

“My therapist was brilliant. I felt I could say anything without being judged. I’m very grateful for the help and support First Step has provided for me. Thank you.” *

How can you access First Step?

There are three main ways to access help from First Step

Via your GP - 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 by sending a completed referral form. Once we have received this form, you will need to make contact to arrange an appointment.

Via online self - referral – visit our website and click on the link available to complete a short form. Once the form is submitted, it will be reviewed by a First Step clinician. After the form has been submitted online please allow 3 working days then ring 0300 123 9122 during normal working hours to book a telephone assessment appointment.

Via Paper referral - If you are unable to access the form online and want to refer yourself, you can ring the First Step Hub (0300 123 9122 during normal working hours) and ask for a paper self-referral form to be sent to you in the post.

Visit our website on
www.firststepcumbria.nhs.uk
or phone us on 0300 123 9122 to
request a referral form

Contact us

If you would like to see a First Step practitioner:

- Ask for your GP to make a referral for you
- Visit our website on www.firststepcumbria.nhs.uk to complete an online form
- Call us on 0300 123 9122 to request a referral form

Our service is open to adults living in Cumbria, seeking help with problems such as anxiety and depression.

If you would like this leaflet in another language or format (e.g. Braille, large print or audio) please email: communications.helpdesk@cumbria.nhs.uk, call: 01228 603890 or write to: Membership and Communications Department, Voreda, Portland Place, Penrith, CA11 7QQ



Feeling stressed,
anxious, worried
or down?



We all feel low or worry from time to time, and usually these feelings fade away on their own. When they don't go away or if they start to interfere with your day to day life, First Step can help you get back on track.

People can often get stuck:

- feeling sad, low or depressed
- worrying about things
- having flashbacks or nightmares about a traumatic incident
- having to perform tasks repeatedly, or in a certain way in order to feel better
- avoiding places or situations that cause you to feel anxious

All of these problems can prevent you from enjoying life to the full.

First Step is a free NHS service that provides talking therapies for common mental health problems (such as anxiety or depression) for individuals 18 years and over across Cumbria.

Do you want to:

- learn ways to overcome low mood and depression?
- cope better with traumatic memories of things that have happened to you?
- overcome panic?
- feel more confident in crowded places or travelling on public transport?
- worry less, feel more relaxed and enjoy life more?
- free yourself from obsessive behaviours such as excessive checking or washing?
- feel less anxious around people?

Coping with long term health conditions

Feeling low, stressed, anxious or worried is common among people who also suffer from long term physical health conditions. Living with conditions such as coronary heart disease or diabetes can be overwhelming. People are generally able to manage their condition better if they get help with their mental wellbeing as well as physical wellbeing.

* Feedback from people who have used the First Step service

"I was feeling worthless and stuck in a rut and couldn't see a way out. First Step helped me find the right direction without judging me." *

First Step can help

First Step can support you to make changes that will increase your confidence and ability to cope.

We offer a range of options including:

- ways to wellbeing courses
- support using self-help workbooks
- one-to-one Cognitive Behavioural Therapy (CBT)
- Computerised CBT supported by a trained practitioner
- EMDR (Eye Movement Desensitisation and Reprocessing) Specifically for PTSD
- short term counselling
- signposting or referral to other services if appropriate

Many people who have been through these treatments have found that these techniques help them to cope with the issues that are interfering with their day to day life.