

0303 123 1146

24 hour access
to mental health care, advice,
support and treatment

Text **0788 762 5277**
for Deaf people



Initial Response Team

Northumberland and North Tyneside
providing a service to Northumberland
and North Tyneside



What is the Initial Response Team (IRT)?

The Initial Response Team provides 24 hour access to mental health care, advice, support and treatment. By calling **0303 123 1146** a member of the team will speak to you and discuss your current mental health needs. If you are Deaf text **0788 762 5277**.

Who can use this service?

Anyone who lives in Northumberland and North Tyneside who feels they need urgent mental health care or have an enquiry about their routine care can contact the Initial Response Team.

This includes service users, carers, family, friends and supporters. People who have not been previously diagnosed with a mental health problem can self refer to the Initial Response Team. You can also be referred by your GP, social care professional or a voluntary organisation.

If you urgently need specialist advice, even if you have not been diagnosed with a mental health problem, you can still talk to a member of the team who can advise you on **0303 123 1146**. If you are Deaf text **0788 762 5277**.

What kind of help can I expect?

From our conversation with you, a member of the team may arrange for a nurse to see you at home, at a GP practice or another mutually agreed place to allow us to gather further information regarding your current mental health needs and offer you some support or we may be able to offer you information about other services who may be able to help you at this time.

The Initial Response Team is made up of clinical leaders, qualified mental health clinicians and experienced support staff.

The team recognise that some people need to be seen quickly and in these cases we will aim to provide a response within an hour. The nurse who attends will help you to work out what support you need and be able to give you advice and information. If the nurse

thinks that you need extra support and help from mental health services they will be able to organise this for you.

What about confidentiality?

Everyone in the Initial Response Team works to very strict rules about confidentiality. Although there may be instances where it may be necessary to share information with other professionals. If you have any concerns about confidentiality please talk to a member of staff.

We will keep a record of your contact with our service and also provide your GP with a summary of your contact with us.

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 an interpreter is needed, please let us know and we will arrange this for you.

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.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email 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
- complete a Points of You survey, available from staff.

We really value your feedback to help us improve what we do. We may send you a questionnaire asking you what you thought about our service.

How do I contact the Team?

You can contact the team by telephone **0303 123 1146**, if you are Deaf text **0788 762 5277**. The Team are available 24 hours a day, weekends and Bank Holidays.

Where can I get further help or advice?

Pharmacy Medicines Information Helpline

The Trust has a helpline for confidential advice about medication. You can call the helpline between 9am and 5pm, Monday to Friday. The helpline number is 0191 245 6604

Useful local contacts

- **PALS – Patient Advice and Liaison Service**

Tel: 0800 032 0202

Provides information and advice about local NHS services and support organisations and helps sort out problems with NHS services.

- **Carers Centre**

Carers Northumberland

107 and 109 Station Road, Ashington, Northumberland,
NE63 8RS

Tel: 01670 320 025

Email: info@carersnorthumberland.org.uk

National contacts

- **MIND Infoline**

Helpline 0300 123 3393, 9am-6pm, Mon-Fri

Text: 86463

Can provide details of help and support in your own area.

- **No Panic**

Helpline 0844 967 4848

Youth helpline 0330 606 1174 (for 13-20 year olds)

Helpline which helps people who suffer from panic attacks, phobias, obsessive compulsive disorders and other related anxiety disorders.

- **The Samaritans**

Helpline 116 123 (24 hours, 365 days a year)

Provide confidential emotional support for people who are experiencing feelings of distress.

- **Saneline**

Helpline 0300 304 7000, 4.30 pm – 10.20 pm, everyday
Helpline which provides support and information to anyone coping with mental illness.

- **Rethink's National Advice Service**

Tel: 0300 5000 927, 10am-2pm, Monday to Friday
Provides advice and information to people with severe mental illness, their families and carers.

Useful websites

- **Support Line**

Tel: 01708 765 200

www.supportline.org.uk

Confidential emotional advice and support to assist people during a crisis.

- **The NHS website**

www.nhs.uk

Information about conditions, treatments, local services and healthy lives.

Contact details

- **Northumberland Initial Response Team**

St George's Park, Morpeth, Northumberland, NE61 2NU

Tel: 0303 123 1146, if you are Deaf text 0788 762 5277

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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, BSL, easy read or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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