Adolescent and Young Adult Service

Patient Information Booklet
Who are we?

The Adolescent and Young Adult Service at the Tavistock Centre is one of very few NHS clinics that specialises in helping young people between the ages of 14 and 25 who are struggling with any psychological, emotional, or relational aspect of being an adolescent or young adult.

There’s been a specialist service at the Tavistock Centre for adolescents and young adults for over 50 years. It is designed to help you understand what it is that you’re going through.

We are a team of professionals including psychotherapists, psychologists, doctors, nurses, and social workers, who all have particular experience in the psychological and emotional difficulties adolescents and young adults can face.

All our services are confidential and free of charge to you.

Do you need help?

Making the transition between childhood and adulthood can be difficult and being an adolescent can involve lots of new changes and challenges. You may find yourself struggling with emotional or relationship difficulties.

Friends or family aren’t necessarily available. They also might not be the people you want to talk to at such times. It is difficult to talk about things sometimes, but talking with a professional who has a good understanding of the issues facing people who are between the ages of 14 and 25 (and up to 30 in the Young People’s Consultation Service) may be helpful for you.

Sometimes young people come to us with a clear-cut diagnosis (e.g. depression, anorexia, obsessive-compulsive disorder, phobia or post-traumatic stress disorder). But often the problem can also be more difficult to pin down. It may feel like there are many difficulties and anxieties that overlap and are harder to untangle.

We see a whole range of individuals here. We see individuals who are having problems with, but not limited to:

- Their relationships with friends, family, and partners,
- School or working life,
- Depression,
- Anxiety,
- Anger and aggression,
- Problem drinking or drug taking,
- Self-harm or suicidal thoughts,
• Problems related to self-esteem or a dislike of appearance,
• Eating difficulties,
• Difficulties leaving home,
• Experiences of abuse and trauma, including violence, family break-up, bereavement.

How can we help?

Your first visit

Young people come to us with all sorts of difficulties, so the first thing to do is begin to understand what is troubling you. After the first few meetings, called a therapeutic assessment, we will think with you about how best we can help.

We will spend some time getting to know you and hearing about the difficulties you are facing. This may mean being seen for a few sessions (roughly four to begin with), or a longer time. We may then suggest one of the therapies we offer here or, sometimes we will recommend another service we feel is better suited to helping you. We would always discuss this with you.
Therapies

**Individual therapy**

We offer different models of therapy but mainly think about the mind and mental health from a psychoanalytic perspective. This is a way of understanding how we think and feel that considers the influence of relationships, past and present. It also accepts there may be ways we habitually relate to ourselves and others that we have less control over, that it might help to recognise.

There is also the possibility to undertake other therapies in our service, in line with what you and the therapist you first meet with agree might feel helpful for you. These include cognitive behavioural therapy, interpersonal psychotherapy, and trauma-focused therapies, amongst others.

Alongside this, some young people may benefit from taking medication and can meet with one of our doctors to discuss this.

**Family and Parent Work**

There is also the option of family work, and for your parents to have a separate appointment to talk through their worries, relationship with you, and possible role in helping. The appointments your parents have would be with a different therapist to the therapist that you see.

**Groups**

It might be that you and your therapist (either who you might have been working with individually already or who you meet when you first visit us) think that joining a group might help. If you would like to know more about which groups are running in the service now, you can ask the therapist you meet.

**Self-referral: Young People’s Consultation Service (YPCS)**

We also offer an NHS service that provides 4 free, confidential consultations to anyone aged between 16 and 30 who has personal or emotional difficulties or dilemmas that they would like to talk to somebody about. For example, these could be difficulties in relationships with family, friends or partners, or with school, college or work. This is called the Young People’s Consultation Service (YPCS). This consultation is different from a four appointment assessment that might lead on to further therapy as it is a stand-alone consultation, giving you the chance to think through and perhaps come to a better understanding of what is troubling you, without necessarily needing to begin a longer-term therapy. These consultation sessions are aimed at helping you to gain a clearer picture of your particular difficulty and, depending on what you want and which approach seems best, your clinician may also discuss with you ways of getting further help.
This is a self-referral service. At this time, any Camden resident between the ages of 16 and 30 can self-refer. The service is also offered to young people up to 25 years old in Barnet, and in Westminster for over 18s. We are also hoping to offer this service in other areas in the future.

**Self-referral: Parent Consultation Service (PCS)**

The Parents Consultation Service (PCS) provides a confidential counselling service to parents and carers of 14-25 year olds.

It is for parents or carers who are concerned about the mental health of a child aged between 14 and 25 years old and / or who are experiencing emotional difficulties with a child within this age range, who is unwilling to seek help for him/herself.

We can offer parents up to four meetings of about one hour each, to help you develop new understandings of the difficulties you are facing and think with you about possible ways forward.

This is a self-referral service. The Service is open to all families whose GP is located in a borough for which there is a contract with the Tavistock and Portman NHS Foundation Trust. We also hope to offer this service to families from other localities in the future.

*Please note: the Adolescent and Young adult Service also offers separate parent appointments to those parents of young people being seen themselves in our service. The Parent Consultation Service is a specialist self-referral service for parents otherwise not already the parent of a child accessing our Service.*
Arranging a first appointment in the AYAS

We accept self-referrals from Camden residents. We also accept referrals from GPs and other professionals such as social workers, psychiatrists, teachers and university tutors/staff from other boroughs (as well as from these professionals in Camden). If you don’t have a Camden GP, your local borough might need to agree for you to be seen here. You are welcome to contact us directly to make sure that we are the best service to approach, before you go ahead and ask your doctor for a referral here.

Once we have received a referral, we will contact you, either by phone (text or call) or in writing, to arrange your first appointment.

If you are over 16 and haven’t self-referred we usually make contact before your appointment so that you are involved right from the start. If you have any worries about your appointment, we will be happy to talk with you on the phone about them, although when you first come to see a therapist, this can be a good time to discuss these too.

You will usually be given a choice of times and dates for your appointments; if you can’t make the appointment for any reason please contact us so that we can rearrange it. We will have given you a number you can contact.

Appointments take place at the Tavistock Centre and usually last for 50 minutes each. The number of appointments depends on what would be helpful for you. We try to offer a flexible service that is easy for you to access. There are appointments Monday to Friday.
What do people say about us?

We actively seek feedback from young people and carers on the services we provide and the feedback received from young people (age 14-25) outlines some of the aspects of a mental health service which feels important to them.

*In the last year:*

- **96%** of young people reported that they felt treated well in our service.
- **94%** felt listened to.
- **94%** reported their views and worries were taken seriously.
- **89%** said they would recommend our service to a friend.
- **93%** said that overall they felt the help they’d received from us had been good.
Young people accessing our services have said that:

Therapists were:

"attentive, helpful, understanding, committed and good at listening."

Many said they found their “problems easier to deal with” as a result of the service.

Other positives included that the patients thought they were “in good hands” and that they “could build a relationship” with the staff.

"I have never had such appropriate, considerate, consistent care"

"Everyone is friendly and helpful, thank you!"
I am very happy with the services offered by the Tavistock Centre

“Everyone, from admin to doctors, offer genuine human contact and care”
Contact information

Adolescent and Young Adult Service (AYAS)
Tel: 020 8938 2326
Email: atyps@tavi-port.nhs.uk

Young People’s Consultation Service (YPCS)
Tel: 020 8938 2337
Email: ypcs@tavi-port.nhs.uk

The Parent Consultation Service (PCS)
Tel: 020 8938 2337
Email: atyps@tavi-port.nhs.uk

Where to find us

Tube / London Underground
Belsize Park (Northern Line)
Finchley Road (Jubilee and Metropolitan Lines)
Swiss Cottage (Jubilee Line)

Overground/ National Rail
Finchley Road and Frognal (London Overground)
South Hampstead (Euston Link)

Bus routes
13, 31, 46, 82, 113, 268, C11
If you need this information in a different language or format please contact the communications team, communications@tavi-port.nhs.uk

Nese ky informacion ju duhet ne nje gjuhe ose format tjeter, ju lutemi kontaktoni grupin e komunikimit ne communications@tavi-port.nhs.uk

إذا اردت أن تحصل على هذه المعلومات بلغة أخرى نرجو الاتصال بالفريق communications@tavi-port.nhs.uk

الفني في : communications@tavi-port.nhs.uk

উক্ত তথ্য ভিন্ন ভাষা অথবা আকারে প্রয়োজন হলে
নিম্ন অনুমোদন দলের সাথে যোগাযোগ করুন : communications@tavi-port.nhs.uk

如果您需要这资料不同的语言或版面格式，请联系通讯小组，communications@tavi-port.nhs.uk

Si vous desirez recevoir ces informations dans une autre langue, prière de contacter l’équipe technique à : communications@tavi-port.nhs.uk

Wenn Sie diese Information in einer anderen Sprache oder in einem anderen Format benötigen, kontaktieren Sie bitte das Kommunikationsteam, communications@tavi-port.nhs.uk

Se hai bisogno di queste informazioni in una lingua o formato diverso, contatta il team comunicazioni, communications@tavi-port.nhs.uk

Se precisar desta informação numa língua ou formato diferente, solicitamos que contacte a equipa de comunicações: communications@tavi-port.nhs.uk

Si necesita tener esta información en otra lengua o formato, contaxe con el equipo de comunicación: communications@tavi-port.nhs.uk

Haddii aad macluumaadkaan u baahan tahay luqad ama qaab kale, fadlan la xiriir kooxda is-gaarsiinta, communications@tavi-port.nhs.uk