Our Values

We believe that everyone has the right to be **HEARD**
and to access appropriate support for their mental health,
enabling them to flourish

Hope	Inspired by hope, we believe that by working together all can flourish and enjoy full health and wholeness
Empathy	An empathic approach is central to our way of working
Acceptance	We accept people where they are, without judgement
Respect	Arising from the intrinsic dignity of every individual, we offer respect to all
Dignity	We believe in the intrinsic value and dignity of all people

Useful numbers

Samaritans (24 / 7)	116 123 (Freephone)
Victim Support	0845 3030 900
Saneline (6pm-11pm)	0300 304 7000
NHS Helpline (24/7)	111

Email: enquiries@peertalk.org.uk

Website: www.peertalk.org.uk

Twitter: @peer_talk

Facebook: @PeerTalk1

Tel: 07719 562 617

Facing Depression Together

PeerTalk

Attending a PeerTalk Support Group

What is the purpose of PeerTalk Support Groups?

PeerTalk Support Groups provide a forum for individuals who experience depression, anxiety and/or other related emotional distress to:

- Meet other people who experience similar challenges and communicate with them in a supportive, confidential (within normal limits) and proactive environment with two trained PeerTalk facilitators.

- Give and / or receive support to help them cope better.

Who can attend PeerTalk Support Groups?

The groups are for people over 18 who are experiencing depression, anxiety or similar distress. No referral is needed, although if you attend it is recommended that you let your doctor or therapist know.

Are the Support Groups suitable for everyone?

In order to look after the people who attend the support groups and the facilitators, PeerTalk reserves the right to ask people not to attend the groups if, for example, they are disruptive, acting in a disrespectful way, are under the influence of alcohol or other addictive substances and/or if their presence is not benefitting them and/or others in the Support Group.

What happens at the meeting?

When you arrive at a PeerTalk Support Group you will be greeted by a PeerTalk facilitator who will provide you with information about the group.

A facilitator opens the meeting by outlining the **group rules** including **confidentiality** and explaining the purpose of the PeerTalk Support Group.

Facilitators introduce themselves by their **first name only** and invite all attending to do likewise. The meeting is declared open to anyone who would like to share.

Someone in the group shares their thoughts and feelings. To gain understanding for the group, a facilitator may ask some questions to clarify what has been shared.

The facilitator asks the person sharing if they want feedback from the group and if so, opens to the group for their thoughts and support. A facilitator briefly summarises any options offered before allowing space for another person to share.

A pro-active approach is used throughout the Support Group meeting in which participants can express emotions, acknowledge feelings, question thoughts and beliefs and focus particularly on helpful actions they can take.

There are a few group rules, and the most important of these is confidentiality. People who attend a support group agree to keep everything that is said and takes place there completely confidential. This is essential in allowing each person the safety to express whatever he or she would like to say.

There are **limits to confidentiality** for the group facilitators**.**

Specific information may need to be communicated to other professionals (even if you do not want us to) should there be risk of harm to yourself or other people, issues of protection to children or vulnerable adults, or threats to the State.

In these exceptional cases, the **facilitators** adhere to the PeerTalk Confidentiality Policy and follow a process which involves passing this information to the Designated Liaison Officer in PeerTalk and/or the appropriate authorities.

Other group rules are:

- Participants and facilitators have respect for each others' time by being punctual; arriving and finishing the meeting on time, as well as understanding the limited time of the group and that other group members also require time to share. Meetings last 90 minutes.
- We are tolerant and respectful of one another and acknowledge differing opinions.
- Everyone attending has the opportunity to contribute but no one will ever be forced to do so.
- People are asked not to drink or eat during the group and people who have consumed alcohol or used other recreational drugs will be asked to leave.

PeerTalk reserves the right to refuse admission.