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| **CONFIDENTIALITY**During your assessment you will have consented to information sharing on a need to know basis. Whilst therapy is a confidential process, there may be times that if there are concerns about risk, your therapist will consult with another professional to further assist you. This may be your G.P. or a psychiatrist. It is important that throughout our contact with you we meet your needs as best we can. You will be informed if this happens.**COMPLIMENTS AND COMPLAINTS**

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| **Contact: Tower Hamlets Psychological Therapies Service****Address: 1st Floor Burdett House, Mile End Hospital, Bancroft Road, London, E4 1DG****Telephone: 020 8223 8075** |

You, your family member or close friend can always discuss things with our clinical lead or a service manager. FREEPHONE 0800 783 4839 or email: [elft.palsandcomplaints@nhs.net](NULL)  | **Tower Hamlets Psychological Therapies Services**   **Mentalisation Based Treatment****MBT****INFORMATION FOR PATIENTS, FAMILY AND FRIENDS**  |
| **What is Mentalisation Based Treatment?**Mentalisation Based Treatment (MBT) was developed in London by Anthony Bateman and Peter Fonagy. It was designed specifically for people who experience overwhelming emotions and recurrent difficulties in forming and maintaining meaningful relationships. It aims to help people to make sense of their own and others’ feelings, thoughts and actions so they can manage their lives more effectively.MBT is backed by research as an effective therapy for those types of difficulties.Mentalisation is something we usually learn as babies and get better at throughout our lives. It involves understanding what is going on in our own minds as well as what is going on in the minds of others so that we can make sense of our interactions with people. People who could benefit from MBT might have a history of significant difficulties in early life which can impair the development of mentalising and the MBT programme is designed to address this.**Who is this treatment for?** The service is suitable for people who are aware that their personal history has had an impact on how they feel about themselves and are willing to discuss issues from their past. It is also for people who wish to think about how they relate to others and are willing to work collaboratively with the psychotherapist in improving the quality of life.This service is for adults over the age of 18 who have long-term, severe and complex mental health needs. Service users seen can experience a range of mental health concerns such as: Depression and anxiety; trauma/Post Traumatic Stress Disorder (PTSD); relationship and interpersonal problems and, other mental health difficulties.Our patients may experience frequent intense and difficult emotions, feeling out of control and impulsive. They often have difficulties in forming and maintaining meaningful relationships. Their emotional distress might be expressed in behaviours such as self-harm, substance misuse, eating difficulties and in other impulsive and self-destructive behaviour. They may have social problems such as financial, housing and employment issues. Sometimes our patients have had other treatments which were not successful as they were not focusing on their main difficulty of managing emotions. We support our patients to tap into their own resources to realise their potential in all aspects of their lives. | **What can you expect?**After you are referred you will be asked to attend an Information Session – this is intended to given you more information about our service and help you make an informed decision about whether psychological therapy is for you. After that you will be invited to an assessment – a one-to-one meeting with one of our team who will find out more about your difficulties and think about the best treatment with you. Once it has been agreed the type of therapy that will help you with your mental health needs, your name will be put on the waiting list and you will next be contacted to start the therapy. Therapy is usually provided weekly at the same time and the number of sessions may be agreed at the start or at intervals depending on your needs.To improve the service we provide we will involve you in evaluating the therapy you receive and the progress you make in it. At intervals you will be asked to complete a satisfaction survey giving feedback on your treatment and questionnaires monitoring changes in your wellbeing. Where appropriate you can be assisted to fill in these questionnaires. To improve the service we provide, we will involve you in evaluating the therapy you receive and the progress you make in it. At intervals you will be asked to complete a satisfaction survey giving feedback on your treatment and questionnaires monitoring changes in your wellbeing. Where appropriate you can be assisted with filling in these questionnaires. What do we expect of you?All therapies work best when they are regularly attended. Sessions are usually from 50 minutes to one hour and will be focussed on your needs and helping to work out a way forward for you.If you are unable to attend your appointment please phone the service on 020 8223 8075 to cancel or reschedule as soon as you are aware of this.  If you don’t cancel appointments or miss two consecutive appointments without contact, it may result in your case being closed to the service, and you will need to be re-referred.  Your referrer will then be informed of this. Receiving psychological input is a commitment and any gains achieved will rely on your attendance and engagement with the process. |