

# Cognitive Analytic Therapy (CAT)

Introducing our service

Patient information leaflet

## Introduction

The aim of this leaflet is to provide information about the Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust's Cognitive Analytic Therapy (CAT) service. We would recommend that you read this in conjunction with our '[What is CAT?](#)' leaflet, which gives a more specific outline of CAT as a psychotherapeutic model.

Please read this leaflet carefully and ask your clinician about anything you are not sure about. If you need support with reading or writing, please let us know so we can find the best ways to help you.

## Directions to the CAT Service

Sessions are held at Benfield House, Walkergate Park, Newcastle NE6 4PF and also at Sycamore, Hopewood Park, Ryhope, Sunderland SR2 0NB. See below for directions.

- **Benfield House, Newcastle**

The CAT Service is located at Benfield House, on the Walkergate Hospital site, Benfield Road, Newcastle upon Tyne. If you have an appointment please come to Reception at the main entrance of the building. **This site is Pay and Display parking.** Disabled parking and access is available.

Benfield House is a short walk from Walkergate Metro Station. Enter the Walkergate Park Hospital site and follow the road/pathway straight ahead to the top of the site. Benfield House is the last building on the right. Car parking is available on site at Benfield House.

- **Sycamore, Hopewood Park, Ryhope, Sunderland SR2 0NB**

The nearest bus stop is very close to Hopewood Park, situated just before the foot bridge. Contact Nexus

- **Traveline for further travel information:**

Tel: 0871 200 22 33

[www.traveline.info](http://www.traveline.info)

The following buses run regularly from Park Lane, Sunderland.

60 (Parkside) Go Northeast

61 (Murton) Go Northeast

23/23A (Hartlepool) Arriva

31 (Darlington) Arriva

31A (Middlesbrough) Arriva

At the roundabout near the red bus stops take the road toward the hospital site. On the left up the road is the Ambulance Station (red brick building). Take the second left and the building on your right is Sycamore Psychotherapy Department.

If travelling by car, parking is available in Sycamore which is the next building on the left hand side as you travel up to Ryhope.

There is a small amount of **Pay and Display parking**. More parking is available further up the road on the left which is also **Pay and Display**.

## **Who we are**

The CAT service is comprised of multidisciplinary professionals, all of whom have completed additional specialist training and qualifications in the psychotherapeutic model of Cognitive Analytic Therapy (CAT). Our staff are from a range of professional backgrounds such as clinical psychology, mental health nursing and counselling, with experience working in varied mental health settings.

As part of the required training to become a CAT Practitioner/ Psychotherapist, your therapist will have completed at least an additional two years training, including their own personal therapy. In CAT, we believe this to be important in helping us to be an effective therapist for you. We recognise that relational patterns are dynamic and as such it is important that therapists

are aware of their own patterns and procedures, so that they can help you to begin recognising your own. All therapists attend regular clinical supervision to ensure the quality and safety of their CAT work.

The service offers placements to therapists undertaking CAT training. These are experienced mental health professionals who are undertaking further training in CAT. If you are offered an appointment with a trainee CAT practitioner, you can be assured that their work is closely supervised by a senior therapist, under the same ethical guidelines as the rest of the service.

## **What we offer**

As part of the Centre for Specialist Psychological Therapies (CSPT) we primarily offer individual psychological therapy. We also undertake psychological assessments, use CAT in helping other mental health staff to work effectively, and train staff to deliver CAT.

## **Referrals to the CAT service**

The service covers the Northumberland, Tyne and Wear locality including Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland. People are referred to the CAT service by their GP or Care Coordinator, or another professional involved in their care. We do not accept self-referrals and encourage people to speak to their GP or other professional such as a Clinical Coordinator, who can refer direct. Referrers can contact us for our referral pack via the contact details below, following which referrals will be considered for suitability. Referrers are advised to contact the CAT Clinical Coordinator for an informal discussion before referral.

## **Confidentiality and information**

Anything you share during assessment or treatment is treated with discretion, and your therapist will discuss the boundaries of confidentiality with you. You can find more on how we manage

information in this leaflet – ‘Information that the Trust keeps about you’. (available on [www.cntw.nhs.uk](http://www.cntw.nhs.uk))

## Useful resources

- **‘What is CAT?’ leaflet** (available on [www.cntw.nhs.uk](http://www.cntw.nhs.uk))
- **Association for Cognitive Analytic Therapy – [www.acat.me.uk](http://www.acat.me.uk)**  
This website has a very useful introduction to CAT which anyone can access, plus information on how to find an accredited CAT therapist.
- **Self Help Book** Change for the Better, Elizabeth Wilde McCormick (2017, 5th Edition), Published by Sage, London.

## Useful contacts

The CAT Service contact number can be found at the end of this leaflet. You can contact the team by ringing during opening hours: Monday to Friday 9am-5pm or via email:

[cspt@cntw.nhs.uk](mailto:cspt@cntw.nhs.uk)

If you need to speak to someone outside of these times in case of emergency, you can contact:

- Your GP
- The Trust's Initial Response or crisis teams. Call NHS [111](https://111.nhs.uk) and select the mental health option. If you are Deaf or have communication difficulties, you can contact us in a crisis by texting [07860 064 775](https://07860064775) or using [www.signvideo.co.uk/nhs111](http://www.signvideo.co.uk/nhs111)

This service is available 24 hours a day, 7 days a week. You'll speak to a mental health professional who will listen and help you find the right support.

- Accident and Emergency at your local hospital
- The Samaritans – 116 123 (24 hours)

If you already receive support from mental health services you should have a care plan. This will include details of who you should call in a crisis.

## **What if I have a comment, suggestion, compliment or complaint about the service?**

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website  
[www.cntw.nhs.uk/contact/complaints](http://www.cntw.nhs.uk/contact/complaints)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk)

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience  
[www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

## **PALS**

Tel: [0800 032 0202](tel:08000320202)

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

## **South of Tyne**

Tel: [0800 328 4397](tel:08003284397)

Text: [07825 061 035](tel:07825061035)

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9.00 am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

## **Contact details**

Sessions are held at either Benfield House, Newcastle or  
Sycamore, Hopewood Park, Ryhope, Sunderland.

Please contact us at:

Cognitive Analytic Therapy Service

Centre for Specialist Psychological Therapies

Northumberland, Tyne and Wear NHS Foundation Trust

Benfield House

Walkergate Park

Benfield Road

Newcastle upon Tyne

NE6 4PF

Tel: 0191 287 6100

Email: [cspt@cntw.nhs.uk](mailto:cspt@cntw.nhs.uk)

Please note that information sent to the Trust via email is sent at your own risk.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

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