

Service Improvement/Audit

We are trying to improve the service we offer, so you may be contacted by telephone, text or given a satisfaction survey to complete which asks questions about your experience. Any information you provide will be anonymous and confidential, and your responses will not affect your care. The call would be made by an NHS colleague who works in Clinical Governance. Your permission will be sought prior to this. Please feel free to decline if you are not comfortable with this audit.

Comments and suggestions

The Team will welcome any comments/suggestions you have to make regarding our service. If you would like this information in large print or another format, please ask a member of staff.

Complaints

If you are unhappy with our service please discuss this with a member of staff. If your complaint is not dealt with in a satisfactory manner we will give you a copy of our complaint procedure.

Helpful telephone numbers

If you need to make contact with any of the primary care staff in our team who are involved in your care please contact your own GP practice and leave a message and we will get back to you

Please ensure we have a current mobile number for you if possible

Inverclyde Social Work Department
Tele: 01475 714000

NHS 24 Helpline
Tele: 111

Samaritans
Tele: 0345 90 90 90

Breathing Space
Tele: 0800 83 85 87

INVERCLYDE PRIMARY



**Greater Glasgow
and Clyde
CARE MENTAL HEALTH
NURSING SERVICE**

**PATIENT INFORMATION
LEAFLET**

(Updated April 2014)

Who are we?

We are a Team of Community Mental Health nurses providing a local community based service to people who have Depression/Anxiety/Adjustment Disorders .

What do we do?

We offer a mental health assessment and if indicated, short term psychological therapy individual or groupwork for people over 18 years.

What type of problems could this be?

- Feeling low in mood/depressed
- Experiencing anxiety /panic attacks
- Adjusting to loss
- Post Traumatic Stress symptoms.
- Obsessive Compulsive Symptoms

How can you be referred?

Referral to the service is normally by your General Practitioner(GP), other staff are able to refer to us including your Health Visitor, District Nurse, Practice Nurse or Social Worker. You can also self refer by calling 01475 558000.

Preparing for your first appointment

A text reminder will be sent

Following referral you will get a letter inviting you to attend an initial assessment and a questionnaire for you to answer and bring to your first appointment. This will help us to understand how you are feeling and assist us in our assessment.

Your General Practitioner (GP) should have explained that if you have problems completing the questionnaire you should still attend the appointment

What happens at my first appointment?

- Sometimes two members of staff will assess you at a first appointment. If being assessed by two people would stop you attending your appointment please contact us to make another arrangement more suitable for you.
- The appointment will normally be in your G.P. Surgery although we sometimes use other community clinics.
- The first appointment will last approximately 60 minutes.
- We will discuss treatment options with you and this may be with another more appropriate service and referral to this service will only be completed with your permission.
- Permission to take part in evaluation will be sought.

If you fail to attend your first appointment you will not be given another without being seen again by your G.P.

Teaching

At times we will have trainees with us including both medical and nursing students. Your permission will always be

Sought prior to trainees being involved in your care.

Follow up appointments

- You will be seen by one member of staff for approximately 6 therapy sessions of around 45mins.
- Follow up will again normally be in your G.P. Surgery
- When your therapy is complete discharge from the service will be fully discussed with you and your G.P.
- If you fail to attend an appointment you will be sent a letter asking you to contact your G.P. Surgery within 14 days to request a further appointment if no response your care will be discharged to GP

Confidentiality

All staff that have access to your referral Information will work within the NHS Greater Glasgow & Clyde guidelines on confidentiality. Any information given may require the nurse to divulge to a third party e.g. Police, Social Work, Psychiatrist, GP. We would inform you of this action and discuss reasons with you.