

This space is blank in case you want to write some things down to help you plan for your appointment or remember things you discussed with your CAMHS worker.

It's important to tell us what you think

It's really important to us that you are happy with our service. If you think that we or any of our staff have done something really well, we would love to hear about it – your comments help us to improve.

We are also sorry if you think we haven't done something as well as we should. If this is the case, please tell us as soon as possible so we can try to put things right.

You can always speak directly to your CAMHS worker or if you prefer, contact the Patient Advice and Liaison Service (PALS) on:

Freephone: 0800 328 7971

Email: PALS@oxfordhealth.nhs.uk

If you do make a complaint, we want you to know this will not affect the care that we provide to you.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ਜੇ ਨਸਨੇ ਆ ਸਾਹਿਬੀ ਆਲੋਚ ਆਖਾਮਾਂ ਅਥਵਾ ਆਲੋਚ ਆਖਾਮਾਂ ਸਿੱਧੇ, ਨੀ ਕ੍ਰਿਪਾ ਕਰੀਏ ਅਸਨੇ ਖੂਬੀ
यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें
若您需要本信息的另一种语言或格式的版本, 请与我们联系

ନେବେ ବ୍ରହ୍ମଚାରୀ ତਿਹ ମତਕେବੀ ବିਸੀ ସୁନୀ ବ୍ରହ୍ମ ନା ਸବତେ ବିੱਚ ଚାଟୀଣୀ ଠେଣି ଡା' ବିଚିତା ବବ ଡି ମନୁ ପୁଣି

آرآپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے دیکھنا چاہیں تو براہ کرم ہمیں سے پوچھیں۔

Oxford Health NHS Foundation Trust
Trust Headquarters
4000 John Smith Drive
Oxford Business Park South
Oxford
OX4 2GX

Tel: 01865 741717

Website: www.oxfordhealth.nhs.uk

PB: 463.11

Marlborough

Child and Adolescent Mental Health Service (CAMHS)

Savernake Hospital, Marlborough,
SN8 3HL

Tel: 01672 517517

Fax: 01672 517519



If you want to get involved with other young people to help us make services better, please tell us. Our partners, 'Off the Record' arrange meetings for young people in your area to advise CAMHS on making improvements.

What are Child and Adolescent Mental Health Services (CAMHS)?

CAMHS help children and young people when their feelings or thoughts get too difficult for them to deal with. Everyone struggles at some time in their lives but when these thoughts or feelings stop you getting on with your life, CAMHS can sometimes help.

We work with any child or young person up to 18 years old who need the type of support we are able to offer. We also work with other professionals who are helping young people with their difficulties. Usually, people such as school nurses, teachers, social workers or family doctors will refer young people to CAMHS.

What happens at the first visit?

Before we meet with you for the first time, we contact you and suggest who might come with you. We like to meet other people who live with you. It helps us to get to know you better and understand what is happening for you. Also, other people in your family might benefit from CAMHS too and learn ways to help solve problems and support you better.

Working with Us

We will usually see you with your parents or carer but may also need to see you alone. Sometimes we need to see your parents or carer alone but don't worry if this happens. It's really important that everyone feels comfortable and able to talk about their worries.

After your first appointment, we may need to speak to other people who know you too and are aware that things are difficult for you. We would always tell you who we need to speak to first.

Once we have all the information we need about your difficulties, we will meet with you again to decide if we are the best people to work with you. If we decide CAMHS can help, we will work together on a plan. This is usually called a care or treatment plan.

At each stage of working with us, you will be our priority and be fully involved in what is happening to you.



Some questions you might have...

Do I have to be seen in a CAMHS clinic?

No. We can make arrangements to see you somewhere else like school or a health centre.

Will appointments be confidential (private)?

Your meetings with CAMHS are confidential to you and we will ask your permission before speaking to anyone else. We do sometimes need to speak to other people in our team so they can help us think about what might be helpful for you. We also need to let your GP (family doctor) and the person who referred you know what we agreed in our first meeting.

If we are really worried about your safety or another person's safety, we may need to speak to someone else outside of our team. We will always try to tell you first.

Will my friends know I am going to CAMHS?

Only if you choose to tell them.

Will I need to go in to hospital?

Most people just have appointments with their CAMHS worker but if you need to go to hospital, we will arrange this for you.