



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust



# South Tyneside Community Treatment Team

Palmer Community Hospital

Patient information leaflet



Caring | Discovering | Growing | **Together**

## **Introduction**

This leaflet provides you with information that you may find useful during your time with our service. If you are not sure about anything in this leaflet please ask a member of staff.

## **What is the Community Treatment Team?**

The Community Treatment Team provides assessment and treatment for people who are experiencing difficulty with their mental health.

The team is made up of a number of health care professionals including:

- Consultant Psychiatrists
- Psychologists/Psychological Therapists
- Registered Mental Health Nurses (Community Psychiatric Nurse)
- Occupational Therapists
- Clinical Support Assistants
- Peer Support Workers
- Junior Doctors
- Pharmacists

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW) is a teaching organisation and you may be asked if a student can be involved in your first appointment.

You will always be asked for your consent for a student to be involved in your care and treatment.

## **Who is it for?**

Sometimes when people are experiencing difficulties they may need to be seen to assess their current mental health and see how they can be helped.

The Community Treatment Team provides a service to adults aged 18 years and over. Our team accepts referrals from GPs, other health professionals, social services and self-referrals. If friends or family members wish to make a referral, we will always seek your consent before proceeding.

## **What will happen at my first appointment?**

Your first appointment can last up to two hours. During the first hour you will meet with a clinician who will focus on developing a shared understanding of your current difficulties. The Introduction to Me Leaflet (enclosed) will help you prepare for this part of the assessment.

Following this the clinician will have a discussion with a doctor and whilst this is happening you will receive some basic physical health and wellbeing checks such as your blood pressure, pulse, weight and temperature. We may also take blood samples if these are required.

At the end of your assessment we will discuss options available to meet your current needs.

You will be offered a copy of the letter we send to your GP. Staff can provide you with health information leaflets which may include information about diagnosis, treatment, self help and support agencies. You can also access this information via our website ([www.cntw.nhs.uk](http://www.cntw.nhs.uk)) and CNTW app - available on the App Store and Google Play.

You are welcome to bring someone with you to support you. If you would like a family member or friend to take part in your assessment, we would value their contribution.

## **Interpreters/advocate**

If you would like an interpreter or advocate, this can be arranged prior to your appointment. It is important to contact us on 0303 123 1145 in advance of your appointment if you need either of these services so that we can make arrangements.

## **Dignity and respect**

CNTW will treat people with dignity and respect and expect the same in return. We want to ensure that our staff can work, and service users can experience treatment, in an environment that is safe and secure. As part of the NHS, we have a zero tolerance of all forms of abuse. Violence against our staff, service users and visitors is a crime. We will take action against anyone who behaves in a violent or aggressive way.

## **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](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- 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/poy](http://www.cntw.nhs.uk/poy)
  - complete a Points of You survey, available on wards, reception areas or from staff.

## **Useful contacts**

- Patient Advice and Liaison Service (PALS)  
Tel: 0800 328 4397 or 0191 566 7074
- (ICA) North East NHS Independent Complaints Advocacy  
Tel: 0808 802 3000

## **Contact details**

### **Initial Response Service**

Tel: 0303 123 1145

Fax: 0191 566 7200

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

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

## **Community team**

South Tyneside Community Treatment Team

Palmers Community Hospital

Wear Street

Jarrow

Tyne and Wear

NE32 3UX





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 (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre  
Tel: 0191 246 7288

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