

Psychosis Review and Community Clozapine Initiation Service

Information leaflet

What is Psychosis Review and Community Clozapine Initiation Service (PRECCIS)?

The clinic is a safe, supportive space for people who are starting or managing Clozapine treatment. It runs on a Monday, Wednesday and Friday from 9am to 4pm.

We are based in Collingwood Court at St Nicholas Hospital. The clinic is on the ground floor, but if you need any assistance with access please let us know in advance.

Telephone: 0191 246 6859 Monday to Friday, 8:30am to 5pm.

When the clinic is closed (out-of-hours), NHS 111 is available 24 hours a day to support you with any side-effects or physical health concerns.

What we do at the clinic

We carry out regular monitoring of your Clozapine treatment. This includes:

- Check your mental health and if Clozapine is right for you
- Help make a plan with you for starting Clozapine safely
- Support you with blood tests
- Manage any side-effects or physical health problems you may have
- Work with your Community Mental Health Team to keep you well

What happens when I attend the Clozapine Clinic?

Your appointment will be in a private room. There are some shared areas in the clinic where other people will be using the service at the same time, like the waiting room.

You will need to attend the clinic over several weeks:

- Three times a week for the first two weeks
- Two times a week for the following two weeks
- Then once a week until discharge from the clinic

Before you start taking Clozapine, you will have a:

- Blood test
- Electrocardiogram – ECG (heart test)
- Physical health check

While you're taking Clozapine, we'll check your blood often to help keep you safe:

- At the start this means a blood test every week
- After about 18 weeks it usually changes to every two weeks

After a year you'll need blood tests less often

Most of the time the blood tests can be done with a quick finger prick, so it's simple and fast. The staff will let you know your results in clinic.

Having your blood taken will soon become part of your routine. It gives the treatment team/clinic a chance to assess your general health and supply your Clozapine medication.

Your cooperation with blood testing is important. If you do not have your regular blood tests, we will not be able to give you your Clozapine.

What is Clozapine?

- Clozapine is a medicine used to treat psychosis
- It is usually tried when other medicines have not helped
- The brand name of Clozapine used in our clinic is Denzapine

Starting Clozapine – what to expect

- You will start with a small dose
- The dose goes up slowly to keep you safe
- Most people take Clozapine twice a day
- You will need regular blood tests and health checks
- Avoid driving or using heavy machinery when the dose is being increased

Common side effects

Clozapine can cause side effects. Common ones are:

- Feeling sleepy
- Feeling dizzy when you stand up
- Extra saliva/spit (dribbling)
- Difficulty opening bowels
- Eating more often
- Fast heartbeat (palpitations)

Everyone is different, so not all people will experience the same side effects. Always tell staff about any side effects. You will be asked at every appointment about side effects.

Your lifestyle when taking Clozapine

- Drink plenty of water and eat well to help stop constipation
- Smoking: tell staff if you change how much you smoke or vape
- Caffeine: tell staff if you change how much coffee, tea or energy drinks you have
- Avoid alcohol and street drugs

Questions you may have

- **How will I get to my appointment?**

Talk to the clinic staff or your Care Co-ordinator. They will be able to support you in getting to and from appointments.

- **What if I miss an appointment?**

You will be given enough medication until your next appointment. If you cannot make your next appointment, call the clinic or your Care Co-ordinator. We can make a new plan together so that you do not run out of medication.

- **What if I miss a dose?**

If you miss Clozapine for 2 days or more, call the clinic before taking any more Clozapine.

- **What about my other medicines?**

Do not stop your other medication unless the clinic tells you to.

Contact details

Psychosis Review and Community Clozapine Initiation Service
(PRECCIS)

Collingwood Court

St Nicholas Hospital

Gosforth

NE3 3XT

Telephone: 0191 246 6859

Resources and support

When the clinic is closed (out-of-hours), NHS 111 is available 24 hours a day to support you with any side-effects or physical health concerns. In a mental health crisis call NHS 111 and select the mental health option 2.

If you are Deaf or have communication difficulties, contact NHS 111 in a crisis by:

- Texting 07860 064 775
- Contacting 18001 111 using the Relay UK app Or using www.signvideo.co.uk/nhs111

If you need an emergency response call 999 immediately.

- **Samaritans:** telephone 116 123. 24 hours a day, seven days a week. We listen to you and help you talk through your concerns, worries and troubles.
- **Mind:** telephone 0300 102 1234. 9am to 6pm, Monday to Friday (not bank holidays). A safe space for you to talk about your mental health.
- **Crisis text line:** text the word 'shout' to 85258. 24 hours a day, seven days a week. A free text messaging service if you are struggling to cope and need to talk.
- **Recovery College:** a safe space where service users, their friends and family can make connections and develop their knowledge and skills in relation to recovery:
www.cntw.nhs.uk/resource-library/recovery-colleges

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 is to complete a short survey at www.cntw.nhs.uk/yourvoice
- Complete a Your Voice survey, available on wards, reception areas or from staff
- Other options for sharing feedback/experience at 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.

North of Tyne

Telephone: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

9.00am 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.



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 telephone 0191 246 7288.

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