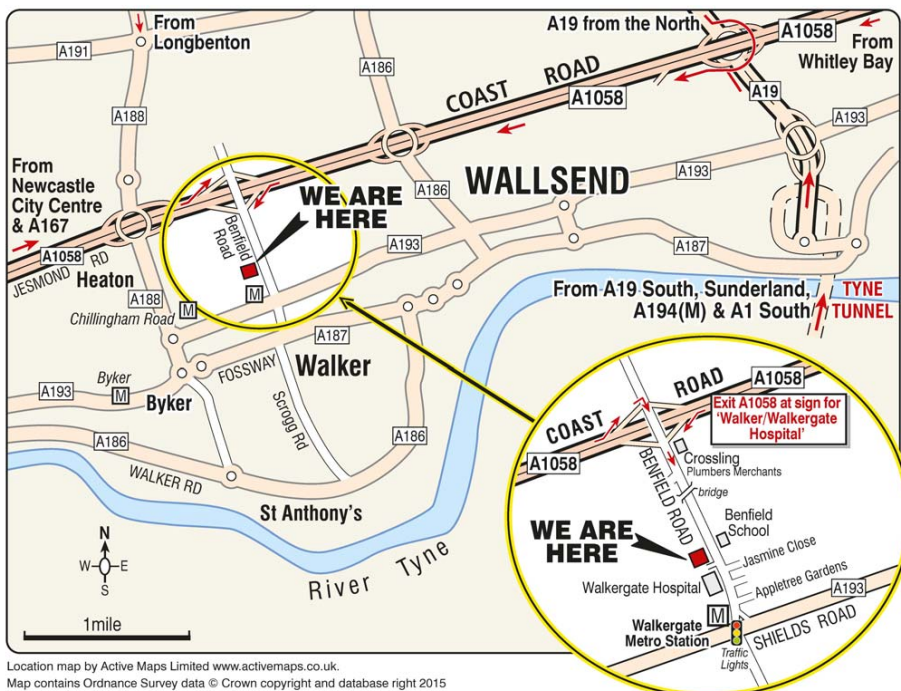
The Regional Department for Psychotherapy is open Monday to Friday 9am-5pm except for Bank Holidays. The team contact number can be found at the end of this leaflet.

You can contact the team by ringing during opening hours, Monday to Friday 9am-5pm.

If you need to speak to someone outside of these times in case of emergency, you can contact:

- Your GP
- Accident and Emergency at your local hospital
- NHS 111 – open 24 hours a day, 365 days a year. They can tell you about your local crisis support services.
- The Samaritans – 116 123 (24 hours)
- Saneline – 0300 304 7000 (6pm-11pm)
- Childline – 0800 1111 (24 hours)
- Social Services Emergency Duty Team
- Initial Response Team – North of Tyne: 0303 123 1146  
– South of Tyne: 0303 123 1145

If you already receive support from mental health services you should have a care plan. This will include details of who you should call in a crisis.



Location map by Active Maps Limited www.activemaps.co.uk.  
Map contains Ordnance Survey data © Crown copyright and database right 2015

## What about confidentiality

The treatment that you receive at Benfield House will be confidential within your system of care. There will be a consultation report which will be sent in confidence to your GP, referrer, and any other health professional actively involved in your care. This will include your presenting problems, personal history, a clinical formulation and treatment recommendations.

During the time that you are in a consultation and any further treatment, there are various ways that communication is shared with third parties. These include;

- An electronic record of the consultation/treatment session and any relevant information about you arising in the process which other clinicians will need to access. This information is accessible only to clinicians working with you and who are employed by the Trust. For example, your CPN, or Psychiatrist or Care Coordinator. This record enables up to date communication to take place between professionals involved in the system of care. Personal information that is not relevant for others to know will be held in confidence between you and the therapist undertaking your consultation/treatment. You can discuss confidentiality and the limits of it with the psychotherapist seeing you in your consultation/treatment.
- At times there can be a need for contact with other third parties external to the Trust (e.g. crisis services, social services or your GP), usually where there is a concern about risk, either to you or to a vulnerable adult or child.
- During your treatment here we may write to your G.P. and/or referrer to let them know how your treatment is going. In longer term treatment this will be on a six monthly basis.
- In general you have the right to have a copy of any letters written about you. Please ask your therapist about this.

## Teaching

As this is a teaching department it may be that other professional colleagues are present in Benfield House as part of

their training. In some of the sessions there are video facilities or a one way screen to view the consultations. If these are to be used you will be asked in writing when you receive your questionnaires whether you agree to the consultation being viewed or not. If you do not wish to be viewed this will not affect your treatment.

## How we evaluate our service

We welcome feedback about our service, and routinely monitor the outcome of treatment to find out how helpful the services we offer are. To do this, we may ask you to complete questionnaires for us at various times. All information you give us will be treated confidentially, and you can choose not to fill in the questionnaires.

## Travel expenses

Following your appointment you may be able to reclaim your travelling expenses.

If you fall into any of the categories below you will be entitled to help - but you must be able to show proof of your entitlement each time you claim:-

- Income Support
- Working Families Tax Credit
- Pension Credit
- Income-based Jobseeker's Allowance
- Your name is on an HC2 certificate

You may also be able to get some of your costs refunded if:-

- Your name is on a current HC3 certificate

## You will need to bring with you:-

- Proof of your entitlement
- Proof of your attendance ie ask the department for a confirmation letter
- If you are travelling by public transport - your bus or train tickets

## Please note we will not pay for taxi fare.

Refunds are paid by our administrative staff at reception, upon production of necessary book, form or certificate.