

Patient pathway

The following information outlines the process patients take when seeking private treatment from Life Works.

1

INITIAL ENQUIRY

Client contacts Life Works and provides contact information along with details of their enquiry

- A GP referral is preferable at this stage but not essential, other than for those under the age of 18
- Anyone looking to access treatment through private medical insurance should check with their insurance provider as to whether a GP referral is required
- GP details are required, although clients are able to choose whether information is to be shared with their GP. However, it is essential that consultants inform a clients GP of any medication being provided, or any concerns about their wellbeing and safety, or that of others

2

APPOINTMENT BOOKING

- Following the information gathering process, our customer service centre will talk through potential treatment options and locations. They will arrange an appointment at this stage, if possible, otherwise the chosen location's team will be in touch **within 2 working days**
- At this point, a choice of specialists and available appointment slots will be discussed - we aim to offer appointments within **5 working days of the initial enquiry**

3

PRE-APPOINTMENT

- Prior to the first appointment, clients will receive information regarding consent, along with any other required documentation, that should be returned to Life Works beforehand
- If a GP referral can be gained, this can be provided either before, or at, the first appointment

4

INITIAL ASSESSMENT

- During the initial assessment, a diagnostic screening and risk assessment will be completed
- A copy of this information will be sent to the clients GP within 5 working days of the appointment

5

TREATMENT PLAN

- Following initial assessment, a personalised treatment plan will be developed
- All treatment follows National Institute for Health and Care Excellence (NICE) guidelines, and regular reviews take place to ensure the treatment plan remains suitable

6

DISCHARGE

- A discharge report is sent to the GP within 5 working days of the last appointment

7

MEASURING OUTCOMES

- At the beginning and end of treatment, along with every third session, GAD-7 and PHQ-9 forms, which are used to assess mood, will be completed
- Additional disorder specific reviews will be completed every 6 sessions
- Measures will be discussed with patients as part of their progress discussion