

## What happens if my carer / family / friends want to talk to PCLS?

If your carers, family or friends are concerned about you they are welcome to ring the service but we will be unable to share any information about your treatment with them unless we have your consent.

## What happens if I am discharged?

If you are signposted back to your GP, we will always ask your GP to review your care and to contact us if they feel your symptoms have changed or have not improved after our recommendations.

## Is there help for my family or carer?

Yes. If your family, friend or carer requires support, we would encourage them to make contact with the Swindon Carers Centre, Swindon Advice and Support Centre, Sanford St, Swindon, SN1 1QH  
Tel 01793 531133

## What do PCLS do?

Primary Care Liaison Service (PCLS) is an assessment service to help you get the mental health services and support you need. We are the single point of access for mental health services in Swindon, for adults aged 18 years and above.

### Contact us

Swindon Primary Care Liaison is open  
Monday – Friday 8am -6pm.

If you are waiting for an assessment, review or onward referral to another service, you can access telephone support as needed  
Tel: 01793 835787

Outside our opening hours, your call will be directed to our central call center.

For information on 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)

### Other languages and formats

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

Lead: Team manager  
Leaflet code: AWP-356  
Last review: May 2016  
Next review: May 2019



**Avon and Wiltshire  
Mental Health Partnership**  
NHS Trust

# Swindon Primary Care Liaison Service (PCLS)

## How am I referred to PCLS?

Your GP will usually refer you. We also accept referrals from other health care professionals such as midwives or health visitors.

## What will happen with my referral?

We will look at all the information we have been given and any historical information we have about you. If necessary, we will talk to you on the phone if to check any details. This initial process is known as 'triage'.

Our mental health nurses carry out the triage with advice from with our mental health doctors about any medication.

After triage, we will decide whether you need a face to face assessment or whether there are some treatments you could try before we see you, such as treatments offered by LIFT psychology.

If so, we will write to your GP with advice on what we think would be helpful. We would then ask you to meet with your GP to talk about our recommendations.

## How would I access LIFT psychology services?

LIFT psychology is a self-referral service. If we recommend you working with LIFT, you would need to make an appointment with this service via your GP surgery.

For more information about LIFT psychology, please visit their website: [www.seqol.org/lift-psychology](http://www.seqol.org/lift-psychology)

Although we work closely with LIFT, we are not the same service.

## Face to face assessments

If we feel we need to see you face to face, we will contact you by phone or if you prefer, we can send you an appointment by post. We are able to offer assessments within 24 hours of triage.

If we feel your needs are more urgent, we will discuss your case with the Swindon Intensive Service (SIS), who can offer an assessment within four hours. We will always tell you if we feel the Swindon Intensive Service need to assess your needs.

## What happens at an assessment?

A mental health nurse or trainee doctor will carry out your assessment. They will ask you questions about your mental health, your history and explore what treatments you have tried. You are welcome to bring someone to your assessment.

## How long does an assessment last?

The assessment appointment will take no more than one hour but you may need a few appointments for your assessment. You may also

need an appointment with our consultant psychiatrist. We will discuss these things with you.

## After the assessment

The purpose of the assessment is to work out where you could get the help you need. This may be advising you how to access primary care services, advising your GP about your medication, or we may feel you would benefit from support from one of the secondary mental health services such as the:

- Swindon Recovery Service
- Swindon Intensive Service (SIS)
- Early Interventions for Psychosis Team (EI)
- Older Adults Community Mental health Team (CIT)
- Swindon Memory Clinic

If so, we will tell you which service we are referring you to.

## Is the nurse I see my CPN?

No, PCLS is an assessment service. Although we may support you for a short time for assessment, we do not offer long term support.

## Who prescribes my medication?

PCLS cannot give you a prescription. Your GP will always prescribe your medication. We just advise your GP about any recommended medication changes.