

# Gateshead Psychiatric Liaison Team

Personalised patient information





# The information contained in this booklet is important – please keep it safe.

## What do the Psychiatric Liaison Team do?

The Psychiatric Liaison Team provides assessment of mental health, and treatment of any mental health problems, to people attending a general hospital. Although we are employed by the mental health trust and not the general hospital, we work very closely with the general hospital team.

## Who are we?

We are mental health professionals: specialist medical doctors (called 'psychiatrists'), mental health nurses, other specialist mental health professionals, and administrative staff.

We are based at: **Tranwell Unit, Queen Elizabeth Hospital, Windy Nook Road, Gateshead, Tyne and Wear, NE10 9RW**

The hospital we cover is: **The Queen Elizabeth Hospital**

We have been asked to see you by your general hospital team, who remain the team responsible for your overall care.

## During our involvement you may be asked to:

- Take part in your assessment, so that we can agree with you what needs you may have and how we might help them be met.
- Give permission to us to speak to others (for example, your family).
- Give permission for us to share information with others concerned with your care.

People who know you well, such as your family, can always speak to us; we will listen to them but will not normally share any information with them about you without your consent.

## Interpreters

If you require an interpreter, please let your referrer know so that one can be arranged for you.

## **When you are seen we will always try to do the utmost possible to respect your privacy and dignity**

- You can be seen in a private area, if one is available.
- You can choose whether or not a relative, friend or advocate accompanies you.
- We will encourage you to be involved in decisions about any treatment offered.

## **You may be offered:**

- Information and a choice of possible interventions by agencies that will be able to support any plan agreed with you.

## **After the assessment:**

- The plan is written in this leaflet; this may be called a **care plan** when it is in your medical notes.
- Relevant information you gave to the psychiatric liaison staff will be given to the hospital team looking after you.
- You have the right to receive copies of any letters written to your GP.

## **How to contact us**

### **Our postal address is:**

Gateshead Psychiatric Liaison Team, Tranwell Unit, Queen Elizabeth Hospital, Windy Nook Road, Gateshead, Tyne and Wear, NE10 9RW

### **Our telephone number is:**

0191 482 0000

**1. How will I know things are getting worse?**

**2. What can I do myself to take my mind off my problems?**  
(e.g. listen to uplifting music, watching TV, going for a walk,  
reading, colouring in, mindfulness, etc)

**Useful apps and websites**

- Stay Alive
- Headspace
- Clear Fear
- Stayingsafe.net
- [www.cntw.nhs.uk/relaxation](http://www.cntw.nhs.uk/relaxation)

**3. Who can I talk to or spend time with for support?**  
(e.g. friends, family, colleagues, clubs, helplines)

**4. Making my environment safe:**

## 5. Professionals who I can contact:

GP	
Basis@336	0191 477 7100
Cruse Bereavement Care	0191 276 5533
Gateshead Advice Centre	0344 245 1288
Gateshead Domestic Abuse team	0191 433 3333
Gateshead Carers	0191 490 0121
Gateshead Recovery Partnership	0191 594 7821
Gateshead Talking Therapies	0191 283 2541
Gateshead Women's Service and Refuge	0191 477 9309
LGBTQ+ Helpline	0300 330 0630
Homeless in Gateshead: Housing advice	0191 4833174
Mental Health Matters Helpline	0300 323 0083
National Domestic Violence Helpline (24hr)	0808 200 0247
No second night out	0800 953 7112
Out of hours housing advice	0191 477 0844
Reach (sexual violence)	0191 221 9222
Samaritans (24hr)	116 123
Streetwise (young people)	0191 230 5400
Saneline	0300 304 7000
Mens advice line - mens domestic abuse	0808 801 0327
LGBT + domestic violence helpline	0800 999 5428

If you want urgent advice from a mental health professional or it is an emergency, then you can contact your local Initial Response /Crisis Team at any time, 24 hours a day every day of the year:

**Newcastle and Gateshead - Tel: 0191 814 8899 or Freephone: 0800 652 2863**

## 6. The names of those involved in your assessment are:

## 7. Your plan of care which has been agreed upon is:

### **Patient and carer information**

There is a range of patient and carer information on the Trust's website – [www.cntw.nhs.uk](http://www.cntw.nhs.uk)

If you don't have internet access you can:

- telephone us on 0191 246 7288. An answerphone service is in operation outside of office hours.
- visit us at St Nicholas Hospital. We are open for anyone to call in on weekdays from 9.30am - 12 noon and 1pm - 4.30pm, no appointment is needed.





### **Self Help Guides – [www.cntw.nhs.uk/selfhelp](http://www.cntw.nhs.uk/selfhelp)**

23 guides written by NHS clinical psychologists with contributions from service users and healthcare staff. Titles cover Depression and Low Mood, Stress, Controlling Anger, Panic, Sleeping Problems, Anxiety...



### **Mental Health Act – [www.cntw.nhs.uk/resource-library](http://www.cntw.nhs.uk/resource-library)**

A series of Mental Health Act information leaflets in 28 languages.



### **Resources Search – [www.cntw.nhs.uk/resource-library](http://www.cntw.nhs.uk/resource-library)**

Search our resources library for self-help guides, patient information, mental health and wellbeing guidance and other literature that you may find useful.



### **Medication – [www.cntw.nhs.uk/resource-library](http://www.cntw.nhs.uk/resource-library)**

A range of patient information leaflets which provide information about medicines, side-effects and how to manage them.

## **Consent and confidentiality**

We will usually only see you if you have given your explicit consent. Similarly, you are free to opt out of seeing us at any time. Anything you say is treated in strictest confidence and will only be shared with other members of the team and with other people involved in your health care, such as your GP.

Members of the team work within professional Codes of Conduct and follow NHS Policies that ensure confidentiality is maintained at all times. The only exception to this would be if the Team believed that there was a significant risk you would seriously harm yourself or others, or information was obtained about possible harm to vulnerable people such as children.

If you have any concerns at all about confidentiality please speak to any member of the team.

## 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 from staff.



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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