

## 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.

### Contact us

Forensic CAMHS,  
Temple House,  
Temple Court,  
Keynsham,  
Bristol,  
BS31 1HA

Contact us at:  
01865 903038

Email: [fcamhsswn@oxfordhealth.nhs.uk](mailto:fcamhsswn@oxfordhealth.nhs.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 بتسبيق 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 noutro idioma ou num formato diferente.

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

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NHS

Oxford Health  
NHS Foundation Trust



Forensic CAMHS South West (North)

Information for  
Young People

## What is Forensic CAMHS?

The Forensic Child and Adolescent Mental Health Service (CAMHS) is an NHS service that helps young people who are displaying behaviours that may be putting others at risk. We work across Swindon, Wiltshire, Bath & North-East Somerset, North Somerset, Bristol, Gloucestershire and South Gloucestershire.

## Why might I be referred to Forensic CAMHS?

You might be referred to us if you have been seen by the police or if you're in contact with the youth justice system in some way. You may also be referred to us by other professionals who know you and are concerned about you and a possible risk to others.

## What happens next?

A professional working with you might come to us for advice on the best way to support you. In some cases, you may be asked to come and meet with someone from our team. This meeting will be carried out in a place where you feel safe and comfortable.

We will talk with you about the reasons why you have been referred to our team and think about how we, or other people, can help you. We may talk about some of your previous or current life experiences; we'll do this in a sensitive and understanding way to make sure you feel comfortable.

## Who will I see?

Within our team are consultant psychiatrists, a consultant clinical psychologist, a consultant mental health nurse, an assistant psychologist and an administrator.

It may be that you meet with us alongside someone you already know well, such as your CAMHS practitioner, youth offending team worker or social worker. If possible, we also like to speak with your family or those looking after you.

## What happens after the appointment?

You may need several appointments with the team before we have enough information to complete an accurate assessment. Once your assessment has been completed, we will share this with you and the professionals working with you.

We will discuss different approaches available to meet your needs and will always take your own wishes into account.

## What if I don't want to attend the appointment?

We hope that you'll agree to attend the appointment with us. We try to offer appointments where you feel most safe and comfortable. At the appointment we can discuss any worries or concerns you might have.

If you don't want to attend the appointment,

please speak to one of the professionals who works with you. If you really don't want to meet with us but other professionals continue to be concerned about you, we may meet with them to discuss your situation.

## Will my information be kept confidential?

Confidentiality is very important to us. The information you provide will only be shared with the relevant professionals. This will be explained to you in more detail at your appointment.

## Feedback

We want to know about your experience with Forensic CAMHS and would like to hear from you. Please send us your feedback at:

<https://www.surveymonkey.co.uk/r/fcamhsyoungperson>