

How do I give feedback about the service?

If you have a suggestion, compliment or 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

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.

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

Where else can I go for support?

Older people:

Age UK..... 0800 055 6112

Alzheimer's society..... 0330 333 0804

Domestic violence (DV)

National Centre for DV..... 0800 970 2070

Victim Support 0808 168 9111

Black Country Women's Aid ...01384 455411

Addictions

Alcoholics Anonymous.....0800 917 7650

Gamcare.....0808 802 0133

Talk to Frank (drugs).....0300 123 6600

Miscellaneous:

Mind0300 123 3393

Samaritans.....116 123

Rethink Advice Service 0300 5000 927

24/7 Urgent Mental Health Helpline

..... 0800 008 6516

Papyrus Prevention of Young Suicide

..... 0800 068 4141

Mon-Fri 9:00am-10:00pm

Sat & Sun 2:00pm-10:00pm

Public Holidays 2:00pm-10:00pm

CALM (Campaign Against Living Miserably)

..... 0800 58 58 58

5.00pm-midnight 365 days a year



NHS
**Dudley Integrated
Health and Care**
NHS Trust

Primary Care Mental Health Service

Information for Service Users and Carers

Call us on 0300 555 5400

or email

dihc.dudleyprimarycareservice@nhs.net

If we are busy please leave a message and we will call you back as soon as possible.

**Community where possible,
hospital when necessary**

About us

We are qualified mental health nurses who work with your GP, practice staff, health visitors, midwives and other professionals to understand your mental health and well being and focus on the particular difficulties you may have.

Each surgery has a primary care mental health nurse (PCMHN) with whom you can make an appointment, the team also includes therapists who have been trained in a range of short term approaches.

You will see your PCMHN either via a NHS patient video platform, telephone or invited to attend one of the venues used across the borough. These options will be discussed with you.

The service is operational Monday to Friday 9.00am – 5.00pm, the last appointment offered is 3:45pm.

Who will benefit from the Service

The service is available to people 18 years and over who are registered with a Dudley GP.

We offer a range of treatments and support for people struggling with low mood and stress as well as many other mental health problems.

If you need urgent / crisis support please contact Black Country Healthcare 24/7 helpline on 0800 008 6516 or text 07860 025 281 or in hours your GP

Severe and complex mental health problems will require referral to a specialised service.

What we do

The nurse will assess your mental health needs and agree a plan of care with you.

Your appointments will last up to 50 minutes and offer the opportunity to explore your current difficulties within a safe and confidential setting, enabling you to discuss the changes that you would like to make.

Typically we will work with you over a short period of time (up to 6 sessions), reviewing your progress towards supporting you to resolve your problems. For some people information and support from the primary care mental health nurse may be all you need to get back on track.

If we are unable to offer a service we will discuss this with you at your appointment.

What will my sessions involve

- Talking about your mental health issues in more depth, including coping with stressful life events
- Advising about medication
- Signposting to other organisations
- Referral for therapy
- Referral for specialised support
- Engaging you with activities in the community
- Referral back to your GP

Can I bring someone with me

Yes, however, this will be discussed and agreed as part of your treatment plan. Anyone accompanying you to a venue will be able to wait in the waiting area. Unfortunately we are unable to provide childcare facilities.

Your care

If you would like us to be able to discuss your appointment or care with someone other than you, please ensure that we are made aware of the name and contact details of this person. This consent will be recorded in your records as without this we can not disclose any information.

What if I can not attend my appointment

Keeping your appointment and consent to treatment is really important. You will be asked to confirm that you wish to progress with your referral through your treatment with us. Consent and confidentiality will be discussed fully at your first appointment.

If you have to alter an appointment, please give 48 hours notice wherever possible. If you do not contact us as required you will be discharged. Your GP/ referrer will be informed.

Please note, calls made to you from the service will be made from an unknown/withheld number but we will leave a message if we have permission to do so and voicemail is available.

What if I have special needs or additional

We aim to accommodate special needs or other requirements. Please inform us when making the appointment.

Leaflets are available in other languages and formats. Please contact the communications team on 01384 465440 or email dihc.communications@nhs.net