

Useful telephone numbers and organisations

- Samaritans - 08457 90 90 90
www.samaritans.org.uk
- Mind - 020 8519 2122
www.mind.org.uk
- Relate - www.relate.org.uk
- Cruse - 0844 477 9400
www.cruse.org.uk
- Age UK - 01225 466 135
www.ageuk.org.uk/bathandnortheastsomerset
- Alzheimer's Society - 0300 222 1122
www.alzheimers.or.uk
- AA - 0845 769 7555
www.alcoholics-anonymous.org.uk
- National Drugs Helpline - 0800 77 66 00
www.urban75.com/Drugs/helpline.html

Advocacy

If you would like someone to help you speak for yourself or to someone to speak up for you and your rights, you can contact:

www.swanadvocacy.org.uk

0333 344 79926 9-5 Monday to Friday

Contact us

Mental Health Liaison Team
Victoria Centre
53 Downs Way
Swindon, Wiltshire
SN3 6BW
Tel: **01793 327907**

For information about Trust services visit
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

Other formats and languages

If you need this information in other formats (such as large print, Braille) or in another language, please call the PALS number.

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Avon and Wiltshire
Mental Health Partnership
NHS Trust

Mental Health Liaison Team



Great Western Hospital

you matter, we care

About our service

The Mental Health Liaison Team offers an assessment service to patients who are in the Emergency Department or admitted to a ward at the Great Western Hospital

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

We are available between 9am and 5pm seven days of the week.

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.

The hospital also has an alcohol liaison nurse who works 5 days a week and a small team of nurses and doctors who assess and support those with memory problems.

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.