

Telephone Therapy:

You will speak with a therapist over the phone. For many individuals this can be an easier and more convenient way of accessing therapy, for example you do not have to factor in time to travel to our office.

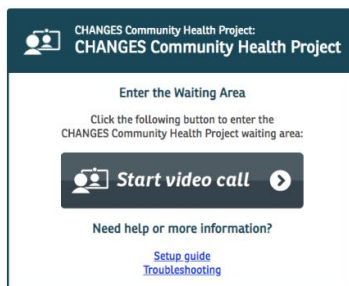
Important points to consider before accepting telephone therapy:

- Do you have a safe and private place, either in or outside your home, where you will feel able to speak freely?
- If you live with others, are they able to give you privacy while you take the call?
- Calls can last up to 60mins. Do you have somewhere comfortable, quiet and distraction free?
- Do you have any issues with poor telephone signal?

Online Video Therapy (Attend Anywhere)

Attend Anywhere is a video calling platform accessed via the internet and is widely used in the NHS. You can access Attend Anywhere via web browsers **Safari or Chrome** - it does not require any software or downloads. If you do not have Safari or Chrome these can be downloaded for free.

1. When you follow the web link (given to you by us) click on the button 'Start video call'.



2. You will then be asked to enter your first and last name, date of birth and telephone number. Check the box to agree to the terms of use and privacy policy and select continue. Then select Start Call.

3. You will then enter CHANGES virtual waiting room and your therapist will see you are waiting and will then join the call at the time of the appointment.

Important points to consider before accepting online therapy:

- Do you have a safe and private place, either in or outside your home, where you will feel able to speak freely?
- If you live with others, are they able to give you privacy while you take the video call?
- Appointments can last up to 60mins. Do you have somewhere comfortable, quiet and distraction free?
- Do you have any issues with poor internet signal?
- Can you use either Google Chrome or Safari web browser?
- Do you have a working web-camera, microphone and speakers?