

Get in touch

Helpful telephone numbers

Hector McNeil House (HSCP)
Telephone: 01475 715365

NHS 24 Helpline

Free phone: 111

Samaritans

Free phone: 116 123

Breathing Space

Free phone: 0800 83 85 87

Crown House Community Mental Health Services

Telephone: 01475 558000



If you are unhappy with our service please ask for a copy of our complaints procedure.

Your concerns will be discussed with you in confidence.

Comments and suggestions

The Team welcomes any comments or suggestions you may have regarding our service.

If you would like information in large print or another format, please ask a member of staff.

Working hours

8.30am - 4.30pm Monday to Friday

Write to

Complaints Officer
Hector McNeil House
7/8 Clyde Square
Greenock
Inverclyde PA15 4NB

Call

Hector McNeil House (HSCP)
Telephone: 01475 715365

3304 HSCP Primary Care_patient information 2016 Corporate Communications

Mental Health & Community Care

Inverclyde Primary Care Mental Health Team



Inverclyde Primary Care Mental Health Team

Introduction

We are a team of Primary Care Mental Health nurses providing a service to adults in the Inverclyde area.

We offer mental health assessment and short term talking therapies for people over 18 years old.

What can we help you with?

- Feeling low in mood/depressed
- Experiencing anxiety /panic attacks
- Adjusting to loss
- Post traumatic stress symptoms
- Obsessive compulsive symptoms

Accessing our service

Your doctor, health visitor or practice nurse can make a referral for you. Or you can refer yourself by calling **01475 558000**. We need a contact telephone number so we can call you back.

What happens next?

If you self refer, our admin worker will call you back to gather more details and a nurse will phone you for a short discussion to see if this service will suit your needs.

Your first appointment

You will be invited to attend an assessment appointment which will last approximately 60 minutes, where we will discuss and agree a care plan with you.

We can send a text message to remind you, or if you prefer, we can send a letter.

It may be more appropriate to refer you to another service who can better suit your needs.

Therapy follow up appointments

You will usually be seen in your doctor's surgery or a local community clinic, by a Primary Care Nurse for approximately 6 therapy sessions of around 45 minutes each.

When your therapy is complete, we will discuss your discharge from our service with you and your doctor.

If you need to contact any of our team who are involved in your care, you should contact your own GP practice, leave a message and we will get back to you as soon as we are able.

Student placements

Occasionally within the team there will be students on placement. With your permission, student nurses may be present at your appointments.

Confidentiality

All staff accessing your information are employed by NHS Greater Glasgow & Clyde and follow strict guidelines on confidentiality.

This may require sharing your information to a third party eg Police, Social Work, Doctor or Psychiatrist.

We will inform you if we are obliged to share any information you have given.

Service improvement

We are always trying to improve our service, and you may be asked to complete our satisfaction survey. This is completely anonymous and confidential. You are under no obligation to do this.

