

You can always speak directly to your CAMHS worker, or if you prefer, contact our patient advice and liaison service (PALS) on:

Freephone: 0800 328 7971

Email: [PALS@oxfordhealth.nhs.uk](mailto: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.

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.

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 بتسويق 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 innej formie, skontaktuj się z nami.

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

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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**NHS**

**Oxford Health**  
NHS Foundation Trust



CAMHS

**Melksham child and adolescent mental health service (CAMHS)**

Melksham Hospital, Spa Road,  
Melksham, SN12 7NZ  
Tel: 01865 903 777

## 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 the age of 18 who needs the type of support that 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

talk 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 that 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 that I am going to CAMHS?

Only if you choose to tell them.

If you want to get involved with other young people to help us make services better, please tell us. We have an active participation group run by Gill Welsh who can arrange for young people to be involved in advising CAMHS on making improvements.

## It is important that you tell us what you think

It's really important 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 that we haven't done something as well as we should. If this is the case please tell us as soon as possible so that we can try to put things right.