



South Tyneside Community Treatment Team

Palmer Community
Hospital

Patient information leaflet

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 Supporters
- 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 and a half 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 multi-disciplinary team (MDT) discussion, this may include a psychiatrist, psychologist/therapist and a senior nurse. The clinician will then meet with you again and a collaborative care plan will be completed. A member of the MDT may join this discussion. The care plan will identify what your current needs are and who can help support with them.

We will send you a letter outlining what you have shared with us during your assessment, a summary of the MDT discussion, and the plan of care. We will also send a copy of this to your GP and other professionals involved in supporting you if appropriate.

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

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/contact/complaints/
- 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/yourvoice
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care. We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

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
- Samaritans
Tel: 116 123
Call free, day or night, 365 days a year
www.samaritans.org/how-we-can-help/

Contact details

Initial Response Service

Tel: 0303 123 1145

Fax: 0191 566 7200

Email: 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

Published by the Patient Information Centre

2024 Copyright, Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust

Ref, PIC/517/1024 October 2024 V9

www.cntw.nhs.uk

Tel: 0191 246 7288

Review date 2027

Find us on social media, search for CNTW