

We can then give you the option of a telephone session instead. If you miss the next appointment, we will discuss with you any difficulties you are having engaging in treatment, as we recognise that everyone has different circumstances and so we look at each person's needs individually.

### Where the Service is Based

#### Bedfordshire Chronic Fatigue Service

Disability Resource Centre  
Poynters House  
Poynters Road  
Dunstable LU5 4TP

**Tel:** 01582 470918

**Fax:** 01582 709057

**Email:** [bedscfs@sept.nhs.uk](mailto:bedscfs@sept.nhs.uk)

Please feel free to call us if you have any questions about our service.

Our service is part time so you may find that your call is not answered. We have voicemail if there is no one to answer your call and we will call you back in a timely manner.

### Useful links and recommended reading

**[www.pacetrail.org](http://www.pacetrail.org)** – information about the recent PACE research trial carried out nationally and client treatment manuals for CBT and GET available for download free

**'Overcoming Chronic Fatigue Syndrome'** by Mary Burgess and Trudie Chalder – self-help book on managing CFS/ME

**NICE Guidelines for Chronic Fatigue Syndrome/ME** – guidelines on assessment, diagnosis and treatment of CFS/ME

### SEPT Patient Experience Team

If you have any concerns or need advice about accessing SEPT NHS services, you can speak in confidence to the Patient Experience Team on **0800 0857 935**

Or you can email [pals@sept.nhs.uk](mailto:pals@sept.nhs.uk)

This leaflet can be produced in large print, audio cassette, Braille and other languages on request.



SEPT regards equality and diversity as integral to the way it works. Our staff will ensure that everyone is treated fairly and no one is discriminated against on the basis of their ethnicity, gender, disability, age, sexual orientation and religion or belief.



[www.sept.nhs.uk](http://www.sept.nhs.uk)

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## Bedfordshire Chronic Fatigue Service (CFS) Service User Information

## About Our Service

We provide assessment, diagnosis and treatment for people experiencing medically unexplained fatigue as their main symptom.

### Our team consists of:

- a consultant clinical psychologist service lead
- a consultant physician
- a cognitive behavioural therapist
- an occupational therapist/service coordinator
- a physiotherapist
- a clinical psychologist
- an assistant psychologist
- an administrator

## Accessing Our Service

You should consult with your GP about referral to our service. Your GP will then arrange some blood and urine tests for us.

On receipt of all the required results we will then write to you with a pre-assessment questionnaire and confirm that you want to engage with the service. Once you have confirmed that you require the service and we have received your completed questionnaire, we will send you an assessment appointment.

## If You Are Not Registered with a Bedfordshire GP

The service is available for people whose GP is in Bedfordshire (excluding Luton). If your GP is in Luton or outside of Bedfordshire then your GP will need to make a referral via the Clinical Commissioning Group, who need to agree to fund our service.

## Assessment

Assessment appointments last approximately 2 hours and normally take place at our base in Dunstable. The appointment can be tiring, so you may wish to ask someone to assist you with travelling to and from the appointment.

We will then discuss our recommendations with you and collate a care/treatment plan. We will send you a written assessment report together with your care/treatment plan. A copy will also be sent to the the GP who referred you.

If you are offered and accept treatment with our service, you will be placed on a waiting list for treatment. Once a clinician becomes available they will contact you to arrange your first treatment session. We understand that waiting for treatment can be challenging so we give you some guidance whilst you are waiting and encourage you to telephone us with questions or concerns.

## Treatment

National Institute for Health and Care Excellence (NICE) recommend Graded Exercise Therapy (GET) and Cognitive Behaviour Therapy (CBT) as treatments of choice for Chronic Fatigue Syndrome/Myalgic Encephalomyelitis (CFS/ME). This is because these treatments are known to be beneficial for people with CFS/ME. There may be lots of other recommendations which can be found online or from other sources, but for now CBT and GET are the only treatments with enough evidence to warrant provision of them by the NHS. Our team may recommend a combination of both recommended treatments, or a course of either one. Prior to participation in GET a full assessment will be undertaken by our physiotherapist.

Where appropriate, our occupational therapist will carry out a home assessment of your ability to function day-to-day. The assessment will include your ability to

look after yourself, your home, participate in leisure/social activities and, if relevant, undertake work. The occupational therapist will offer practical advice and help to improve your daily function and support you to work toward any goals you have.

We may then coordinate with your local community service(s) to participate in the delivery of your treatment, under our guidance, or treatment may be provided solely within our service. If you do have any needs that fall outside of our treatment capabilities we coordinate referral to the appropriate services, in order to offer you a streamlined service.

## How Long Will the Treatment Last

Treatment sessions last from 30 to 60 minutes and are usually offered on a fortnightly basis, as regular and consistent treatment is more effective. The total number of treatment sessions offered will be up to 14 sessions and this is dependent on your needs.

## Where Will the Treatment Take Place

Your assessment will usually take place at our base. In certain circumstances we may offer treatment in an alternative location. Treatment will take place either at our base or in Bedford. We will discuss with you which location is more convenient. Please note that there is sometimes a longer wait for treatment in Bedford.

## Cancellations or Missed Appointments

There is great demand for appointments, so we want to make sure that those attending are able to commit to participating in a whole course of treatment. Our service co-ordinator will be able to discuss any difficulties with travelling to regular appointments and will try to help resolve them. If you are unable to attend one of the scheduled appointments, we ask for at least 2 days' notice, where possible.