



Adult Mental Health Teams

Aylesbury Community Mental Health Team

Welcome

Whilst you are a patient of Oxford Health NHS Foundation Trust your Community Mental Health Team (CMHT) 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 CMHT 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 our assessment clinicians.

What happens next?

Following the initial assessment with the team you will either be signposted to an alternative appropriate service or be offered some further appointments with the CMHT. This is usually between 4 and 6 appointments.

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 come under the care of CMHT, 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 it is determined you require care under CMHT 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 CMHT.

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 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 902135 or emailing 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 via **freephone 0800 3287971** (24-hour answerphone) or by emailing pals@oxfordhealth.nhs.uk

Advocacy Services

SeAp is an independent charity that provides free independent and confidential advocacy services that can help you make a complaint about any aspect of your NHS care or treatment.

Tel: 0330 440 9000

Email: <https://www.theadvocacypeople.org.uk/>

Text: Text 80800, starting message with PEOPLE

POhWER provides advocacy services to help you understand the care and support processes and options available to you and ensures that your views and wishes about your care and support needs are given.

Services in Buckinghamshire include:

- Deprivation of Liberty Safeguards (DoLS)
- Independent Mental Health Advocacy (IMHA)
- Community Advocacy
- Direct Payments
- Care Act

Tel: 0300 456 2370

Email - pohwer@pohwer.net

Text - send the word 'pohwer' with your name and number to 81025

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

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

Perhaps the best known mental health charity. 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.

Carers Bucks

www.carersbucks.org

Tel: 0300 777 2722

Email: mail@carersbucks.org

The Buckinghamshire Carers Support Service supports the health and wellbeing of unpaid carers and supports unpaid carers of all ages and in different caring roles.

All carers contacting Carers Bucks are able to speak to an experienced Support Worker in confidence, either over the telephone or by visiting our offices (please ring us first to make an appointment).

Contacting the team

Your CMHT is open from 9am – 5pm Monday to Friday excluding Bank Holidays.

The team can offer some flexibility for earlier and later appointments should you require these. 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 902000** 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

Team	Aylesbury CMHT
Address	Whiteleaf Centre Bierton Road Aylesbury HP20 1EG
Telephone	01865 901287
Team managers	Kristel Ranklin or Helen Close Tel: 01865 901287
Out-of-hours telephone	01865 902000

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

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسميق 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 noutro idioma ou num formato diferente.

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