

How do I access Back on Track?

Speak to your GP

You can also ask your nurse or other health professional to make a referral on your behalf.

Refer yourself

You can refer yourself to Back on Track by phone or online:

 **0300 123 1156**

 www.backontrack.nhs.uk

Urgent help

Back on Track is not a crisis service.

If you need urgent help, contact your GP (family doctor), call our 24/7 support line on:

0300 1234 244

or go to A&E in an emergency.

More information?

To find out more about Back on Track and how we can help you, call or visit our website:

0300 123 1156

www.backontrack.nhs.uk

For information in large print or alternative formats, call **0300 123 1156**

Back on Track is a partnership between West London Mental Health NHS Trust, Mental Health Matters (reg charity no 514829) and the West London Centre for Counselling (reg charity no 1027290).

West London Mental Health 
NHS Trust

WLCO
West London Centre for Counselling

**mental
health
matters**


NHS

Back on Track

A free, confidential service to help you overcome stress, anxiety and emotional difficulties.



back on track
Improving access to psychological therapies

What is Back on Track?

Back on Track is a free, confidential NHS psychological therapies service for people over the age of 18 who live in the borough of Hammersmith & Fulham.

What we do

We help people to deal with problems around depression, anxiety, stress and emotional distress.

We can help you to:

- Understand why you feel this way
- Work out what you would like to change
- Learn new ways of coping
- Support you through difficult times

How we can help

We offer a range of options, including guided self-help and talking therapies, including counselling, cognitive behaviour therapy (individually or in a group), couples therapy and employment support.

We use both face to face and telephone appointments to fit around your lifestyle.

Guided self-help: allows you to learn different ways of coping with stress and worry and feelings of low mood. You can meet with a psychological wellbeing practitioner (PWP) in person and/or talk with them over the telephone.

Groups and workshops: we run a range of small group programmes or workshops focussing on stress and relaxation, assertiveness, mindfulness and improving sleep.

Counselling: provides a place for you to explore your concerns. It may focus on a specific problem or provide an opportunity for you to think about past and present struggles in your life and how they impact you. You are encouraged to talk about the feelings you have about yourself and your situation.

CBT: is a talking therapy that research has shown to be effective for treating a range of difficulties including anxiety, stress and worry, depression, low self-esteem or relationship problems. Your therapist will work with you to help identify and understand your problems and how they affect your thoughts, feelings and behaviour. They will help you develop practical skills to deal with these problems.

Couples therapy for depression: Depression in one person can impact everyone in the family or couple. Couples therapy provides the opportunity for a

partner or other family member to work with you to build on strengths in your relationship.

Employment support: is available from employment coaches who can support you to find the right training course, complete job applications and prepare for interviews. They can also help you stay in work if your difficulties are making it hard to do so.

What happens at the first appointment?

After we receive your referral we will contact you to arrange a confidential assessment appointment with a therapist. This will usually be over the telephone and will take between 30 and 60 minutes.

The therapist will ask you about your difficulties and will then be able to recommend a treatment option for you.

The service works using a 'stepped care' model meaning that we will offer you the least intrusive, most appropriate treatment for your difficulties. Back on Track offers short-term change focussed therapy.