

HOW TO ACCESS FIRST STEP



There are two main ways to access help from First Step

1. If you think we can help, ask your GP if they think First Step is right for you. If they agree, they will refer you to us and provide you with our telephone number so that you can book an initial telephone appointment with one of our practitioners. We will send you a pack of brief questionnaires to help us understand your problems and collect the information we need when we speak to you. One of practitioners will discuss your problems with you and decide with you what kind of help might be useful.
2. Adults who live in Cumbria can also refer themselves to First Step by telephoning **0300 123 9122** within office hours. Our staff will collect some basic information and arrange for a practitioner to phone you back. The practitioner will discuss your problems with you and decide with you what kind of help might be useful. If you feel that you require urgent help, please contact your GP for a fuller assessment and discussion around the wider help available.

"This was a very positive experience I was very worried about talking about how I felt but from the outset I found the therapist so easy to talk to. I am amazed by the transformation that I have made, and feel certain that I can maintain this progress. I learnt so much about myself and understand how and why I put myself under so much pressure. I would really recommend this service to anyone it has been fantastic. Thank you so much for making my life enjoyable again"