

Contact details

If you have any further questions please contact us.

Crisis Therapy Service

1st Floor, Burdett House,
Mile End Hospital,
London E1 4DG

Phone: 020 8121 5499

Fax: 020 8121 5487



Directions

Please use public transport or get someone to drop you off at the main entrance of Mile End Hospital on Bancroft Road. Burden House is at the rear of the hospital. You can either walk to the entrance across the garden or walk through the hospital to the dining room. Then follow the corridor round to the right to get to Burdett House.

Parking

There are Pay and Display Parking spaces in the roads around Mile End Hospital. There are a small number of designated bays for Disabled Badge holders on the hospital site but no general parking.

Buses

The number 25 bus stops outside the hospital on Mile End Road and the following buses stop close to the hospital: the number 309 on Globe Road, numbers 277 and D6 on Grove Road, numbers 8 and D6 on Roman Road and numbers D5 and D7 terminating at Mile End Station.

By Underground

The nearest underground stations are Mile End, which is served by the District, Central and Hammersmith and City Lines and Stepney Green, which is served by the District and Hammersmith and City Lines.

Tower Hamlets

Crisis
Therapy
Service

Mile End Hospital
Information for Patients

The Crisis Therapy Service (CTS)

We are an experienced team of health professionals including specialist nurse therapists, psychotherapists and psychologists.

Once you have been referred

After you have been referred to us we will usually telephone you, or send you a letter, within 24 hours and invite you to contact us. When you come back to us we will try to arrange an assessment appointment within seven days.

What happens at the first appointment?

At your first appointment the therapist will assess your needs and decide what form of help would be of most benefit.

You will be asked questions about yourself and your difficulties to enable us to understand your situation and make a decision about what course to take.

If appropriate, you will be offered an agreed number of sessions in which your crisis can be discussed and thought through.

Sometimes we may feel that medication, such as an antidepressant, could help you. This would be arranged through your GP or through your local community mental health team.

It may become clear that you would receive more appropriate help from another service, in which case you will be given advice or referred on.

Sessions at the Crisis Therapy Service

Sessions involve talking through your problem with the therapist you are seeing. The sessions are usually on a once weekly, one to one basis and last between 50 minutes to an hour.

Over an agreed number of appointments you will be able to think about your difficulties and

how you feel about them. This process can help you manage the crisis better as well as other aspects of your life.

Sessions will be arranged at regular times where possible. Once appointments have been arranged it is important that you attend. Missed appointments will not normally be rescheduled.

Confidentiality

Information given by you remains confidential within the service. However, we will inform your GP about your assessment and your progress throughout treatment

What else does CTS offer?

Advice and information

We can help put you in touch with other services and agencies which offer more specialised help, for example services for those with alcohol related problems.

Family and couples

We offer a limited service to couples and families in crisis.

Interpreters

If English is not your first language we can arrange for interpreters to be present. Some other languages are spoken by team members.

Referrals

We cannot accept self-referrals. If you want to use our service please ask your GP, health visitor, social worker or other health professional to refer you.

What is a crisis?

A crisis can occur in your life for many reasons: family conflict, relationship problems, bereavement, redundancy, assault and many others. Any of these experiences can leave you feeling depressed, anxious or even suicidal.

A crisis can leave you feeling unable to cope, but talking problems through with experienced professionals can help you work out the best way forward. Dealing with a crisis is also an opportunity to learn, to develop an understanding of your own emotions, and to make changes to improve your life in the future.

The Crisis Therapy Service will, first of all, look at your situation to assess what will be the most useful course for you to follow.