

Northumberland, Tyne and Wear



NHS Foundation Trust

Newcastle North East Community Mental Health Team

Patient Information Leaflet

Shining a light on the future



Introduction

The aim of this leaflet is to provide you with information that you may find useful during your time with our service.

We want to offer you as much help and support as you feel you need, to enable you to live the life you want. If you are not sure about anything in this leaflet please ask a member of staff.

What is the Community Mental Health Team (CMHT)?

The Community Mental Health Team provides an assessment and treatment service for people who are experiencing difficulty with their mental health.

The team is made up of a number of health care professionals. Appointments with the team are arranged at a number of different sites across your area. If this is inconvenient to you then appointments may also be arranged within your own home.

Who is it for?

The Community Mental Health Team provides a service for men and women over the age of 18 years who require a period of assessment and treatment.

Why do I need to attend?

Involvement with us is of your choice, you have been referred to the service by your GP or another health professional. Often when people are experiencing difficulty with their mental health they will need to be seen by a specialist service to assess their current mental health needs and see how they can be helped.

What will happen at my first appointment?

You will see a nurse or a doctor and have a chance to talk about your current problems. Anything you say will be confidential within the team unless there is a legal duty to inform outside agencies. This will be explained before the assessment.

At the end of the assessment we will look together at the best options to help you with your needs, either within our team or another service.

After your assessment, a letter will be sent to your family doctor and the referrer, if these are different. You can ask for a copy of the letter.

You will be given a contact number of the Community Mental Health Team so that you will be able to telephone if you cannot attend your next appointment.

What will happen next?

If you choose to see us again you will have one to one involvement with your Care Co-ordinator. Together you will develop a care plan to help you address your mental health needs.

A range of interventions and therapies will be offered to suit your personal needs. This can include group work, training, health checks.

How long are appointments?

The first appointment can last up to two hours. You are welcome to bring a carer, friend or advocate with you.

Personal Safety

Trust staff carry devices that can monitor and record abusive behaviour. They can alert and receive support from emergency services and the recordings may be used in court proceedings.

Interpreters

If you would like an interpreter, this can be arranged prior to your appointment.

Travel information

Contact Nexus Traveline: Tel: 0871 200 22 33

Website: www.traveline.info/

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.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- 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.
 - **Points of You** - available from staff.
 - **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft

Useful contacts

- Patient Advice and Liaison Service (PALS) -
Tel: 0800 032 02 02
- ICA (North East NHS Independent Complaints Advocacy) -
Tel: 0808 802 3000

Contact details

Newcastle North East Community Mental Health Team
Molineux Street
Byker
Newcastle upon Tyne
NE6 1SG
Tel: 0191 287 5300

Office hours Monday to Friday, 9am – 5pm



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

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 223 2545

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