



In partnership with
AXA ICAS

Psychological and LifeManagement™ Support Services Referral Guide

North West Region



ICAS WELLBEING

redefining / standards

What is the Psychological and LifeManagement™ Support Service?

Compliant with Steps 1 and 2 of the Improved Access to Psychological Therapies (IAPT) Stepped Care Model, the Psychological and LifeManagement™ Support Service provides support to 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.

The range of treatment options available to support patients includes:

- Telephone counselling
- Face to face counselling
- Online therapy
- Bibliotherapy
- A practical support service that provides information on a variety of issues that may be negatively impacting the psychological wellbeing of individuals

What is an inappropriate referral?

If a patient with severe psychological difficulties is referred to the Psychological and LifeManagement™ Support Service, the referral will be considered inappropriate.

It is also inappropriate to refer any individual who is at risk of harm to themselves or others and those individuals that are already accessing psychological therapies via another service.

Who is eligible to access the service?

Individuals must be 16 years of age or over, and able to communicate effectively via the telephone.

What should I do if I want to make a compliment or complaint?

Our aim is to provide you and patients with an efficient service. If you are dissatisfied with the service you have received or would like to provide us with any positive feedback, please email us at PCReferral@axa-icas.com

What contact will I receive from the Psychological and LifeManagement™ Support Service?

You will be contacted by AXA ICAS:

- To acknowledge receipt of your referral
- To update you about any changes in the patient's treatment plan
- If an inappropriate referral has been made
- If at any time your patient has been identified as at risk
- When the patient's treatment has ended

Referral process

Identify patient as being suitable for referral into the Psychological and LifeManagement™ Support Service.

Explain to the patient that you will be referring them into the Psychological and LifeManagement™ Support Service. Gain the relevant verbal consent from the patient.

Open the Patient Consent and Referral Form on your computer. Complete all sections and print a copy of this form. Ensure that the form on your computer says 'YES' to the patient giving consent and email the completed form to PCTrereferral@axa-icas.com. You should put the patient's NHS number as the subject header on the referral email. You will receive an automated reply email confirming that your referral has been received.

Post the patient a copy of the Patient Questionnaire Form and explain to them that they should call the Psychological and LifeManagement™ Support Service within two to five working days. Ensure that you write the patient's NHS number on the first page. The NHS number is how the patient's referral will be identified by AXA ICAS.

If the patient does not make contact with the Psychological and LifeManagement™ Support Service within 10 working days, you will be notified. You may choose to follow up the patient. Should the patient not make contact after a further 10 days we will refer them back to you.

After the patient has been assessed by one of AXA ICAS clinical team, you will be notified of the recommended treatment plan. Should the recommended treatment plan change at any time, you will be notified by email. If at any time the patient is considered to be at serious risk to themselves, or to the lives or safety of others you will be kept informed of any action taken. Any inappropriate referrals will be transferred back to you.

Once the patient's treatment has ended you will be notified by email.

Radlett House, West Hill
Aspley Guise
Milton Keynes MK 17 8DT
United Kingdom

Tel: +44 (0) 1908 285200
Fax: +44 (0) 1908 285201
PCTreferral@axa-icas.com

