



Mental Health and Deafness Service

Information for referrers

A partnership between
Northumberland, Tyne and Wear NHS Foundation Trust
and Tees, Esk and Wear Valleys NHS Foundation Trust

What is the Mental Health and Deafness Service?

A specialised mental health service for deaf people from 18 years onwards, covering Northumberland, Tyne and Wear, County Durham, Darlington and Teesside.

The team comprises:

Joyce Pennington
Clinical Nurse Specialist

Emmanuel Chan
Clinical Nurse Specialist

Cheryl Young
Deaf Support Worker

Donna Rymell
Nurse Therapist

There is also a part time secretary who works 9:00 - 12:00 Monday to Friday.

Who is the service for?

Deaf and Deafblind people 18 years and older who have a range of mental health issues. Our target group are British Sign Language users but we are happy to discuss other deaf non-BSL users.

How the service works

The service works in partnership with local Community Mental Health Teams, offering assessment, treatment and advice. The local CMHT will take care-coordination/lead professional responsibility as this is not provided by our service.

How to refer

GPs should refer to both the local Community Mental Health Teams and the Mental Health and Deafness Service at Walkergate Park. Then a joint assessment will be offered – contact details are opposite.

We welcome referrals direct from other mental health secondary care teams.

We also welcome informal telephone discussion.

Where are patients seen?

Patients are initially seen at the Community bases, GP surgeries or their homes if appropriate. Further appointments will be in the patients own home or other suitable venues.

For further information contact:

North East Mental Health and Deafness Service
Walkergate Park
Benfield Road
Newcastle upon Tyne
Tyne and Wear
NE6 4QD

Tel: 0191 287 5077
(Available 9:00 - 12:00 Daily)

Mobile: 07584 33 95 39

Fax: 0191 287 5057

Minicom: 0191 287 5228

A patient information leaflet is also available. Both can be made available in BSL at www.ntw.nhs.uk/bsl

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 or you can complete a feedback form.

- Feedback forms are available from Trust staff
- Telephone the Complaints Department Tel 0191 245 6672
- You can complete a feedback form electronically by visiting the Trust Website www.ntw.nhs.uk (click on the 'Contact Us' tab)

This information can be made available in a range of formats on request (eg Braille, audio, large print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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www.ntw.nhs.uk

Switchboard Tel: 0191 246 7238

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