

South Community Treatment Team

Doxford Park

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

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. You will meet with a clinician who will focus on developing a shared understanding of your current difficulties.

Depending on your current needs you may also meet with a doctor from the team. The Introduction to Me Leaflet (enclosed) will help you to prepare for this part of the assessment.

Following this a discussion may be had with other members of the Multi-Disciplinary Team which may include a Psychologist/ Consultant Psychiatrist.

Following the assessment we will discuss the the information that you have provided, within our Multi-disciplinary team meeting, in order to formulate the most appropriate treatment plan for you. We will contact you by telephone to discuss the proposed treatment plan further.

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: 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 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

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.

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 – 4.30pm, 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

- (ICA) North East NHS Independent Complaints Advocacy
Tel: 0808 802 3000
- Sunderland and South Tyneside – Mental Health Matters Helpline
Call: 0800 138 6543
Website: www.mhm.org.uk
Provides 24/7 emotional support, advice and guidance to residents of Sunderland and South Tyneside who are struggling with their mental health.

Contact details

Community Team

South Community Treatment Team
Teleport House
4 Grayling Court
Doxford International Business Park
Sunderland
SR3 3XD

Initial Response Service

Email: IRS@cntw.nhs.uk
Telephone: NHS 111 and select the mental health option

This service is available 24 hours a day, 7 days a week. You'll speak to a mental health professional who will listen and help you find the right support.

If you are Deaf or have communication difficulties, you can contact us in a crisis by:

- Text: 07860 064 775
- SignVideo: www.signvideo.co.uk/nhs111
- Relay UK app: 18001 111

The team does not provide an emergency service such as a 999 response.

South Community Treatment Team

Teleport House, 4 Grayling Court,
Doxford International Business Park,
Sunderland, SR3 3XD.

**Cumbria, Northumberland,
Tyne and Wear**
NHS Foundation Trust

From the A19

Exit the A19 at signs for 'Sunderland A690'.
At the roundabout take the exit for 'Doxford International' onto the B1286.

Follow to the next roundabout and take the second exit, into Doxford International Park.

At the next roundabout take the second exit onto Admiral Way.

Turn first right and our clinic is in the Teleport building on the left.

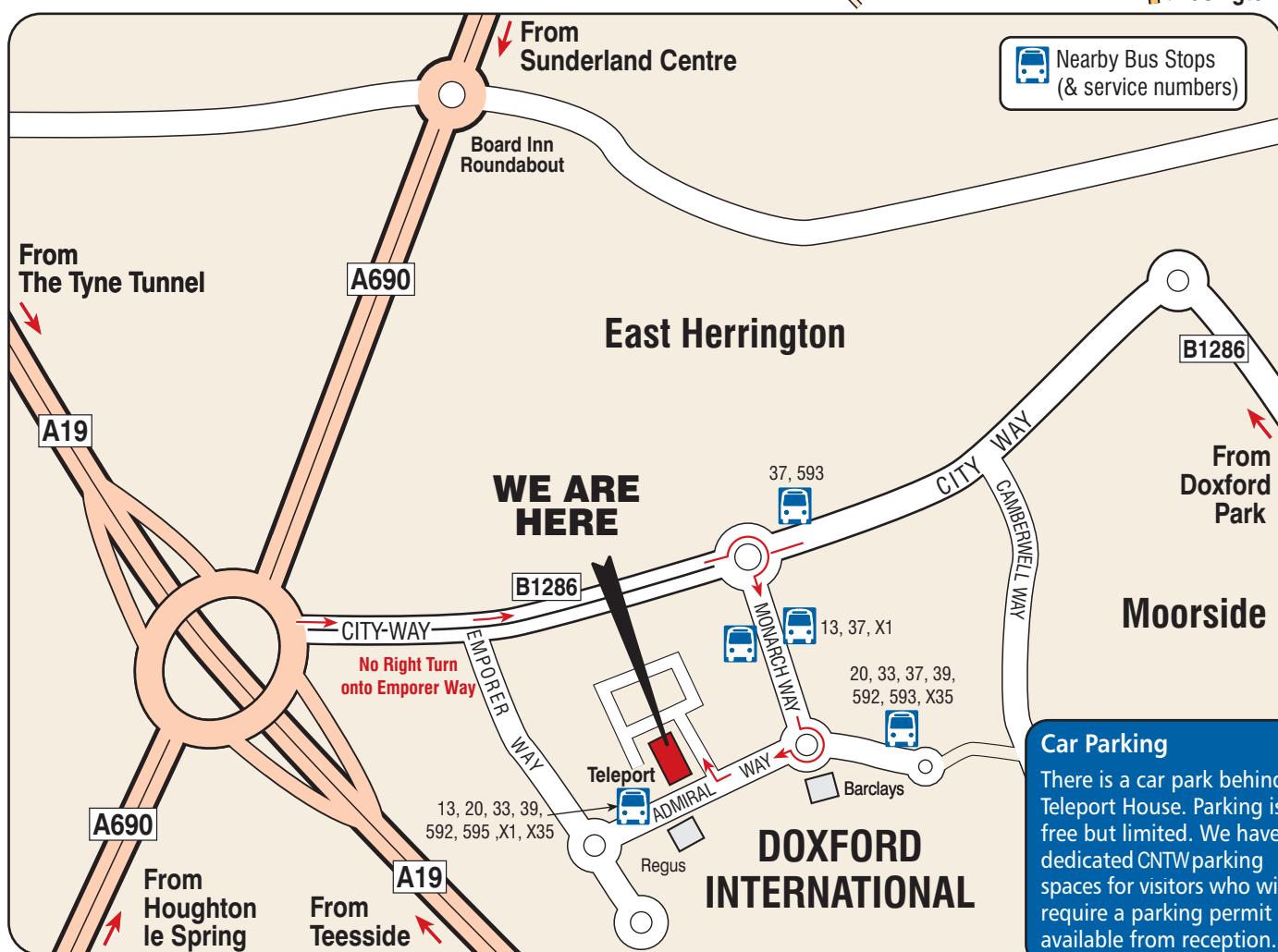
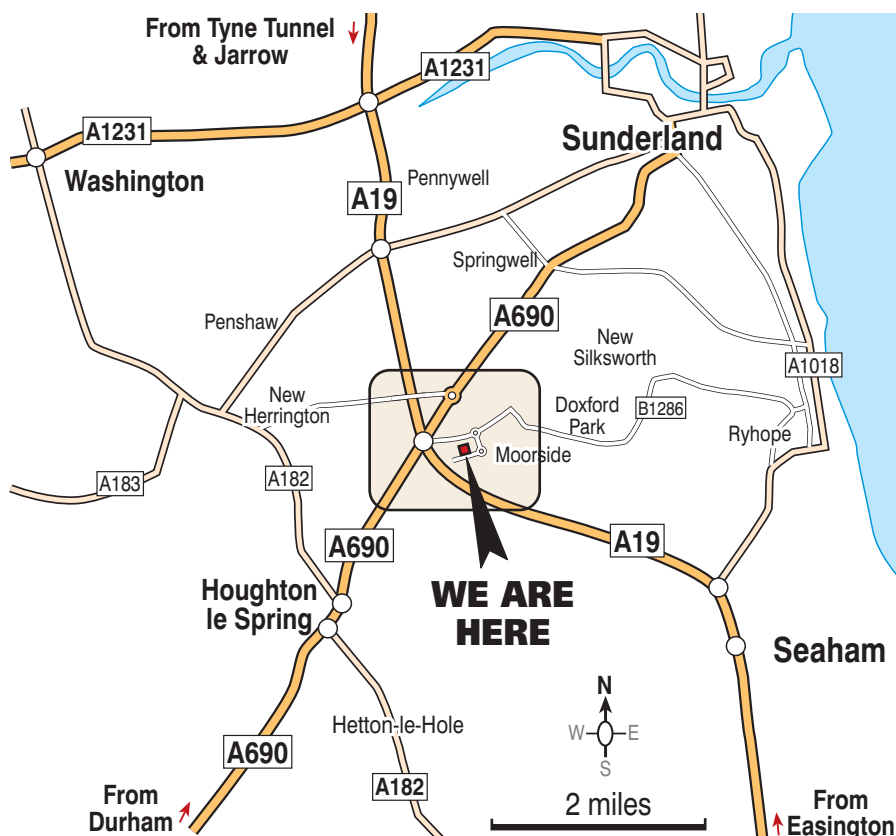
From the A690

Continue on the A690 to the roundabout joining the A19. Take the exit signed for 'Doxford International' onto the B1286.

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

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