



Adult Mental Health Teams (AMHT)

# Oxfordshire Adult Mental Health Teams

# Welcome

Whilst you are a patient of Oxford Health NHS Foundation Trust your Adult Mental Health Team (AMHT) will be responsible for providing your care and treatment for your mental health illness while being supported in the community.

The team is made up of qualified professionals from both health and social care backgrounds who will work together to best meet your individual needs. Staff members may be psychiatrists, psychologists, community psychiatric nurses, social workers or occupational therapists and you might receive support from one or more members of staff depending on what your health needs are.

The team also have a number of dedicated and committed support workers, who work alongside the qualified members of staff to enable you to meet your recovery goals and help you manage your mental health whilst living in the community. The AMHT are supported by a friendly and compassionate administrative team and it will most likely be one of them who will answer the phone if you ever need to call us.

We understand that being diagnosed with a mental health condition can be a difficult time so we are committed to ensuring that we fully support you and your friends and family with any of your needs throughout your involvement with our services. We will ensure that we are always available to answer any questions that you might have.

## Why have you been referred to us?

If you have a mental health condition then usually your GP will be able to support you and provide any treatment you might need, including prescribing any specialist medication.

However, if your mental health issue is complex and your GP feels that you need specialist support then they will refer you

to us to provide this support.

Your GP will have written to us giving us some background information about you and your current mental health. We now look forward to meeting you for your initial appointment with a member of staff from our assessment function.

## What happens next?

Your initial meeting with us will take place with one or more members of staff from the assessment function. We will discuss how you are feeling, what affects how you feel and what support you might already have in place.

We will then offer you appointments for up to four weeks which will provide intensive support and advice. During this time we will work with you to plan how we can best help you. These appointments will focus on your needs and choices and what is important for you.

Following these appointments we will either then transfer you into the treatment function of the AMHT for the continuation of your care, or discharge you back to your GP or another suitable service who can continue to provide you with any support that you might need.

If you are transferred into the treatment function of the AMHT you will be allocated a care co-ordinator, who will be responsible for working with you to agree what we need to do in order to support you in your recovery.

Your personal goals might include returning to work, learning new skills or becoming more involved in your local community.

Your care co-ordinator will arrange to see you at appropriate intervals and these meetings can take place somewhere that makes you feel most comfortable; either at home, the team base or at your GP surgery.

You are more than welcome to ask a family member or friend to join you for any appointment.

If you have a preference to see either a male or a female care co-ordinator then please let us know and we will happily arrange this for you.

## Family members and friends

Family members and friends, or anyone else who gives you regular support are really important in helping your recovery so it is important that we know who they are and how we can work with them to support you. They know you best and will often be able to help us recognise the early signs of you becoming unwell.

We therefore welcome their participation at appointments (if this is something you feel happy with) and also in the development of your personal care plan.

However, your confidentiality is very important to us, and if there is something that you don't want us to share with them then please let us know. All staff working in the team will respect your confidentiality except in circumstances where they believe that not sharing certain information will put you or others at risk.

However, in most cases patients are happy to have their family members or friends involved and we will therefore ensure that we are working with you all to best support you and them, while you are under the care of the AMHT.

## Contacting the team

Your AMHT is open from 7am – 9pm every day, including bank holidays.

The team will have late night appointments available at least two nights a week as well as at weekends. If you want to be seen at these times, you will most likely need to be seen at the team base rather than at home or at your GP surgery.

If you become unwell outside of these hours and need to

Speak to someone urgently, please call our co-ordination centre on **01865 901 000** where one of our experienced call handlers will be able to assist you and enable you to speak to the right person. This might be a member of staff from our night assessment team, your own GP or someone from another service.

We know that you might have lots of questions and we are here to answer these for you and support you during what we understand might be an anxious and upsetting time for you and the people around you.

If there is anything that you are not sure about, please get in touch and ask us.

## Team contact details

### Medication

Most care plans will recommend medication to help with your illness. There is a lot of evidence that shows medicines for people with mental health illnesses can help reduce the time that someone is unwell but you will only be prescribed medication if the team believe that this is the right option for you.

Like all medicines some of the drugs that we use can have side effects but these will be discussed fully with you. You will be monitored very closely by the team when you are prescribed any new drug to ensure that you are responding to it well.

If you have any queries about any aspect of your medication then please ask your care co-ordinator. They have detailed knowledge about the medications that we use but they also have access to specialist mental health pharmacists, so can liaise with them on your behalf if there is something that needs a more specialist response.

## Research and development

As a patient with a mental health illness you may be aware that there are many treatments available to you. We are always looking to improve both individual treatments and the options available to you.

It is through high quality clinical research that we can learn more about mental health illnesses and provide better treatments. By taking part in research you can help us to find out which treatments are most helpful for you and people in

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<b>Address</b>	Wallingford Hospital Reading Road Wallingford OX10 9DU
<b>Telephone</b>	01865 904191 (7 days a week, 24 hours a day)
<b>Care co-ordinator</b>	
<b>Team manager</b>	Julie Belfield Melissa Porter

the future who may experience a mental illness.

As part of your care you may be asked whether you would be willing to be contacted by researchers who can tell you about research opportunities that may be available to you. It may mean just filling out a questionnaire in your own home.

Alternatively, you might be asked to attend extra clinic appointments or visit a clinical research facility where specialist staff will support you through the process. This might include

blood tests, interviews or brain scans.

Taking part in research is entirely up to you and you can change your mind at any time without giving us a reason why. People taking part in research often tell us they find it rewarding and interesting.

If you are interested in hearing more, you do not need to wait to be asked. You can contact us directly by calling 01865 902 135 or emailing [research@oxfordhealth.nhs.uk](mailto:research@oxfordhealth.nhs.uk).

## Patient Advice and Liaison Service

Our Patient Advice and Liaison Service (PALS) is here to help you when you need advice, information, have any concerns or don't know where to turn.

PALS is a free and confidential service provided by Oxford Health NHS Foundation Trust and you can ask them for support if you are being seen by any of the trust's services, or if you have a friend or family member who is using one of our services.

PALS provide all of our patients and their friends and family members with the following:

- advice or information
- support to sort out a concern or problem quickly
- a place to be able to make a comment or suggestion to help us improve our services
- somewhere to make a compliment about either an individual member of staff or a team, which PALS can pass onto them
- help with escalating a concern if you have not been able to get it resolved informally by the team

The PALS team can be contacted either via **freephone 0800 328 7971** (24-hour answerphone) or by emailing [pals@oxfordhealth.nhs.uk](mailto:pals@oxfordhealth.nhs.uk)

## Advocacy Services

**seAp** delivers the Independent Mental Health Advocacy service in Oxfordshire. We are an independent charity, not part of the NHS and all our advocates are highly qualified and experienced. This is a statutory service that each local authority in the country has a duty to provide. We mostly support patients under section in the mental health units in Oxford, but we have a community mental health remit as well if you have an issue with the care and treatment of your mental health condition. We also support people on Community Treatment Orders or Section 117 leave who are in the community under the mental health act.

Advocacy is about supporting someone to have their voice heard, and having someone 'on your side'. We do not judge, we do not give advice or tell you what to do, but we can signpost you to other relevant services and help you explore your choices so that you can make an informed decision.

We can attend meetings or appointments so that your point of view can be clearly put across if you are not confident to do this alone.

This can be a GP appointment (if you say an advocate is attending with you, you can get a double appointment), outpatients, complex needs or assessments if the consultant is happy to involve an advocate.

If you would like to know more about the service we can offer please contact our Oxford office on 01865 728981 or look at the website [www.seap.org.uk](http://www.seap.org.uk)

## Further support and advice

There is lots of information available online about mental health and while we aren't able to list them all here, we can recommend the following websites as ones that you might find particularly helpful.

**Royal College of Psychiatrists**  
[www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

They have an excellent website which provides lots of information about different mental health conditions, treatments and the law in regards to mental capacity.

## **MIND**

[www.mind.org.uk](http://www.mind.org.uk)

Perhaps the best known mental health charity, whose motto is quite simple:

*"We provide, advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding."*

Their website contains information about support that might be available to you and how to access this. They also have helplines you can call and an online community where you can listen and share your experiences and talk about your illness in a safe and supportive environment.

## **Rethink Mental Illness**

Telephone: 01865 904 499

Email: [oxfordshirecarers@rethink.org](mailto:oxfordshirecarers@rethink.org)

The Oxfordshire Carers Support Service provided by Rethink Mental Illness provides emotional and practical support to family and friends of someone with a mental health condition.

The service provides one-to-one support and support groups throughout the county and specialised training sessions throughout the year, including *Caring and coping* and *Mental health first aid*. If you are supporting someone with a mental health issue please do not hesitate to get in touch.



## Designated Pay and Display Car Park

Up to 30 minutes	Up to 1.5 hours	Up to 2.5 hours	Up to 3.5 hours	Over 3.5 hours
Free	£1	£2	£3	£4

Oxford Health enforce pay and display parking on their sites. Anyone who parks in an unauthorised area (staff parking) or doesn't display a ticket will incur a fine.

If you have any questions or queries regarding this contact [carparking@oxfordhealth.nhs.uk](mailto:carparking@oxfordhealth.nhs.uk). For car parking charges notice or appeals contact : [appeals@cp-plus.co.uk](mailto:appeals@cp-plus.co.uk) and for general enquires contact [info@cp-plus.co.uk](mailto:info@cp-plus.co.uk)

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: [EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

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

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** 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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