

Useful telephone numbers

You can access most services for physical and mental health difficulties through your GP. These telephone numbers may also be useful:

Samaritans	0854 7909 090
SANELINE	0845 7678 000
Alcoholics Anonymous	0845 7697 555
No Panic	0808 808 0545
Womankind	0845 4582 914
National Drug Helpline	0800 776600
NHS 111	111

Swan Advocacy Network

If you experience mental distress and need someone to speak up for you and your rights, or to help you to speak for yourself, please call:

T: 01722 341851
F: 01722 341379

Contact us

Primary Care Liaison Service
Tel: **01380 737840**

For information on 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, audio Braille), or in another language, please call the PALS number.

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Avon and Wiltshire
Mental Health Partnership
NHS Trust

Wiltshire Mental Health Primary Care Liaison Service (PCLS)

'One in four people will experience mental health difficulties in their lifetime.'

You matter, we care

Who we are

The Primary Care Liaison Service (or PCLS for short) is run by AWP Mental Health NHS Trust. Our team is made up of senior mental health registered nurses and a consultant psychiatrist.

We work across Wiltshire and provide a service to all people registered with a Wiltshire GP.

The service is open 8am to 8pm weekdays and 9am to 1pm on Saturday mornings.

What we do

Our staff are skilled in mental health assessment and can offer advice on

- coping strategies
- health education
- self- help
- how to access local mental health resource and services.

We also give advice and guidance on the diagnosis and treatment of mental health problems to other professionals, such as GP's, district nurses and social workers.

How do people access our service?

If you see your GP about a mental health problem, they may ask you to see someone from PCLS. Your GP will discuss this referral with you.

What will happen next?

The first thing we will do is telephone you to discuss your situation and what you need.

We may

- be able to recommend other services that could help you.
- invite you to see a nurse for a face to face assessment.

This usually lasts about 45 minutes. Wherever possible, we will try to see you at your GP surgery and will send you details of this appointment in writing.

The assessment

We will ask you about your social situation, your history, your mood and your current stresses.

This is to make sure we understand your needs and to work out the best way to help you.

If there is someone who is involved in supporting you or who knows you very well, you may want them to come to the assessment with you, or the nurse can speak with them by phone.

After the assessment, we may make a number of suggestions and give you with information about local services.

Confidentiality

We have a duty to maintain confidentiality.

However, we will normally liaise closely with your GP, informing them about your assessment and the action plan.

We will ask you whether you would like a copy of the letter we send to your GP.

We may also have a duty to speak to other agencies or people who know and support you following our assessment. We will always talk to you about this.

What should I do if I have a mental health crisis?

There are a number of options.

- It is always better to make an appointment to see your GP first; but we understand that this is not always possible.
- You can use the new NHS 111 Service (by dialling 111) to speak with a health advisor about an urgent medical assessment.
- If you have harmed yourself in any way, including taking an overdose, you should always go directly to your nearest A & E Department.