

## Our contact details

TAP can be contacted by phone on 020 8938 2703 or by email at: [tqn-tr.CamdenTap@nhs.net](mailto:tqn-tr.CamdenTap@nhs.net)

If you would like to find out more about the Tavistock & Portman NHS Foundation Trust or MIND in Camden, please visit the following websites:

The Tavistock and Portman NHS Foundation Trust  
<http://tavistockandportman.uk/>

MIND in Camden  
<http://www.mindincamden.org.uk/>



# The Team Around the Practice (TAP)



## Information Leaflet

Who do you contact if you have any questions, concerns or worries about the service?

Therapy can bring up difficult issues. We want you to feel able to discuss any concerns or raise any questions you may have with your therapist as this will be important to progress in the therapy.

Similarly if you wish to raise a concern about how Social Prescribing is working for you, we would like you to feel able to raise this with the person you are seeing.

If you would like to discuss any concerns or complaints with someone independent of the TAP Service please contact the Patient Advice and Liaison Service (PALS) office on 0208 938 2523 or via email at [PALS@tavi-port.nhs.uk](mailto:PALS@tavi-port.nhs.uk) and someone will get back to you.

Alternatively, if you have a complaint you can contact the Complaints Manager via e-mail at [Complaints@tavi-port.nhs.uk](mailto:Complaints@tavi-port.nhs.uk) or on 020 8938 2335. You can also leave positive feedback about the treatment you have received from us with the PALS office.

If you would like this information in another format (for example in another language, an electronic version or in easy read) then please contact us to request this at: [Communications@tavi-port.nhs.uk](mailto:Communications@tavi-port.nhs.uk).

## What is the Team around the Practice (TAP)?

TAP is a service provided by Tavistock & Portman NHS Foundation Trust and MIND in Camden. We provide psychological input and practical support to patients registered with a GP in Camden.

### What can we offer you?

The TAP team aims to work closely with you so that you are supported with your difficulties in a way that feels best for you. There are two main ways we will work with you:

#### Psychological therapy

We offer time limited psychodynamic therapy aimed at providing you with an opportunity to explore and make sense of your difficulties; this may be in relation to your emotional or physical health, or your relationships with others. We'll offer you a range of therapeutic options delivered by appropriately qualified and experienced clinicians. We will work with you individually, in a group or as a family.

#### Social prescribing

We offer up to six sessions of social prescribing. In these sessions, you will be supported to identify and reach your recovery goals, and access community resources. Social prescribing can be of particular help if you want to strengthen your social support or explore how you can spend your time doing things you find meaningful, rewarding and supportive.

## Who is this service for?

The TAP service is for those who are experiencing difficulties like depression, anxiety, stress, social isolation, significant problems in interpersonal relationships, and persistent physical health difficulties. Sometimes these problems can make it hard to manage life demands and can cause people to feel overwhelmed, stuck or unable to cope. This service is specifically designed for people whose mental health difficulties are long-standing and recurrent and/or may not have benefitted from previous help.

The service is open to those who are 18 years and over and registered with a Camden GP. If it is felt that another service might better meet your needs, or if you are already getting support elsewhere, we will work with you to think about this and find the best solution to meet your needs.

We are an inclusive service and see people from a diverse range of backgrounds.

We are not an emergency service. If you need help right now, call the Camden and Islington Crisis Line on: 020 3317 6777.

### Where will you be seen?

We offer a confidential and safe environment and aim to see you in your own GP practice. If this is not possible, we will see you at another practice close to your own.

If you are being seen for social prescribing, we are able to attend appointments with you in the community (if you would find this helpful).

## How can you access the service?

Your GP will refer you to the TAP service.

Within a few weeks of the referral, we will meet with you to discuss your specific situation and needs. It will take one or two meetings for us to work this out.

Once we have a better understanding of the support you need, we'll work together to draw up a plan of how to best help you and how long we will work together.

The TAP service might not be the right option for everyone however. We will work with you and your GP to think about what might be better for you.

If we think that another service could help you more, we will support you and your GP to make sure that you can access it.