

### **Case Study: NWL Keeping Well confidentiality processes and procedure**

Free, fast and confidential psychological support. By care professionals for care professionals Central and North West London NHS Foundation Trust and West London NHS Trust are working together to provide personalised wellbeing and psychological support to all NHS staff in North West London, the London Ambulance service, and those providing care to others in the community, including staff in care and residential homes.

Your organisation may have support in place but we can provide a choice over where your treatment is provided so you do not have to be seen in the Trust you work in or in your local borough.

We accept referrals from anyone (including healthcare professionals). All support is free and confidential using NICE recommended treatments. The treatment is delivered by trained professionals with a wealth of experience working with common mental health problems.

All appointments are held over the telephone or using video consultation. It's quick and easy to start a conversation with our team.

- Use our live chat to start speaking to one of our trained Psychological Wellbeing Practitioners (available Monday to Friday from 9am to 5pm). Chat works best on Google Chrome and from a mobile or tablet. It will not work on Internet Explorer 7 - If you are unable to use or see the chat button then please download and use Google Chrome.
- Email or call us Monday to Friday 9am to 5pm. You can also request a call back at a convenient time. We're here to help. Our appointments are flexible to work around shift patterns.