

Psychological and LifeManagement™ Support Service

NHS patient number:

What is the Psychological and LifeManagement™ Support Service?

The Psychological and LifeManagement™ Support Service is designed to support individuals suffering from mild to moderate anxiety or depression, or who have concerns about changes in their psychological or social circumstances caused by the economic downturn.

We appreciate that individuals may experience Psychological difficulties relating to these circumstances. Our service aims to assess the degree of emotional impact and provide practical help and support.

Why am I being referred to this service?

During your consultation with your GP you may have discussed some difficulties you are experiencing that are having a negative impact on your psychological wellbeing.

This referral has been made to assist your GP in helping you find the most appropriate treatment and to provide you with relevant specialist support.

When should I contact the service?

We recommend that you complete this questionnaire as soon as possible after receiving it. If you do not access the service within 5 working days your referral may no longer be valid.

What information do you need to collect from me and why?

In order to assess the degree of difficulty you are experiencing and to evaluate your progress you will be asked to complete a series of questions. For full details about sharing your information please see the page at the back of this leaflet.

You will be asked these questions on a number of occasions. Please ensure you keep a copy of this leaflet so that you can refer back to the questions.

How do I access the service?

To access the service please follow the instructions below:

1. Read this questionnaire and answer all questions fully. For instructions on how to complete the questionnaire see Frequently Asked Questions on page 3.
2. After you have completed the questionnaire you should telephone the Psychological and LifeManagement™ Support Services call centre on telephone number **08081 780 346**.

You can call freephone from a BT landline Monday to Friday from 9.00am to 5pm. Those who call outside of these hours will be invited to call back.

3. Your call will be answered by a Patient Administrator who will ask you for your NHS patient number. You will find your NHS number at the top of this page.

4. The Patient Administrator will then ask you to tell them the scores you have recorded on your completed questionnaire. The Patient Administrator will listen to your scores and enter them into a secure computer system. Please be assured that your call will be confidential.

This telephone call may take up to 10 minutes and will be free from a BT Landline. If you are unable to telephone from a BT Landline, you can request a call back from a Patient Administrator.

5. After your scores have been recorded, the Patient Administrator will arrange for you to receive a clinical assessment, by telephone, within 2 working days or at a time that is convenient to you.

Depending on the results of this assessment you will be referred to an appropriate treatment plan.

6. Remember to keep this document as you will be asked to refer back to the questionnaire as part of your treatment plan.

Counselling and LifeManagement™ Support Services

Telephone: 08081 780 346

Monday to Friday from 9.00am to 5pm.

Calls made outside of these times will not be answered. All telephone calls are strictly confidential.

Frequently asked questions

How do I complete the questionnaire?

The questionnaire contains six sections:

1. Employment Status Questions
2. CORE-10 Clinical Outcome Measures
3. PHQ-9 Depression Assessment
4. GAD-7 Anxiety Assessment
5. Work and Social Adjustments
6. Phobia Assessment

Take time to read the questionnaire and then answer every question in each of the six sections as accurately as possible.

When can I call the Psychological and LifeManagement™ Support Service call centre?

You can call the telephone number 08081 780 346 (freephone from a BT landline) Monday to Friday from 9.00am to 5pm. Calls made outside of these times will not be answered. All telephone calls are strictly confidential.

Is the service confidential?

Yes. AXA ICAS operates a shared care approach with your GP/NHS. With your consent they will be kept informed about what treatment you are receiving, when it starts and when it ends. There are rare circumstances when it may be necessary to break the confidentiality agreement. Typically this is when people are thought to represent a serious risk to themselves or to the safety or lives of others.

Employment Status Questions

A13 - Please indicate which of the following options best describes your current status:

- Employed full-time (30 hours or more a week)
- Employed part-time
- Unemployed
- Full-time student
- Retired
- Full-time homemaker or carer
- If unemployed, how long? _____

A14 - Are you currently receiving Statutory Sick Pay?

- Yes
- No

A15 - Are you currently receiving Job Seekers Allowance, Income support or Incapacity benefit?

- Yes
- No

CORE-10 Clinical Outcome Measures

Over the last 7 days, how have you been feeling?

	Not at all	Occasionally	Sometimes	Often	All the time
1. I have felt tense, anxious or nervous	0	1	2	3	4
2. I have felt I have someone to turn to for support when needed	4	3	2	1	0
3. I have felt able to cope when things go wrong	4	3	2	1	0
4. Talking to people has felt too much for me	0	1	2	3	4
5. I have felt panic or terror	0	1	2	3	4
6. I made plans to end my life	0	1	2	3	4
7. I have had difficulty getting to sleep or staying asleep	0	1	2	3	4
8. I have felt despairing or hopeless	0	1	2	3	4
9. I have felt unhappy	0	1	2	3	4
10. Unwanted images or memories have been distressing me	0	1	2	3	4

PHQ-9 Depression Assessment

Over the last 2 weeks, how often have you been bothered by any of the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling asleep or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself - or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people have noticed? Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thought that you would be better off dead or of hurting yourself in some way	0	1	2	3

GAD-7 Anxiety Assessment

Over the last 2 weeks, how often have you been bothered by any of the following problems?	Not at all	Several days	More than half the days	Nearly every day
1. Feeling nervous, anxious or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3

Work and Social Adjustment

People's problems sometimes affect their ability to do certain day-to-day tasks in their lives. To rate your problems look at each section and determine on the scale provided how much your problem impairs your ability to carry out the activity.

- 1. WORK** - if you are retired or choose not to have a job for reasons unrelated to your problem, please tick N/A (not applicable)

0	1	2	3	4	5	6	7	8	N/A
Not at all		Slightly		Definitely		Markedly		Very severely, I cannot work	<input type="checkbox"/>

- 2. HOME MANAGEMENT** - Cleaning, tidying, shopping, cooking, looking after home/children, paying bills etc.

0	1	2	3	4	5	6	7	8
Not at all		Slightly		Definitely		Markedly		Very severely

- 3. SOCIAL LEISURE ACTIVITIES** - With other people, e.g. parties, pubs, outings, entertaining etc.

0	1	2	3	4	5	6	7	8
Not at all		Slightly		Definitely		Markedly		Very severely

- 4. PRIVATE LEISURE ACTIVITIES** - Done alone, e.g. reading, gardening, sewing, hobbies, walking etc.

0	1	2	3	4	5	6	7	8
Not at all		Slightly		Definitely		Markedly		Very severely

- 5. FAMILY AND RELATIONSHIPS** - Form and maintain close relationships with others including the people that I live with

0	1	2	3	4	5	6	7	8
Not at all		Slightly		Definitely		Markedly		Very severely

Phobia Assessment

Choose a number from the scale below to show how much you would avoid each of the situations or objects listed below. Then write the number in the box opposite the situation.

0	1	2	3	4	5	6	7	8
Would not avoid it		Slightly avoid it		Definitely avoid it		Markedly avoid it		Always avoid it

A16 Social situations due to a fear of being embarrassed or making a fool of myself

A17 Certain situations because of a fear of having a panic attack or other distressing symptoms (such as loss of bladder control, vomiting or dizziness)

A18 Certain situations because of a fear of particular objects or activities (such as animals, heights, seeing blood, being in confined spaces, driving or flying)

Details about sharing your information

This page provides details about the information we need to ensure that we provide you with high quality services. It explains what happens to the information you provide and how you will be involved in sharing it.

If you have further questions please ask to speak with a member of the team.

AXA ICAS, Radlett House, West Hill, Aspley Guise, Milton Keynes MK17 8DT

Telephone: 08081 780 346

What kind of information do you keep?

We keep contact information for you and others involved in your care, information about your background, assessments, results of tests and questionnaires, our plans for your future care, details of the care we give you and correspondence related to your care. It is important that you tell us within one week if you change your details, telephone numbers or address because we will continue to use the address and telephone numbers you have given us until you tell us they have changed.

How do you store information about my care?

We keep information about your care in paper records and on a dedicated specialist computer system.

What are each of these used for?

The paper records contain notes and copies of documents related to your care. Our computer systems contain electronic records of your care. These systems are used by staff to plan and monitor the quality of your care, to continually improve the quality of the services that we offer and plan future services. All information is stored and disposed of confidentially in accordance with the Data Protection Act and the NHS code of practice.

Can I see my records?

Yes, we are happy to provide you with a copy of your records and you will need to write to us to request these (there may be a standard copying fee). Alternatively, if more appropriate, the records could be sent to your GP for you to review together.

Who will know about my care?

You have control over who else is involved in your care and this service observes strict NHS standards for confidentiality. The only time we will inform others without your permission is if we are very concerned for your immediate safety, for the safety of someone else, or if a British Court orders the release of your records. We will try to contact you first if this happens and do our best to help you.

We will also inform your GP or the service that referred you to us, about your care unless you ask us not to; this is usual practice in the NHS. If you do not want us to keep your GP/referrer informed please make sure you call us to discuss this.

How does the service use the questionnaires and other information to improve my care?

After you have completed the questionnaires we enter your results into our secure computer system which assists us in interpreting your answers. We use the results to assess the degree of difficulty you are experiencing. You will be asked to complete the questionnaire on a number of occasions; this allows us to monitor your progress and to ensure that any treatment you receive is effective.

How is the information used to improve the service offered?

After we have removed all your details from the results, we collect together all the results from all the patients. This means that someone who looks at the data cannot tell who gave the replies (the data is anonymous) and it is impossible to identify any individual patient. We use these results to look for ways to improve the service we offer and may share what we have learned with other healthcare professionals and agencies.