This guide, co-created with young people across Sussex, is to help young people prepare for phone or online mental health appointments!

Ready, Set, Connect!

It's OK to feel worried or nervous before an online or telephone mental health appointment. YMCA Right Here has created this guide with practical tips and suggestions to help you (or a young person you know) feel more prepared before, during, and after the appointment:

Struggling to cope? Find help here:

SAMARITANS Call us free 24/7 on 116 123 samaritans.org



In the weeks before:

Write down your thoughts, feelings, or questions about your appointment

Choose your appointment space (e.g. a privaté room or quiet outdoor area)

Talk to someone you trust about your experience of the appointment, if you feel comfortable doing so

Plan some time for yourself before and after the appointment

Check the details you were given about accessing the appointment (e.g. making sure your phone/device will be suitable)

Privacy &

Confidentialitu

Your professional will make sure that your appointment is kept

confidential (even if they are in

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.

FIND MORE INFO ABOUT THE

RESEARCH FOR THIS GUIDE HERE.

their own home).

In the hours before:

- Turn off any distracting notifications
- Watch 'Getting ready for your online session'

• BREATHE...

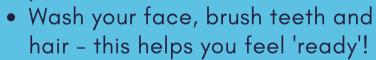


- Have a pen and paper ready if you like to take notes
- hair this helps you feel 'ready'!
- you need time off for your appointment

TECH CHECK!

- Test your mic and speaker
- Check your device is charged





• Let school/college/work know if

During your appointment:

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

If there is anything that you don't understand, you can ask questions such as, "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.



















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