**SIGNPOSTING LONDONERS TO RESOURCES AND SERVICES TO SUPPORT MENTAL HEALTH AND WELLBEING**

**COMMUNICATIONS PACK FOR PARTNERS**

**June 2020 v0.2**

**About this pack**This communications pack is designed for Thrive LDN partners, including health and care organisations, local authorities, and third sector bodies.

This is a resource for you to adapt and to use locally when communicating to the general public about available resources and services to support resilience, mental health and wellbeing.

This includes an update on local, borough-level talking therapies services (also known as Improving Access to Psychological Therapies or IAPT) and a new NHS-led webinar series for Londoners (providing Digital IAPT at a regional level).

This pack also offers a briefing on the role of IAPT services, locally and digitally, in London. The availability and use of IAPT and Digital IAPT is situated within the broader context of how and where Londoners can seek appropriate mental health support during and after the COVID-19 pandemic.

**Thrive LDN**On behalf of Public Health England Office for London, [Thrive LDN](https://www.thriveldn.co.uk/) is coordinating the public mental health response to COVID-19 in London to support the mental health and resilience of Londoners during and after the pandemic.

For any queries about this pack, please contact James Ludley (07795 665680 / [james.ludley@nhs.net](mailto:james.ludley@nhs.net)) at Thrive LDN.

For general information on Thrive LDN please contact [info@thriveldn.co.uk](mailto:info@thriveldn.co.uk).

**Contents**

[1. Suggested standard text for mental health signposting 3](#_Toc42843214)

[1.1 Standard text for partner’s webpage 3](#_Toc42843215)

[1.2 Standard text for social media 5](#_Toc42843216)

[1.3 Standard text for newsletters and/or offline copy 6](#_Toc42843217)

[2. The list of current IAPT services in London 8](#_Toc42843218)

[3. Overview and further information 12](#_Toc42843219)

[3.1 Encouraging help-seeking behaviours 12](#_Toc42843220)

[3.2 The spectrum of support for Londoners 12](#_Toc42843221)

[3.3 The role of local IAPT services in London 14](#_Toc42843222)

[3.3.1 How do Londoners access these services? 14](#_Toc42843223)

[3.3.2 How does treatment work? 14](#_Toc42843224)

[3.4 Support from Digital IAPT to help keep Londoners well 15](#_Toc42843225)

[3.4.1 Coping Well During Covid – public webinar series 15](#_Toc42843226)

[3.4.2 Coping Well During Covid – workforce webinar series 16](#_Toc42843227)

# **Suggested standard text for mental health signposting**

This standard text can be adapted by partners in London for local websites (as a resource or news article) and suggested social media posts. The text in red needs to be localised or removed as relevant.

## **1.1 Standard text for partner’s webpage**

This standard text can be adapted by partners in London for local websites.

**STARTS**

**Tools and resources to help your mental health and wellbeing**

It is normal and okay to feel upset, anxious or confused at times.

It is understandable that you might be feeling anxious and worried about coronavirus and that it could be affecting your mental health. You might be struggling with boredom or loneliness or you might be stressed about your job and finances. For those of you with an existing mental health condition, such as anxiety, depression or post-traumatic stress disorder (PTSD), this might be a particularly difficult time.

Considering the extra challenges, it’s never been more important for each of us to think and talk more about mental health and wellbeing, and to seek support when needed. You should know that even though things can feel very hard at times, support is available for whatever you are going through.

In London, there are a range of free resources, online tools, and helplines available to help you cope and stay mentally healthy. These sit alongside non-urgent NHS psychological treatments and services, such as talking therapies (IAPT), if you need further professional support to help you cope with mental and emotional problems.

**Simple ways to improve your wellbeing**Thrive LDN has put together a [list of little things](https://thriveldn.co.uk/resources/six-ways-to-improve-your-wellbeing/) you can do to keep yourself well and some useful ways to get support if you are finding it hard.

If you’re feeling anxious or stressed about work, housing or financial difficulties, then explore the helpful range of resources and guidance on [City Hall's Hub](https://www.london.gov.uk/coronavirus).

**Available support now - online tools to help your mental health**To help build resilience and maintain good wellbeing, there’s a range of resources for everyone at [Every Mind Matters](https://www.nhs.uk/oneyou/every-mind-matters/). Including an interactive quiz, the [Your Mind Plan](https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/), to get top tips and advice relevant for you.

[Good Thinking](https://www.good-thinking.uk/) is a digital mental wellbeing service that has over 100 free, NHS-approved resources designed to help manage low mood, anxiety, stress, and sleep problems. Take the clinically validated [self-assessment](https://www.good-thinking.uk/self-assessments/) to get a better understanding of what you’re going through, helpful resources and if necessary, relevant treatment options.

**Coping Well During Covid webinars**A series of [NHS-led Coping Well During Covid webinars](https://thriveldn.co.uk/resources/coping-well-during-covid/) are available if you are feeling anxious about coronavirus and how it is impacting you, your loved ones or your work. The webinar topics will include managing wellbeing, anxiety, low mood and sleeping difficulties.

The 60-minute sessions are NHS-led and will offer you the chance to explore ideas and tools to support your mental health and wellbeing in a clinically led and interactive way, when joining live.

The full schedule of webinars and registration details are available via the [Thrive LDN website.](https://thriveldn.co.uk/resources/coping-well-during-covid/)

Additionally, a new webinar series, [Keeping Well for Health and Care Workers](https://thriveldn.co.uk/resources/keeping-well-for-health-and-care-workers-webinar-series/), has been developed to support the wellbeing of health and social care workers who are faced with the challenges of delivering essential health and care services during COVID-19, whether at the front line or in supporting services.

**NHS psychological treatments**If you do not require urgent support but are still concerned about your mental health, contacting your GP is a good place to start.

You can also refer yourself for free, non-urgent [NHS psychological therapy services](https://www.nhs.uk/service-search/find-a-psychological-therapies-service/), also known as IAPT (Improving Access to Psychological Therapies) services, which provide evidence-based treatments for depression and anxiety.

You can get talking therapies like counselling for depression and cognitive behavioural therapy (CBT) on the NHS. They all involve working with a trained therapist. Currently, this may be difficult to arrange face-to-face, so it is likely that sessions will be online or over the phone.

In London [or borough], services are open. You can refer yourself if you feel like you may need further, professional support. You can find your local service [here](https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20(IAPT)/LocationSearch/10008).

*[Or include a reference to local service from the table below in section 2]*

**Getting urgent help for mental health**A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

If you have an existing mental health condition and an assigned care team or care worker, then it’s important to contact them.

[NHS urgent mental health helplines](https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline) are for people of all ages. You can call for:

* 24-hour advice and support - for you, your child, your parent or someone you care for
* help to speak to a mental health professional
* an assessment to help decide on the best course of care

Alternatively, when life is tough the Samaritans are here to listen at any time of the day or night. You can talk to them about anything that's troubling you, no matter how difficult.

* **Call free on 116 123** or visit the [Samaritans website](https://www.samaritans.org/).

Shout offers confidential 24/7 crisis text support for times when you need immediate assistance.

* **Text SHOUT to 85258** or visit [Shout Crisis Text Line](https://www.giveusashout.org/).

The bereavement care charity Cruse is helping families affected by coronavirus.

* **Call free on 0808 808 1677** or visit the [Cruse website](https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief).

**ENDS**

## **1.2 Standard text for social media**

The following are suggested social media posts which can be adapted. Click the ‘ASSET’ hyperlinks to download the graphics and social media collateral directly. The text in red needs to be localised or removed as relevant.

**1) Simple ways to improve wellbeing**

If you're feeling anxious or low, support is available. Talking about how you’re feeling can help put things into perspective and help you to feel more positive about the future.

@ThriveLDN has tips to help and where you can find support. #LondonTogether

[www.thriveldn.co.uk/resources/six-ways-to-improve-your-wellbeing](http://www.thriveldn.co.uk/resources/six-ways-to-improve-your-wellbeing)

[+ [ASSET 1](https://thriveldn.co.uk/wp-content/uploads/2020/05/six_ways_graphic.jpg) OR [further assets here](https://thriveldn.co.uk/resources/six-ways-to-improve-your-wellbeing/#chapter-7)]

**2) Finding support now – Good Thinking**

When times are uncertain, it's perfectly normal to feel worried.

Help is available. There are a range of free apps from @GoodThinkingUK to help if you have anxiety, low mood, sleeping difficulties or stress.

➡️ [www.good-thinking.uk](http://www.good-thinking.uk)

[+ [ASSET 1](https://thriveldn.co.uk/wp-content/uploads/2020/06/Stressed-Wide.jpg) OR [ASSET 2](https://thriveldn.co.uk/wp-content/uploads/2020/03/Worry-Wide.jpg)]

**3) NHS-led webinars (Digital IAPT)**

When times are uncertain, it's understandable to experience a rollercoaster of emotions.

Join London's NHS-led public webinars - here to help you cope with the impact of COVID-19, covering:

1⃣ #Wellbeing

2⃣ #Anxiety

3⃣ #LowMood

4⃣ #Sleep

➡️ Full details <https://thriveldn.co.uk/resources/coping-well-during-covid/>

[+ [ASSET](https://thriveldn.co.uk/wp-content/uploads/2020/06/Coping-well-during-Covid-WEB-v2.png)]

**4) NHS psychological treatments**

It is normal and okay to feel upset, anxious or confused at times. Residents in [insert borough from column 1, Section 2 below] who are feeling anxious or depressed can self-refer to NHS talking therapies services from [insert IAPT service name from column 3, Section 2 below]:

[Insert IAPT service web address from column 3, Section 2 below and upload this [ASSET](https://thriveldn.co.uk/wp-content/uploads/2020/05/Social-Assets-and-Post-Copy.zip)]

**5) NHS MH Crisis helplines**

If you, or anyone you know, is experiencing a mental health crisis and needs urgent assistance, advice or support, find your local 24/7 NHS mental health helpline here: [www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency](http://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency)

Or you can use NHS 111 online, or speak to your GP.

In an emergency, always call 999.

[[+ ASSET](https://thriveldn.co.uk/wp-content/uploads/2020/05/Social-Assets-and-Post-Copy.zip)]

**6) MH helplines and urgent support**

Things can feel very hard at times. Support is available for whatever you are going through, there is hope and you are not alone.

These helplines are free and confidential:

📞 @samaritans: 116 123

📞 @CruseCare: 0808 808 1677

📲 @GiveUsAShout: Text Shout to 85258

[+ [ASSET](https://thriveldn.co.uk/wp-content/uploads/2020/05/Thrive-LDN-MHAW-thread-wide-graphic-6.jpg)]

## **1.3 Standard text for newsletters and/or offline copy**

***50-word standard text:***It’s important to know that it is normal and okay to feel upset, anxious or confused at times.

Help is available, with a range of support available now from London’s digital mental wellbeing service, [Good Thinking](https://www.good-thinking.uk/), [NHS-led webinars](https://thriveldn.co.uk/resources/coping-well-during-covid/) to support wellbeing or [NHS talking therapies services](https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20(IAPT)/LocationSearch/10008) available across London.

***110-word standard text:***Many people are feeling anxious about coronavirus and how it might impact them. It’s important to know that it is normal and okay to feel upset, anxious or confused at times.

Help is available, with a range of support available now from [Good Thinking](https://www.good-thinking.uk/), [Every Mind Matters](https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/), and a new series of [NHS-led webinars](https://thriveldn.co.uk/resources/coping-well-during-covid/).

For those needing further support with feelings of anxiety and depression, you can also refer yourself for free, non-urgent [NHS talking therapies services](https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20(IAPT)/LocationSearch/10008) which are available locally across London.

If you, or anyone you know, is experiencing a mental health crisis and needs urgent assistance, advice or support, contact your local [24/7 NHS mental health helpline](http://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency).

# **The list of current IAPT services in London**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1. Borough** | **2a. STP** | **2b. CCG** | **2c. Trust** | **3. IAPT Service** |
|  | NCL | Barnet | Whittington Health NHS Trust | Let's Talk IAPT  <https://www.whittington.nhs.uk/default.asp?c=10191&print=1> |
|  | NCL | Camden | Camden and Islington NHS Foundation trust | iCope: Camden Psychological Therapies and Wellbeing Service (Camden iCope)  <https://www.icope.nhs.uk/camden-islington/> |
|  | NCL | Enfield | Whittington Health NHS Trust | LET'S TALK IAPT -Improving Access to Psychological Therapies (IAPT) in Enfield and Haringey  <https://www.whittington.nhs.uk/default.asp?c=10191&print=1> |
|  | NCL | Haringey | Whittington Health NHS Trust | Let's Talk Haringey IAPT  <https://www.whittington.nhs.uk/default.asp?c=10191&print=1> |
|  | NCL | Islington | Camden & Islington NHS Foundation Trust | iCope: Islington Psychological Therapies and Wellbeing Service (islington iCope)  <https://www.icope.nhs.uk/camden-islington/> |
|  | NEL | Barking & Dagenham | North East London NHS Foundation Trust | Talking Therapies (IAPT), Barking & Dagenham   <https://nelft.nhs.uk/services-talking-therapies> |
|  | NEL | City & Hackney | Homerton University Hospital | City & Hackney Psychology  <https://www.elft.nhs.uk/service/301/City--Hackney-Psychology> |
|  | NEL | Havering | North East London NHS Foundation Trust | Havering Talking Therapies (IAPT)  <https://nelft.nhs.uk/services-talking-therapies> |
|  | NEL | Newham | East London NHS Foundation Trust | Newham Talking Therapies  <https://www.elft.nhs.uk/service/197/Newham-Talking-Therapies> |
|  | NEL | Redbridge | North East London Foundation trust | Talking Therapies Redbridge  <https://nelft.nhs.uk/services-talking-therapies> |
|  | NEL | Tower Hamlets | East London Foundation Trust | Tower Hamlets Talking Therapies  <https://www.elft.nhs.uk/service/425/Tower-Hamlets-Talking-Therapies> |
|  | NEL | Waltham Forrest | North East London NHS Foundation Trust | Waltham Forest Talking Therapies  <https://nelft.nhs.uk/services-talking-therapies> |
|  | NWL | Central London (Westminster) | Central and Northwest London NHS Foundation Trust | CNWL Talking Therapies Service Westminster - (one services for CLCCG)  <https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/westminster-talking-therapies> |
|  | NWL | Ealing | West London Mental Health Trust | Ealing IAPT   <https://westlondon.nhs.uk/service/iapt/> |
|  | NWL | Hammersmith and Fulham CCG | West London Mental Health Trust | Back on Track  <https://westlondon.nhs.uk/service/iapt/> |
|  | NWL | Harrow | Central and North West London NHS Foundation Trust (CNWL) | Harrow Talking Therapies (IAPT) Service   <https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/harrow-talking-therapies> |
|  | NWL | Hillingdon | Central and North West London NHS Foundation Trust (CNWL) | Hillingdon talking therapies  <https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/hillingdon-talking-therapies> |
|  | NWL | Hounslow | West London Mental Health Trust | Hounslow IAPT Service  <https://westlondon.nhs.uk/service/iapt/> |
|  | NWL | NHS Brent | Central and North West London NHS Foundation Trust (CNWL) | Brent Talking Therapies  <https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/brent-talking-therapies> |
|  | NWL | West London CCG (Kensington & Chelsea) | Central and Northwest London NHS Foundation Trust | Community Living Well – Psychological Therapies  <https://www.cnwl.nhs.uk/services/mental-health-services/kensington-and-chelsea-talking-therapies-service-community-living-well> |
|  | SEL | Bexley | Mind in Bexley | Mind in Bexley IAPT  <https://mindinbexley.org.uk/iapt> |
|  | SEL | Bromley | Bromley health care | Talk Together Bromley  <https://www.talktogetherbromley.co.uk/> |
|  | SEL | Greenwich | Oxleas NHS Foundation Trust | Time to Talk - Greenwich  <http://oxleas.nhs.uk/services/service/greenwich-time-to-talk/> |
|  | SEL | Lambeth | South London and Maudsley NHS Foundation Trust | Lambeth Talking Therapies Service   <https://www.slam.nhs.uk/our-services/service-finder-details?CODE=SU0469> |
|  | SEL | Lewisham | South London and Maudsley NHS Foundation Trust | IAPT Lewisham (Lee Health Centre)  <https://www.slam.nhs.uk/our-services/service-finder-details?CODE=SU0468> |
|  | SEL | Southwark | South London and Maudsley NHS Foundation Trust | Talking Therapies Southwark  <https://www.slam.nhs.uk/our-services/service-finder-details?CODE=SU0094> |
|  | SEL | Croydon | South London and Maudsley NHS Foundation Trust | Croydon IAPT Psychological Therapies Service  <https://www.slam.nhs.uk/our-services/service-finder-details?CODE=SU0489> |
|  | SWL | Kingston | Camden and Islington NHS Foundation trust | Kingston iCope  <https://www.icope.nhs.uk/kingston/> |
|  | SWL | Merton | South West London & St. George’s NHS Trust | Merton Uplift  <https://www.mertonuplift.nhs.uk/> |
|  | SWL | Richmond | East London NHS Foundation Trust | Richmond Wellbeing Service  <https://www.richmondwellbeingservice.nhs.uk/> |
|  | SWL | Sutton | South West London & St. George’s NHS Trust | Sutton Uplift  <https://www.suttonuplift.co.uk/> |
|  | SWL | Wandsworth | South West London & St. George’s NHS Trust | Talk Wandsworth  <https://www.talkwandsworth.nhs.uk/> |

# **Overview and further information**

The following offers a brief overview for partners on the role of Improving Access to Psychological Therapies (IAPT) services, locally and digitally, in London. The availability and use of IAPT and Digital IAPT is situated within the broader context of how and where Londoners can seek appropriate mental health support during and after the COVID-19 pandemic.

This has been developed as supporting information for partners and is not necessarily designed to be public facing. The standard copy in Section 1 is public facing.

Many people who live and work in London are feeling incredibly anxious about coronavirus and how it might impact them, their loved ones and London’s businesses. Partners across health and care and local government have recognised that, during the current COVID-19 pandemic, there is an increased need to help Londoners find support for their mental health and wellbeing – and this will continue to be the case for a significant time afterwards.

## **3.1 Encouraging help-seeking behaviours**

While in recent years we have seen a positive change in attitudes and greater public understanding of the issues surrounding mental health, many Londoners are not seeking the support available early enough.

It is likely that many Londoners with no history of mental health problems will be impacted by COVID-19, either from trauma, bereavement, loneliness or anxiety about the future, or from adjusting to social distancing or life after lock-down, alongside financial and job stresses.

To ensure that Londoners get the support they need, and to avoid services from being overwhelmed later in the pandemic and afterwards, it is vital to encourage Londoners to seek help and support where appropriate.

When adapting and using the messages in this pack, and when encouraging other people and organisations to do so, it is important to communicate to Londoners that:

* It is normal and okay to feel upset, anxious or confused at times
* It is a positive and constructive thing to seek help and ask for support
* Help is available if they feel they are becoming overwhelmed

## **3.2 The spectrum of support for Londoners**

It is important to reassure Londoners that it is normal to feel upset, anxious or confused at times. There are a range of resources that can help build individual and collective resilience and many different organisations and providers offer helpful advice and guidance on subjects including self-isolation and managing home-working (see Thrive LDN’s regularly updated [Public Mental Health Communications Toolkit](https://thriveldn.co.uk/toolkits/)).

To help Londoners find the right support for them, and to situate IAPT services in a context whereby other (more upstream) means of support may initially be more appropriate, it is useful to promote the support on offer to Londoners as forming a spectrum:

|  |  |  |
| --- | --- | --- |
|  | **Who for?** | **Pathway / source of support** |
| 1. **Building resilience and supporting ourselves and others to feel mentally healthy (self-care)** | Everyone | * [**Thrive LDN**](https://thriveldn.co.uk/) * [**Every Mind Matters**](https://www.nhs.uk/oneyou/every-mind-matters/) * [**Good Thinking**](https://www.good-thinking.uk/)**,** signposts to a range of online resources designed to help manage low mood, anxiety, stress, and sleep problems * [**Digital IAPT**](https://thriveldn.co.uk/resources/coping-well-during-covid/)**,** a new series of NHS-led public webinars   *For children and young people:*   * [YoungMinds](https://youngminds.org.uk/) * [The Mix](https://www.themix.org.uk/) |
| 1. **Supporting those who are concerned about their mental health, including issues that have emerged as a result of the pandemic.** | Those with emerging issues (including those specifically related to the pandemic and lockdown) | * **Good Thinking** * **Digital IAPT** * [**Local IAPT**](https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20(IAPT)/LocationSearch/10008),non-urgent NHS psychological ‘talking’ therapy services * **Londoners may be able to self-refer to some services.** * [**Contact your GP**](https://www.nhs.uk/service-search/find-a-gp)who will be able to refer to clinical services or to support offered locally by voluntary sector providers * **Cruse**, the bereavement care charity is helping families affected by coronavirus. |
| **a) Supporting those who are struggling with chronic anxiety, depression or PTSD.**  **b) Additionally, serious mental illness (SMI) like psychosis, eating disorders and personality disorders. [Not for IAPT]** | Existing issues (with existing care team/worker) | * **Local IAPT [a only – not for SMI]** * **Contact your key worker / MH support team [a & b]** |
| Those with a new clinical need | * **Contact your GP or use the NHS 111 service [a & b]** |
| 1. **Supporting those in crisis and who need urgent care** | Those anticipating or experiencing crisis. | * [**NHS 111 online**](https://111.nhs.uk/) * [**NHS 24\*7 (all age) crisis lines**](https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline)operated by local mental health trusts * Text [SHOUT](https://www.giveusashout.org/) to 85258 * Call [Samaritans](https://www.samaritans.org/) on 116123 |

For Londoners needing support to manage their mental health and wellbeing, [Good Thinking](https://www.good-thinking.uk/) and [Every Mind Matters](https://www.nhs.uk/oneyou/every-mind-matters/) both offer a range of tools and apps to address anxiety, stress, low mood or sleep problems. However, for some Londoners experiencing anxiety and depression, further professional support may be required, and this is where access to talking therapies via IAPT services may be most appropriate.

## **3.3 The role of local IAPT services in London**

The NHS Improving Access to Psychological Therapies (IAPT) programme began in 2008 and has transformed the treatment of adult anxiety disorders and depression in England. Today, the 32 IAPT services delivered locally in London support Londoners with access to talking therapies.

With the COVID-19 pandemic posing particular challenges to the mental health and wellbeing of Londoners, IAPT services in London have been refreshed and all are open to receive new referrals.

### **3.3.1 How do Londoners access these services?**

In London, people can access their local IAPT service through referral from their GP or self-referral on their [local IAPT website](https://www.nhs.uk/service-search/other-services/Psychological%20therapies%20(IAPT)/LocationSearch/10008).

Referral pathways have been specifically developed to promote access and equality:

* self-referral
* community or voluntary service referral
* primary care referral, e.g. through your GP
* secondary care referral (including both mental health and physical health care services)

Since before the COVID pandemic, the majority of those accessing IAPT services were through self-referral, so a key aspect of the public communications detailed in this pack is to help Londoners who may need support from talking therapies feel confident in self-referring.

The local IAPT service will assess referral forms upon receipt to determine need for psychological therapies. Where the referral is considered inappropriate, the individual will be sign-posted to the relevant mental health, healthcare or social care service. The IAPT service will contact the individual if the referral is appropriate regarding the next steps and also give an idea of waiting times for first treatment with a therapist. Waiting times is varied across London IAPT services. Appropriate self-help tools are recommended to clients whilst on the waiting list for their first appointment.

### **3.3.2 How does treatment work?**

IAPT services are characterised by three things:

* *Evidenced-based psychological therapies:* with the therapy delivered by fully trained and accredited practitioners, matched to the mental health problem and its intensity and duration designed to optimise outcomes.
* *Routine outcome monitoring:* so that the person having therapy and the clinician offering it have up-to-date information on an individual’s progress.
* *Regular (and outcomes-focused) supervision:* so that practitioners are supported to continuously improve and deliver high quality care.

IAPT services provide NICE recommended psychological therapies within a stepped care model where appropriate, to treat one of these clinical conditions - depression, generalised anxiety disorder, social anxiety disorder, panic disorder, agoraphobia, post-traumatic stress disorder, health anxiety (hypochondriasis), specific phobia, obsessive-compulsive disorder, body dysmorphic disorder, irritable bowel syndrome, chronic fatigue syndrome, or medically unexplained symptoms not otherwise specified.

One area where improvements are being made is the expansion of Improving Access to Psychological Therapies (IAPT) services for people with long-term physical health conditions (LTCs) who also have depression and anxiety disorders, or who have medically unexplained symptoms (MUS).

## **3.4 Support from Digital IAPT to help keep Londoners well**

In London, health and care partners are coordinating a clinically led, digital offer to provide a series of free, public webinars to support mental wellbeing and help Londoners cope with the impact of COVID-19.

The webinars – in effect Digital IAPT sessions at scale – are designed to supplement and accelerate aspects of IAPT service provision and complement local services. There are planned webinars for:

* The general public
* Health and social care workforce
* Those places on local IAPT waiting lists (if required)

### **3.4.1 Coping Well During Covid – public webinar series**

From week commencing 8 June 2020, London’s health and care partners are launching a new weekly series of clinically led public webinars focused on helping Londoners cope with the impact of COVID-19 on mental health and wellbeing. The webinar topics will include managing wellbeing, anxiety, low mood and sleeping difficulties.

Future and previous webinars are listed on the [Thrive LDN website here](https://thriveldn.co.uk/resources/coping-well-during-covid/).

Each 60-minute webinar is NHS-led and delivered by Emily Gardner, High Intensity Cognitive Behavioural Therapist, Richmond Wellbeing Service. The webinars offer you the chance to explore ideas and tools to support your mental health and wellbeing in a clinically-led and interactive way (when joining live).

The first session [Managing Wellbeing](https://thriveldn.co.uk/resources/coping-well-during-covid/#chapter-1) looked at improving wellbeing; highlighting a fear cycle and a low mood cycle. Concluding with ideas and tools to break these common cycles and improve mood.

The second webinar was on [Anxiety](https://thriveldn.co.uk/resources/coping-well-during-covid/#chapter-2), focusing on managing worry and anxiety caused by COVID-19. We took a look at helpful long term strategies for managing anxiety and reducing worry.

Further sessions will cover [Low Mood](https://thriveldn.co.uk/resources/coping-well-during-covid/#chapter-3) and [Sleep](https://thriveldn.co.uk/resources/coping-well-during-covid/#chapter-4), all will offer techniques, advice, and tools. During the webinar sessions, there is the opportunity to interact with and ask questions to the clinician leading the session.

The recorded webinars will be hosted on the Thrive LDN website after they have been recorded.

### **3.4.2 Coping Well During Covid – Workforce webinar series**

A new webinar series, [Keeping Well for Health and Care Workers](https://thriveldn.co.uk/resources/keeping-well-for-health-and-care-workers-webinar-series/), has been developed to support the wellbeing of health and social care workers who are faced with the challenges of delivering essential health and care services during COVID-19, whether at the front line or in supporting services.

At this time, it is more vital than ever that you look after yourself, allow yourself to recognise the emotional challenges of your work and ask for support when you need it.

Each 60-minute webinar is NHS-led and delivered by Emily Gardner, High Intensity Cognitive Behavioural Therapist, Richmond Wellbeing Service.

**#1 Managing Wellbeing - Thursday, 25 June 2020 16:00 – 17:00**The first in the series of webinars, [#1 Managing Wellbeing](https://thriveldn.co.uk/resources/keeping-well-for-health-and-care-workers-webinar-series/), will look at understanding emotional health and sustaining staff wellbeing. The webinar will highlight a ‘boom and bust cycle’ and a ‘fear cycle’, followed by some strategies and techniques to break these common cycles and improve mood.

Further sessions will be advertised via the [Thrive LDN website.](https://thriveldn.co.uk/resources/keeping-well-for-health-and-care-workers-webinar-series/)