

My preparation notes,
thoughts and questions...



It's OK to feel worried or nervous
before an online or telephone mental
health appointment.

This guide offers ideas, suggestions
& practical tips to help you (or a
young person you know) prepare for
an online or telephone mental health
appointment.

YMCA Right Here has created this
guide, based on the
recommendations from young
people, across Sussex, who
participated in a research project
called Ready, Set, Connect! Find out
more about this research [here](#)

Guide produced by:



YMCA RIGHT HERE

Young people promoting health and wellbeing
through education, campaigning and influencing

Sussex
NHS Commissioners



**Young
healthwatch**
Brighton and Hove

Struggling to
cope?



SAMARITANS
Call us free 24/7 on
116 123
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Ready, Set, Connect!



A guide to help
young people
prepare for
phone or online
mental health
appointments



What you can do...

In the weeks before:

Write down any thoughts, feelings, questions that you might like to share in your appointment.

Plan where you are going to have the appointment. If you are planning on being outside, try to find a safe space, away from roads and wind.

You might like to tell someone you trust about the appointment so you can talk to them after about your experience.

Plan to give yourself some time before and after the appointment.

Read through any information you are given about how to access the appointment and check your phone/device will be suitable.

Privacy & Confidentiality



Your professional will have taken steps so that your appointment is kept confidential (even if they are in their own home).

They may have to tell someone if they think you or someone else might not be safe. Usually the professional will try to let you know first.

In the hours before:

Watch '[Getting ready for your online session](#)'



Scan me

Tech checklist:

- Test your mic & speaker
- Check your device is charged
- Turn off any distracting notifications

Wash your face, brush your teeth & hair to help you feel 'ready'.



breathe



Scan me

Follow a short [breathing exercise video](#) to help you relax

Not sure what to expect in your appointment? On the [Young Minds](#) website you'll find guides to mental health services.

YOUNGMINDS



If you need to ask for time off school, college or work, try to give them as much notice as possible. This will give them more time to support you to catch up.



During your appointment:

Know that it is normal for the odd glitch to happen, or a long pause, or people talking over each other...

If there is anything you don't understand, you can ask questions, "Can you explain that to me...?"

After your appointment:



Speak to your trusted person to let them know how it went.

You might like to have some time away from the screen and go for a walk.

Find more support and information @



Switchboard

Connecting you to LGBTQ support