

## Useful telephone numbers

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

Samaritans	Freephone 116 123
SANELINE	0845 767 8000
Alcoholics Anonymous	0845 769 7555
No Panic	0808 808 0545
Womankind	0845 458 2914
Addaction	01934 427 940
National Drug Helpline	0800 776 600
NHS Direct	0845 4647

## Advocacy

If you need someone to speak up for you and your rights, or to help you speak for yourself call.

### 1 in 4 People

39 Oxford Street  
Weston-Super-Mare BS23 1TN  
01934 622 292

or

### 1 in 4 People

69 Old Street Clevedon  
Clevedon BS21 6BT  
01275 342368

## Contact us

### Mental Health Liaison Team

Long Fox Unit  
Grange Road  
Uphill  
Weston-Super-Mare  
BS12 4TS

Tel: 01934 836464

[www.awp.nhs.uk](http://www.awp.nhs.uk)

## PALS

To make a comment or suggestion, 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)

## Other formats and languages

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

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Avon and Wiltshire  
Mental Health Partnership  
NHS Trust

# Mental Health Liaison Team

Providing a service to patients  
at Weston General Hospital

You matter, we care

## About our service

The Mental Health Liaison Team offers a full assessment service to patients who:

- present in the Accident and Emergency Department at Weston General Hospital, who either ask for mental health support or who A & E staff feel could benefit from a mental health assessment.
- are on other wards in Weston General Hospital and who require a mental health assessment.

Each patient who is in A & E after a suicide attempt or episode of self harm will be referred to our team.

We are available to see patients between 8am and 8pm and we work seven days a week.

The team is made up of experienced mental health nurses and a consultant psychiatrist who are skilled in mental health assessments and who can offer advice on

- Coping strategies
- Health education
- Ways to access local mental health resources
- Self help

We also have a dedicated nurse who supports people with memory problems.

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

The first thing we do is listen to you. We give you time to discuss your situation, so that we can support you in sorting out your difficulties.

We will try and access a private room which offers you privacy and confidentiality.

During your assessment, we will ask you about your social situation, your history, your mood and your stresses.

It is important that you answer questions as fully as possible, so we are able to complete the assessment and agree a plan of care with you.

Having gathered all relevant information, we will discuss the next options with you. We may make a number of suggestions and give you information about local services.

We will liaise closely with your GP and always keep them informed of your care plan.

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

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

There are a number of options available to you if you feel that you are in crisis.

- It is always preferable to make an appointment to see your GP first, however we do understand this is not always possible.
- If you are already receiving a service from your local Community Health Team (CMHT), you should contact them directly.
- If you are experiencing a serious mental health crisis, then you should contact your GP or out of hours service.
- If you have harmed yourself in any way including taking an overdose, always go directly to your nearest A & E department

## Confidentiality

We will ask you for relevant information so that we can give you the best care and treatment. We have a duty to maintain confidentiality.

However, we will normally inform your GP about your assessment. We may also have a duty to speak to other agencies after your assessment. We will always talk to you about this.