



**Welcome to the first
edition of our Impact on
Teesside Newsletter!**

I'm Jill, the Quality and Governance Lead at Impact and wanted to introduce our first newsletter by giving you some background information about the service. You can find out more about my role in the Staff Profile section of this newsletter!

Before the formation of Impact on Teesside, there were multiple services providing similar support across Teesside. However in April 2020, Impact brought all these services together under one name. This consolidation meant that all primary care mental health services in the area could be accessed through a single contact number and email address. This also meant that everyone accessing those services were transferred into Impact, including those already waiting for support.

That brings us to where we are today! The service has expanded to provide support and resources in various ways in order to accommodate as many individuals as possible. We offer treatments, therapies, and self-help materials to address a range of mental health issues, as well as our group programmes which you can find out more about in this newsletter.

Finally, I wanted to say thank you to all of our service users and staff who have contributed to this newsletter. We hope you find it useful and informative.

If you would like to be involved in helping us to develop and improve our service in the future please scan the QR code.



Groups

We have created various educational groups, workshops, and courses to support with issues such as anxiety, depression, low mood, pain, fatigue, trauma, and grief.

We have developed introductory "Getting Started With..." group programmes for Cognitive Behavioural Therapy, Counselling, Interpersonal Therapy, and Trauma which serve as an introduction to these therapeutic approaches, offering information, strategies, and techniques aligned with these models.

Our groups provide a number of benefits including:

- Quicker access to support
- No expectation to talk about personal experiences in educational workshops
- Opportunity to provide and receive encouragement and hope from others
- Opportunity to learn self-help techniques in a different way

The aim and purpose of our groups is to provide you with tools and techniques that would normally have been given one to one. However we have found giving these earlier in your journey beneficial as this gives you time to practice and implement the techniques prior to individual treatment should you still need that. These techniques will not only aid in reducing your symptoms in the here and now; they will also provide you with invaluable strategies that will be help you get the most out of any future one to one sessions you may go on to.



“ Before attending, I felt alone but after attending my first group, I felt less alone. As the weeks went on and ideas and thoughts were shared by not only the counsellors but also the rest of the group, I now feel on the right path.

Service User ”

“ A lot of people have similar thought processes, and what I'm going through isn't something I'm alone in. That makes me feel a little bit better about my situation.

Service User ”

“ I think the group was ran well, and was great in a generalised way of helping. Though a lot of it could not be applied to my personal situation, there was a lot of interesting information that I can use if I ever need it in the future

Service User ”

Key Updates

Online Appointment Booking

We are trialling online appointment booking for new referrals coming into the service for the initial assessment. You will be able to book your own appointment using the link sent at a time convenient for you

If you have used this already, we would love your feedback!

Enhanced Referral Form

We have updated our online referral form to collect more information at the point of referral

We usually collect this information at assessment so collecting it earlier means we can spend more time discussing the difficulties being experienced

Coping Tips



“At the end of every day, I write my WWW: What Went Well. This can be anything positive from the day, from small everyday tasks like "I managed to brush my teeth today" to bigger things like "I made progress in therapy". Even on your worst day, there will be something that "went well" and if you can't think of anything personal then it's ok to write things like "The bus was on time this morning". It's just a reminder that there's something good in each day to look for.”

Service User/Volunteer

“In our busy lives, we have time to give back to our selves in the car or waiting for a train, bus, taxi, plane with these minutes take some time to close your eyes and listen to your body or the sounds around you. It only takes 5 seconds to give back to yourself. Other ways I use listening is to listen to my favourite song and list 3 things I hear in the song (e.g. words ,sound, tempo).”

Service User/Volunteer

Staff Profile

Name: Jill Best

Job Role: Quality and Governance Lead

How long have you been working in mental health?

I've been working in mental health now since 2006 where I started out as an administrator. I took on additional tasks and duties and eventually became the Quality and Governance Lead. I love helping people and am constantly looking to improve things to ensure people who access our service get positive outcomes from their experience

What do you enjoy most about working in Impact?

I feel incredibly grateful and proud to work in Impact. We have a passionate, caring and resilient staff team who will always do their best to help each and every person that they see, and each other. My favourite thing is when we receive positive feedback and we know we have made a difference

What's your top coping tip?

Allowing myself time that is just for me. Whether I read a book, watch a film or take a whole day to visit somewhere, having time to myself away from everyday life demands helps me to reconnect with myself and recharge

The Impact Hub provides you with access to information, self help materials and recordings of our groups to help support you at a time that is convenient for you.

We have also partnered with Xyla who can provide online therapies at a time to suit you. If we feel that this is suitable for your needs, we will get in touch with you.

Opportunities for Service User Involvement

If you would like to support Impact in making improvements to the service, we have lots of opportunities to get involved, such as:

- Helping us to write our user involvement strategy
- Reviewing group content
- Developing our newsletters
- Participate in completing feedback questionnaires
- Recruitment



Client Experiences

In future editions of our newsletters, we will would love to share the experiences of our clients. What it's like to access the service, your helpful coping tips, articles, photographs, poetry, whatever you'd like to share! If you would like to submit something for future editions or you have any ideas or suggestions of what you'd like to see please send them to: serviceusernewsletter@impactonteesside.com

Waiting Times

We understand that waiting times for some of our one to one options are longer than we'd like and it is frustrating for you when you want help now. At Impact we are committed to reducing this wait wherever possible but with a dual focus on ensuring that the quality of therapy we offer is of a high standard. We have developed alternative ways of receiving support such as our groups and our online support that we've already mentioned with a view of getting you help and support quicker

It is difficult to provide an accurate waiting time as there are lots of things that can have an effect on it such as the type of therapy or intervention, your availability and preferences, the availability of rooms and venues and staffing capacity

We are monitoring waiting times and our capacity to deliver interventions constantly to try to reduce waiting times as much as we can

If you would like to find out more about all of the services we offer in addition to one to one therapy please contact us on admin@impactonteesside.com or call us on 01642 573924

Support



<https://www.impactonteesside.com/self-help/>
Information about where you can turn for support

<https://www.getselfhelp.co.uk/>
CBT self help and therapy resources

<https://sidebyside.mind.org.uk/>
Online community where you can listen, share and be heard

If you would like to know of the support available in your local area, please visit www.impactonteesside.com

If you are unable to keep yourself safe please contact the 24/7 Crisis Line on 0800 0516 171 where staff will support and signpost you to the most appropriate team. You should still call 999 or go to A&E if you have an immediate, life-threatening emergency requiring mental or physical health assistance.

Get In Touch!

 01642 573924

 Impact on Teesside

 admin@impactonteesside.com

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