

What about confidentiality?

At all times, healthcare records are treated with respect and the information they contain is protected in accordance with the Data Protection Act (2018) and the General Data Protection Regulation.

This Act is designed to protect your rights and ensure confidentiality. In consultation with you, your information may be shared with other people involved in your care. Information cannot be kept confidential if it would result in harm to yourself or others.

If you have a suggestion, compliment or

How do I give feedback about the service?

concern about the service, please speak with a member of the team.

Whether you are happy or unhappy with the care you have received from the Trust, we want to hear your experiences.

All feedback, whether it is a compliment, a complaint, a concern, or simply a comment or recommendation about any of the services we commission, will be welcomed and will help us to identify what we are doing right, but also where we need to make changes to improve the experience of our future patients.

You can contact us on:

Tel: 01384 465440

Email: dihc.contactus@nhs.net

Address: Brierley Hill Health and Social Care Centre, Venture Way, Brierley Hill, DY5 1RU

How can I contact the service?

Primary Care Mental Health Service

Third Floor
Stourbridge Health and Social Care Centre
John Corbetts Drive
Amblecote
Stourbridge
DY8 4JB

Telephone: 0300 555 5400

24 hour answer service available out of hours or at busy times

Need more information?

Every effort has been made to ensure that the information in this leaflet is clear and concise. However, if there is anything that you do not understand please ask a member of staff.

Leaflets are available in other languages and formats.

Please contact the DIHC communications team on 01384 465440 or

Email: dihc.communications@nhs.net



NHS

**Dudley Integrated
Health and Care**
NHS Trust

Dudley Primary Care Mental Health Service

Positive Engagement
Procedure

Keeping Your
Appointment

Tel: 0300 555 5400

Email:

dihc.dudleyprimarycareservice@nhs.net

**Community where possible,
hospital when necessary**

Keeping your appointment

It is very important that you attend your planned appointments on a regular basis to maximise the effectiveness of the treatment you will be receiving. We offer video, telephone and face to face appointments and will discuss the most suitable option for you.

Once you have decided to engage in your treatment, appointments should be prioritised and every effort made to attend on time.

This leaflet will be discussed with you at your first appointment and we will record you have received it. There will be an opportunity for you to discuss this at your appointment

How we communicate with you

If you have previously given any of our workers an email address, we will use email to communicate with you.

If email is not an option, we will send letters to your home address (unless you advise otherwise) via Royal Mail.

All our appointment letters will require action from you, so please take time and read our letters carefully. This will reduce the likelihood of any of your appointments being cancelled through non-confirmation.

If you do not attend your first appointment, and have not contacted us to cancel it, you will be discharged and your GP will be notified. No further attempts to contact you will be made by our service.

Please keep our number to hand or in your mobile phone should you need to ring us. We do have an answerphone facility to receive messages outside of our working hours or during busy periods.

How do I cancel an appointment?

If you need to cancel an appointment, please give as much notice as possible.

Irregular attendance will interfere with your treatment and your clinician will discuss your missed appointments with you. This may result in treatment being deferred to a later date or discharge from the Service.

If you cancel two appointments or decline an appointment twice you may be discharged back to your GP.

What happens if I am late for my appointment?

Punctuality for individual and group sessions is important. If you are late, your session will still end at the appointed time so the next patient is not kept waiting.

If you arrive more than 15 minutes late without agreement, your session may be considered cancelled.

If you are aware you may miss two group sessions dates, then it may be advisable to discuss the next available group.

What happens if my appointment is cancelled?

We will make every effort to ensure that you are seen at the times and venues agreed.

If we have to cancel or change your appointment, you will be notified by telephone as soon as possible.

Please ensure your contact details are up to date as this will help us to keep you informed of forthcoming appointments or any changes.

We will contact you to re-arrange your Appointment.

What if I change my mind and I would like to return for treatment?

If you have been discharged in the last 12 weeks and would like to discuss your ongoing progress, please contact us.

You may be asked to book an appointment with the Primary Care Mental Health Nurse to reassess your needs.