

# Getting More Help (GMH) in Oxfordshire Child and Adolescent Mental Health Services

Service information for  
young people, parents and carers

Child and Adolescent Mental Health Service



This graffiti was created by Oxford Graffiti Crew—Pogo and Sidor

# What is the Getting More Help service?

The Oxfordshire Child and Adolescent Mental Health Service (CAMHS) is organised into several different teams, including Getting Help (GH) and **Getting More Help (GMH) teams**.

This leaflet is designed to explain the **GMH team** and give you information about what will happen when you attend an appointment.

Some people are seen first by our Getting Help (GH) team and then come to Getting More Help (GMH) if they need different support or for a longer time. Some people come directly to the **GMH team**. This is because of the type of treatment we think you need, and how long we think you will need it for.

The **GMH team** offers assessment and treatment options to children and young people under the age of 18. We see people who are having difficulties with their mental health that are having an effect on their day to day life at school or home or both. These difficulties might include being very low in mood or feeling very anxious. Some young people might have thoughts about wanting to harm themselves or others.

# What help could the team offer you and your family?

The **GMH team** will offer you and your family an assessment of your needs. The health professional will offer a first appointment that lasts up to one and a half hours. During this time, they will talk to you to find out about worries and problems, as well as thinking about your strengths and things that are going well for you. They will ask a bit about your background, family and early life, and your physical health.

You will be given the chance to talk with the health professional on your own, as well as together as a family. Parents/carers might also be offered some time alone with the health professional, depending on your age, your wishes and whether there are any concerns about your safety. They might arrange another appointment if you and your parent(s) or carer(s) want to be seen separately, or if they need more information before deciding what to do next.

At the end of your first appointment, the health professional will talk about what might be helpful. They might suggest that you see another team if they think a different team could help you in a better way. They might suggest some help that you can access online. We also offer sessions in groups if this would fit your needs, or one-to-one, including talking therapies. You could see a doctor if medication might be useful.

After talking about the options, you, your parents/ carers and the health professional agree your 'care plan'. This lists the next steps in your treatment. We give you a written copy.

### **Communication & Confidentiality**

After your appointment we send a letter to you, the person who asked for help for you (the referrer), your GP and if you have a social worker, or if your difficulties are affecting you at school, we like to let them know about your care too. We check this out with you first. You can let us know if you don't want us to share information and usually this is ok. Sometimes we have to share or check information with other people if we are worried about your safety or someone else's.

If you are under 18 and there are worries about your safety, we normally need to talk to your parent/carer about this even if you would prefer them not to be involved, but will discuss this with you and decide what seems best in your situation.

Your care plan will be checked regularly during your treatment. Sometimes it needs to be changed if you aren't getting better. We write to your GP and other people supporting you whenever there are any changes they need to know about. We ask that you, your family and your support network let us know about anything important between appointments as well.

### Who is in the GMH Team?

Doctors (psychiatrists)

Psychologists

Nurses

Occupational therapists

Social workers

Senior mental health practitioners

Family therapists

Psychotherapists

Trainees & students from various backgrounds



### Compliments, concerns and complaints

We aim to give young people and their families a high-quality service at all times. It helps our staff and our service if you can tell us when something has been done well. However, if you have any concerns or complaints about your experience with our service, it's really important that we know about this as soon as possible. You can tell a member of our team, and we will do our best to sort out any concerns or problems quickly. If you prefer you can contact the Patient Advice and Liaison Service on freephone: 0800 328 7971.

### Which service to contact in an emergency?

- If concerned about a change in mental health or increased risk, please contact the health professional you normally see in GMH by ringing the team, between 9-5 weekdays; ask to speak to the duty worker if your usual worker is not available and the concerns cannot wait until their return.
- Please inform the CAMHS team as soon as you can after any significant incidents which might change our treatment plan or risk assessment, as we might not be aware of these from other sources.
- Out of hours, please speak to NHS 111 for advice on mental health,. They can arrange for you to be seen by an emergency GP who can contact out of hours mental health specialists if needed.
- Go to A&E if there is a medical incident such as overdose, or serious self-injury needing medical attention.
- If a young person goes missing, or there is an immediate life-threatening risk of harm to self or others, call the police.
- If there are safeguarding concerns about risks to a young person from others, contact the Oxfordshire MASH (Multiagency Safeguarding Hub), or the Oxfordshire Social Services Emergency Duty Team out of hours.

### Contact details

Oxfordshire CAMHS Getting More Help has three main clinic bases in Abingdon, Banbury and Oxford (Cowley). Your first appointment usually takes place at your local team base. Follow up appointments may be arranged at other sites .

Please note that these bases are set by the location of your GP surgery and cannot be changed.

#### **South Oxon GMH Team**

The Clockhouse  
22-26 Ock Street  
Abingdon  
OX145SW  
Tel. no. 01865 904700

#### **Central Oxon GMH Team**

Raglan House  
23 Between Towns Road  
Cowley  
Oxford  
OX43LX  
Tel. no. 01865 902720

#### **North Oxon GMH Team**

Orchard Health Centre  
Cope Road  
Banbury  
OX16 2EZ  
Tel. no. 01865 904105

Website address:

<https://www.oxfordhealth.nhs.uk/camhs/oxon/>

## Child and Adolescent Mental Health Services

Please contact us if you would like the information in another language or different format.

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।  
**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

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

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