



This booklet can be made available in other languages or formats such as large print, audio or Easy read. Contact 01225 362900

### Useful contacts

Most services for physical and mental health difficulties are available via your GP.

Samaritans – 08457 90 90 90  
[www.samaritans.org.uk](http://www.samaritans.org.uk)

SANELINE (6pm-11pm) 0300 304 700  
Alcoholics Anonymous 0800 917 7650  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

No Panic 0844 967 4848  
Womankind 0845 4582 914  
Turning point 01722 343000  
Frank- National Drugs Helpline – 0300 123 6600  
[www.urban75.com/Drugs/helpline.html](http://www.urban75.com/Drugs/helpline.html)

NHS Direct 11  
Relate - [www.relate.org.uk](http://www.relate.org.uk)  
Cruse - 0844 477 9400 [www.cruse.org.uk](http://www.cruse.org.uk)

### Advocacy

If you would like someone to help you speak for yourself or to speak up for you and your rights, you can contact [www.swanadvocacy.org.uk](http://www.swanadvocacy.org.uk)  
0333 344 79926 9-5 Monday to Friday

## Contact us

Mental Health Liaison Team Manager  
Block 79 Salisbury District Hospital  
Salisbury  
Wiltshire  
SP2 8BJ  
Tel: 01722 336262 Ext 5342

For information about Trust services visit  
[www.awp.nhs.uk](http://www.awp.nhs.uk)

## PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS).

Tel: 01225 362900  
Free phone: 0800 073 1778  
Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

Lead: Mental Health Liaison Team Manager  
Leaflet code: AWP- Jan 2014-313  
Last review: Jan 2017  
Review date: Jan 2020



Avon and Wiltshire Mental  
Health Partnership  
NHS Trust

## Mental Health Liaison Team



## Salisbury District Hospital

## About our service

The Mental Health Liaison Team offers an assessment service to patients in the Emergency Department or admitted to a ward at Salisbury District Hospital.

- who ask for mental health support or
- who hospital staff feel could benefit from a mental health service.

We are available between:

8am - 9pm Monday - Wednesday  
8am - midnight Thursday - Sunday

The team is made up of mental health nurses who are skilled in mental health assessment.

We can offer advice on coping strategies and services which may be able to help.

## What happens when I am referred to the service?

The first thing we will do is to gather information about you and your mental health needs.

We will always ask for your consent before we see you. We will always try to find somewhere quiet and private to talk.

We will give you time to discuss your situation, so that we can support you in sorting out your difficulties.

We will ask you about the problems you are having, your mood, your social situation and any other significant things that have happened in your life.

It is important to answer our questions as fully as possible so that we can make sure we find the best way to help you.

## What happens then?

There are many services to support you when you leave hospital, such as counselling, psychological therapy, further assessment with a community mental health team or support through your GP.

Having gathered all the information, we will discuss the best options with you.

We may make a number of suggestions and give you information about other services.

We will write to you summarising our assessment and the plan we have agreed.

## Confidentiality

The information you share will help us find you the best care and treatment. We have a duty to keep this confidential.

However, we will let the ward team and your GP know about the assessment and any decisions about your care when you leave the hospital.

In some circumstances, we may have a duty to speak to other agencies after your assessment. We would discuss this with you first.

## What to do if things are not improving and you need more help

If you have any thoughts of causing harm to yourself after leaving hospital you should:

- Tell someone as soon as possible.
- Contact your GP or out of hours GP service.
- If you are receiving a service from a local mental health team, contact your care coordinator directly or speak to a member of your mental health team.
- If you are distressed and feel you need to talk to someone straight away, contact the Samaritans on 08457 90 90 90.
- If you have physically harmed yourself in any way, always go directly to your nearest Emergency Department.