

Get in touch

Virgin Care is proud to provide Your local First Steps service.

You can contact First Steps via our freephone number or email.

t: 0808 801 0325

Phone lines are open Monday and Wednesday 10am to 4.30pm and Thursday 11am to 5.30pm.

e: first.steps@nhs.net
The email address is available 24-hours
a day and we aim to respond within three
working days.

w: www.firststeps-surrey.nhs.uk

What self-help materials are available?

The following booklets and leaflets are available through the service or downloadable from our website:

- alcohol, drugs and emotional well-being;
- anxiety;
- building self-esteem and confidence;
- communication and assertiveness;
- controlling anger and frustration;
- depression and low mood;
- diabetes;
- emotional well-being for carers;
- gypsy and traveller depression;
- memory book;
- mental health and parenting;
- physical activity and healthy eating for emotional well-being;
- side effects of medication;
- sleep and emotional well-being;
- social isolation and loneliness;
- staying happy and healthy in later life;
- stress;
- well-being for new parents; and
- work stress.

We are constantly updating our resource of materials. For the most up-to-date list please visit our website or contact us using the details on the back of this leaflet.

Non-English speakers and other formats

On request we can provide all our leaflets and self-help booklets in other languages and formats. Please let us know if you would like a different format or language

Our commitment to you

Virgin Care takes your dignity and privacy very seriously and we will at all times respect your confidentiality.

Please treat our staff with respect so we can provide you with the very best care we can. Ask a member of staff for a copy of *Your rights and responsibilities*.

Your opinion really matters to us

Please let us know if you have a comment, a compliment or a complaint by filling out one of our feedback forms or telling a member of the team.

Alternatively, if you would like to make an official complaint, please ask a member of staff, or visit our website for a copy of our *How to make a complaint* leaflet.

Information guide

First Steps

Promoting emotional health





^{*}Providing care good enough for our own families.



Welcome to Your local First Steps service

Here at First Steps we offer advice and information on common mental health and emotional issues.

More about us

We aim to help people find their way back to emotional well-being. The goal is to help people talk about and understand their emotions, thoughts and feelings, and make informed choices in addressing their mental health needs.

We are trained mental health advisors with backgrounds in a variety of professions. We offer a range of self-help resources, educational sessions and signpost people to other relevant local services.

We provide a range of services that include:

- information and advice from our website, phone-line, leaflets and briefing sessions;
- self-help booklets and recommended reading;
- workshops to help you understand common emotional issues and learn how to maintain and improve emotional well-being (Emotion Gyms);
- information on how to access local and national organisations;
- support for communities and local services in promoting mental well-being;
- a training programme for health, social care and voluntary services workers; and

 information about mental health for employers and employees regarding prevention, stress management and support for staff experiencing mental health problems.

We don't provide one-to-one support but can provide contact details and information for other local services. If you experience a crisis please contact your GP or an emergency service.

The First Steps service is for anyone aged 18 years or above who is looking to take the first steps to improve mental well-being for themselves, their friends or family members.

How does the service work?

You can simply access our website for information or call the freephone number for information about emotional well-being.

Emotion Gyms do not require a referral from your GP, you can just attend when you want to, these workshops are confidential and no personal details are collected. For more details of locations and dates of workshops please give us a call or visit our website.

Who will treat me?

Our team is dedicated to providing everyone with the best care we can.

Every member of our team has to provide evidence of their registration, training and criminal records status before they can work with you.

Your records

We record all the information about you confidentially on our clinical system.

Keeping healthcare records are important and they help to:

- record important clinical information;
- help health professionals to care for you; and
- improve public health and the services provided to you.

We will only share information about you with your consent unless required by law or the data is anonymised.

If you would like to know more about how we look after and use data or if you would like to know how to access your data please visit www.virgincare.co.uk or write to our information governance team at:

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