



Where else can I go for support ?

Alcohol and Drugs:

Al-anon.....0207 403 0888
Talk to Frank (drugs).....0300 123 6600
The Beacon (drug and alcohol)01922 669840

Bereavement:

Walsall Bereavement: Adult.....01922 724841
Child.....01922 645035
CRUSE.....0844 477 9400

Older People:

Age UK, Walsall.....01922 638825
Age UK, National.....0800 169 6565
Alzheimer's Society.....0121 521 3020

Homeless and Housing:

Homeless Families Unit.....01922 653405
Shelter.....0808 800 4444

Employment / Benefits:

Job Centre Plus.....0345 604 3719
Benefits Enquiry Line.....0800 882 200

Domestic Violence:

(for victims of domestic violence)
Walsall Psychological Help (WPH).....01922 649000

Children and Young Adults:

Childline0800 1111
NSPCC Helpline.....0808 800 5000
Kooth (up to 25 years)..... www.kooth.com

Miscellaneous:

Citizens Advice Bureau.....01922 700600
BEAT (*Beating Eating Disorders*).... 0345 634 1414
No Panic Advice.....0844 967 4848
Relate (*relationship problems*)0121 643 1638
Victim Support : Local.....01922 648907
National.....0300 303 1977
Counselling - WPH.....01922 649000

How do I give feedback about the service?

If you have a concern, please feel free to speak with a member of the team in the first instance if you wish. Alternatively, the Service Experience Desk (SED) is the central point of contact for all concerns and enquiries, whether these are formal or informal, complaints, compliments or suggestions. We welcome any comments you may have on the services we provide and consider this to be a valuable source of information and use it to help us provide the very best possible service.

Tel: 0300 555 0535 (free BT landline) or 01384 325014

Email: SED@dwmh.nhs.uk

Address: SED
Second Floor
Trafalgar House
47-49 King Street
Dudley
DY2 8PS

If you require this leaflet in another language or format such as large print, braille, or easy read please contact the communications team on 01384 325022 or email at communication@dwmh.nhs.uk

Service Information Leaflet

PLEASE READ THIS LEAFLET BEFORE BOOKING AN APPOINTMENT

Did you know:

- *1 in 5 of all appointments we offer are not attended. If you do not attend we do not get paid which may result in us losing staff*
- *Lost appointments will also impact on the length of time you have to wait to be seen. This is why it is very important that you keep your appointments*

Service base: Kingshill Centre, School Street, Wednesbury. WS10 9JB

Telephone: 01922 608400

Website: www.dwmh.nhs.uk

Leaflet Control

Ref: S013b Issue Date: Aug 2016

Version: 3 Review date: Aug 2017





Who are we?

We are a group of mental health nurses employed to help GP's and other members of the primary care team - health visitors, midwives and practice nurses - to manage mild to moderate mental health needs.

Is this service right for me?

- **I am 17 or over and I have common mental health needs**
e.g. depression, anxiety, panic attacks, phobias, obsessive compulsive disorder, health anxiety, excessive worrying, problems following a trauma

This service is not right for me if:

- **I am 16 or under** - please contact your GP or Kooth.com
- I have a **serious and enduring mental health need** e.g. schizophrenia, bipolar disorder, personality disorders or complex eating disorders - please contact your GP
- I need an **URGENT / CRISIS** appointment - please contact your GP or NHS Direct on 111 or Samaritans on 116 123

How do I make an appointment?

Call us on - **01922 608400** please leave a message and we will call you back as soon as possible. Calls made to you from our service will be from an *unknown* number.

Once you have booked an appointment, it is very important to keep it. If you no longer require it, please cancel as soon as possible so it can be given to some-one else

What will happen at my first appointment

Please ask for either a face-to-face appointment or telephone assessment appointment. This appointment will last from 20 -40 minutes and will enable you to explore your current difficulties in a safe and confidential setting.

Please let us know if you would prefer a telephone appointment.

You will be asked to provide some information about yourself and what changes you would like to make.

If for any reason we are unable to offer a service that will meet your needs we will discuss this with you at your appointment.

Where would my appointment take place?

We will try to offer your first appointment at a GP surgery or a Health Centre close to your

Can I bring someone with me?

Yes, you can bring a relative, friend, carer or an advocate to your appointment.

What if I have special needs /requirements?

We aim to accommodate special needs / requirements. Interpreters can also be arranged if required. Please let the reception staff know of your needs when booking your appointment.

Confidentiality:

Everyone working for the Trust has a legal duty to keep information about you confidential. We will only pass on information about you if professionals involved in your care have a genuine need for it. This will be discussed with you at your first appointment.

Other information can be found at:

Website: www.dwmh.nhs.uk

Apps: **WellMind** is a **free** mobile app available from both App Store & Play Store. It is a Dudley & Walsall Mental Health Partnership NHS Trust resource

Wellbeing Podcasts: www.mentalhealth.org.uk/help-information/podcasts

