

## Useful telephone numbers

Carers Oxfordshire	0845 0507 666
Citizens Advice Bureau	0870 2200 608
Cruse (bereavement counselling)	01865 245 398
LASARS (drugs and alcohol)	01865 403 261
MIND (Mon - Fri, 9.30am - 4.30pm)	01865 247 788
Relate Oxford	01865 242 960
Rethink (carer support)	01865 455 877
Samaritans	0845 7909 090
Your GP	.....

## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

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 ਨਮਨੇ ਆ ਸ਼ਾਇਦੀ ਆਉਣ ਆਖਿਆਂ ਅਥਵਾ ਆਪਣੇ ਆਕਾਰਾਂ ਆਉਣ, ਤੋ ਕੁਝ ਕਰੀਨੇ ਅਮਨੇ ਪੁੱਛੋ  
यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से संपर्क

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

ਜੇਕਰ ਤੁਹਾਨੂੰ ਟਿੱਪ ਨਾਸਤਕਰੀ ਕਿਸੀ ਦੂਜੀ ਭਾਸ਼ਾ ਜਾਂ ਆਕਾਰ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਸਾਨੂੰ ਖੁਸ਼ੀ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہم سے پوچھیں:-

Oxford Health NHS Foundation Trust  
Trust Headquarters  
Warneford Hospital  
Warneford Lane  
Headington  
Oxford OX3 7JX

Switchboard: 01865 901 000

Email: [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)

Website: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

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Oxford Health **NHS**  
NHS Foundation Trust

Psychiatric service

Emergency Department  
Psychiatric Service  
Information for patients

## About us

The Emergency Department Psychiatric Service (EDPS) is a team of mental health professionals based at the John Radcliffe Hospital. We assess people with psychiatric and psychological issues arriving at the Emergency Department. This leaflet provides you with information about what to expect from our service.

## What to expect from us

Out of concern for your mental wellbeing, a member of staff from the Emergency Department has referred you to our team for assessment.

Your assessment by us will be in a private interview room where you can talk about any issues you have been experiencing. We will talk to you about your understanding of any problems and explore the different methods of coping with these issues.

We will tell you about follow-up services and tell you how to access these. You can raise any queries or concerns with us at any point during the assessment.

We will also ask if you have any family members, friends or carers who you would

like to be involved in your assessment. We will always speak to you alone initially, so that you can discuss any concerns confidentially.

## Confidentiality

Staff will keep the details of your care confidential. However, we also have a duty of care to share certain medical information about you with your GP practice, the team at the John Radcliffe Hospital or secondary mental health services and social services where appropriate. If you would like to know more about this please ask a member of the team.

## Research

We work closely with the Oxford Centre for Suicide Research by supporting self-harm and suicide studies. Statistical information about your visit today may be used to help us to improve the service we provide by putting research into practice. Any information used will be treated confidentially and stored securely in line with Oxford Health NHS Foundation Trust policy. Please speak to a member of the team if you would like to know more about our research links.

## Feedback

We welcome any feedback to help us improve our service and invite you to complete our feedback form.

This form will be given to you by your assessor. You can leave your completed feedback form in the designated box in the Emergency Assessment Unit or you can post it to us at:

Emergency Department Psychiatric Service  
John Radcliffe Hospital  
Headley Way  
Oxford  
OX3 9DU

If at any time you or your carer are concerned about how you were treated by a member of the EDPS team, we encourage you to raise these concerns in the first instance with our team manager on telephone 01865 223 030.

If you would prefer to speak to someone outside of the EDPS team please contact the Patient Advice and Liaison Service (PALS). Contact information for this service can be found on the back page of this leaflet.