



Sunderland North Community Treatment Team



**Monkwearmouth
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 Support Workers
- Junior Doctors
- Pharmacists
- Social Workers

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 hours. During the first hour you will meet with a clinician who will focus on developing a shared understanding of your current difficulties.

Prior to your appointment you will be given a dialogue rating scale to complete. This will help to focus the areas of your life which you may need additional help and support with.

Following the initial part of the assessment the clinician may have a discussion with a medical colleague, you will be asked to return to the waiting room or if you prefer you can remain in the room in which your assessment has taken place.

At the end of your assessment we will discuss options available to meet your current needs. You will be offered a copy of the letter we send to your GP.

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 at 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 on 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 one's 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.

South of Tyne

Telephone: 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 to 4.30pm, Monday to Friday. An answerphone is always available for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

Useful contacts

- (ICA) North East NHS Independent Complaints Advocacy
Telephone: 0808 802 3000
- Sunderland and South Tyneside – Mental Health Matters
Telephone: 0191 516 3500 (9am to 5pm, Monday to Friday)
Website: www.mhm.org.uk
Provides emotional support, advice and guidance to residents of Sunderland and South Tyneside who are struggling with their mental health.

Contact details

Initial Response Service

Telephone: 0303 123 1145

Email: IRS@cntw.nhs.uk

Information sent to the Trust via email is sent at your own risk.

Community team

Sunderland North Community Treatment Team
Monkwearmouth Hospital
Newcastle Road
Sunderland
SR5 1NB

North Community Treatment Team

Monkwearmouth Hospital, Newcastle Road,
Sunderland, SR5 1NB.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

From Sunderland

Head over Wearmouth Bridge following signs for 'A1018 South Shields'. Keep following these signs and Monkwearmouth Hospital is one mile along on the right hand side.

A19 from the North (The Tyne Tunnel)

Exit the A19 at signs for 'Sunderland North A184'. Continue for 3.5 miles to roundabout joining to the A1018. Take the second exit, signed 'City Centre'.

Monkwearmouth Hospital is then one mile along on the left hand side.

A19 from the South (Peterlee)

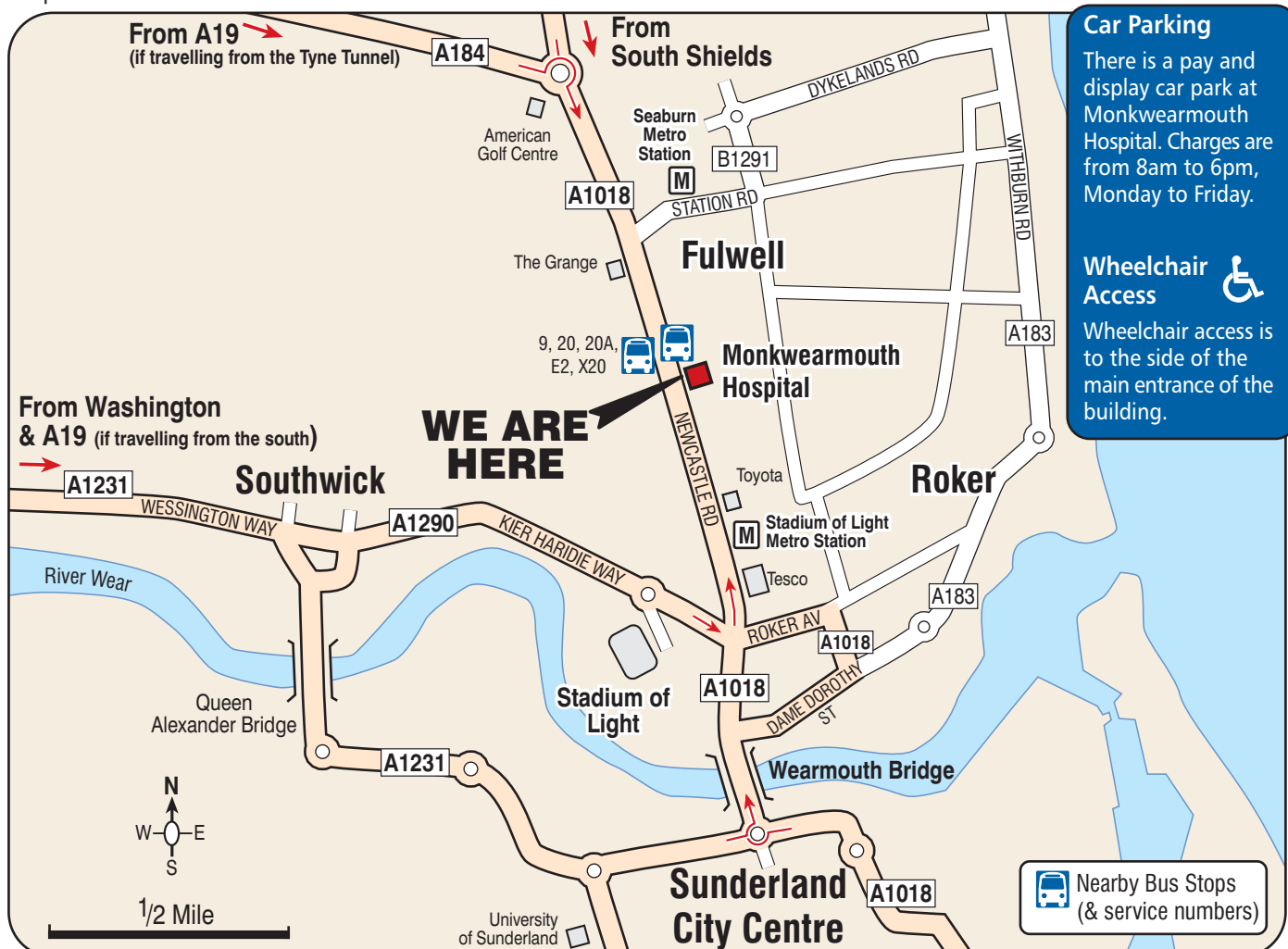
Exit the A19 at signs for 'Sunderland North A1231'. At the roundabout follow the Sunderland signs.

After 3 miles pass the Stadium of Light Football Ground then turn left at sign for 'South Shields A1018'.

Monkwearmouth Hospital is then half a mile along on the right hand side.

By Public Transport

We are about a 10 minute walk from the Stadium of Light Metro Station & Seaburn Metro Station. Buses 9, 20, 20A, E2, X20 stop in front of the hospital.





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 (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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