

What happens if I can't attend a treatment appointment?

If you can't attend an appointment during treatment then please let us know as soon as possible so that we can use the time constructively. We may be able to rearrange an appointment if you give us reasonable notice. If you don't attend and don't contact us you will be discharged except in exceptional circumstances. If you do encounter such circumstances we will discuss your situation with you and try to complete your treatment.

What happens if treatment is disrupted?

Occasionally, exceptional circumstances happen to us too. This does not happen very often but if, because of sickness or other unexpected events, we are not able to continue treatment for a while we will contact you as soon as possible to let you know what is happening. We will always endeavour to complete your treatment.

If treatment isn't working for me what can I do?

Please talk to your therapist if you want to understand or change the way that treatment is going. For some people this may be because it is hard to talk about difficult situations and treatment can seem hard. However, we may be able to change the process to make it easier for you if this would help you to stay in treatment.

You can also get advice and support from the Patient Advice and Liaison Service (PALS) on the freephone numbers 0800 328 7971 (for Oxfordshire) and 0800 587 8036 (for Buckinghamshire). Ask your therapist or a secretary for the PALS leaflet which gives you further details of ways to contact them. PALS will also be able to advise you about getting an advocate or someone to help you with this process.

We are always interested in talking to you about how treatment is progressing and thinking about this with you. Please also tell us if treatment is going or has gone well. This feedback also helps us to learn.

Arranging an Interpreter

If you require an Interpreter to assist during your appointment please let us know in advance of your appointment so that we can make the necessary arrangements. We are able to provide an interpreter in most languages and for those who are deaf.

Other information

We are a teaching service and on occasions we have trainees who observe our work to further their skills. We will inform you upon arrival if this will be the case for your appointment. If you do not want this to take place, please let us know.

Data Protection

If you would like to know how your information is used and about confidentiality, please ask at reception for a leaflet or discuss your concerns with your assessor. Most waiting areas have a poster outlining the details. Any data that leaves the service is anonymised.

Claiming for travel to appointments

If you are receiving benefits you may be entitled to claim travel expenses. Please ask for information on arrival.

How can I contact Psychological Services?

Our main base is in the Warneford Hospital and the telephone number there is 01865 902005. Alternatively you can use our general email address to ensure that your email is responded to promptly Omh-tr.psychologicalservices@nhs.net




Oxford Health
NHS Foundation Trust

**PSYCHOLOGICAL
SERVICES
(OXFORDSHIRE)**

**WELCOME TO
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CENTRE**

Useful information to help get
the most out of our services

Abingdon Mental Health Centre
Marcham Road
Abingdon
OX14 1AG

 01865 902005
www.oxfordhealth.nhs.uk

How long is an appointment?

The duration of assessment appointments varies and can last from 45 minutes to 90 minutes on one or more occasions during which time we will jointly explore whether or not we can help you and if we can, how best to do it. Treatment appointments vary depending on the approach being taken. Please ask your therapist about this.

Travel and Parking.

We see people in different parts of Oxfordshire with some services provided in local towns (Banbury, Bicester, Witney, Abingdon, Didcot, Thame and Wallingford) and others in Oxford city itself. Please check that you know where your appointment is to take place. Parking is now pay & display (approx. £1 per hour), please allow enough time to park. If you haven't been sent a map please email or ring and one will be sent to you.

Using the intercom system on arrival at the building?

Most NHS buildings have an entry phone system which requires a buzzer to be pressed and a name to be given to enter the building. Some of these buzzers are loud so that staff can hear them. Patients can either give their name or the name of the person they are coming to see. In case of fire or other emergency the names of all who enter buildings have to be recorded - staff and patients. In the very unlikely event of an evacuation there is therefore a record of the occupants. Whilst these arrangements may seem bureaucratic they are for everyone's safety.

What happens if I can't attend my assessment appointment?

Most of our services offer 'Choose and Book' that is, you ring to see what appointment slots are available and you decide which one suits you best. If you do not attend for this appointment you will be discharged unless there are exceptional circumstances. We do this to keep our waiting times as brief as possible. In the past we used to offer several appointments even if people did not attend. We did this in recognition of the difficulties that people have in coming to talk with someone they don't know. It made our waiting times very long. Now, however, we think it is more useful to focus on those who are ready to attend.

What do I need to bring?

We have enclosed questionnaires for you to complete which provide important clinical, social and demographic information. Please bring these with you to your appointment. If anything is unclear please discuss it with the person you are seeing.

What are the forms to be filled in?

We ask patients to give us their up to date details on a registration form so that we can have your consent and advice on how best to contact you. As with all NHS organisations we have to give anonymised information on the people we see to check that we are providing an equitable service. We also ask for CORE and other service evaluation forms to be completed as this is an important way to check our effectiveness and to try to improve what we do.

What happens after the assessment?

There may be several options available depending on your needs and we will want you to be involved in decisions about your care. Psychological treatments only work with the consent and collaboration of the people involved. These will be discussed with you. If therapy is offered you will be placed on a waiting list and contacted when a place becomes available.

How will we confirm what is being offered to you?

After a discussion with you we will write a letter or report for your referrer which we copy to you with your consent and, with your agreement, to your General Practitioner and other mental health professionals involved in your care. This is your care plan and will outline the results of the assessment and the proposed treatment. If you only want a short version of the plan we can send this instead of the report.

Confidentiality and Consent.

We take confidentiality very seriously. All staff in the Trust sign forms to promise that they will respect patients' privacy and confidentiality at all times. The information system is protected by encryption as are all computers and any voice recorders that are used. Any breaches of confidentiality are regarded as serious by us and by the Trust.

There are some situations where we have to exchange information with others. If you or someone else is at risk then we will discuss with you any information that it is our professional duty to share. We also have to share information if we think that a child or a vulnerable adult is at risk or if you tell us that you will harm yourself or someone else.

We always share information about your assessment and treatment with your GP and Care Coordinator (if you have one). If you do not want your information shared, please discuss this with the professional that you meet.

Will I have to wait for treatment after my assessment?

Some therapies can start straight away but most involve a waiting period until a regular slot or time becomes available. Please ask your therapist about the expected waiting time as these vary especially around holiday periods. If your situation changes while you are waiting and you get better you can let us know that you no longer require treatment. If you feel worse then let your GP or other professionals know and they will support you until psychological treatment can be started. We review all waiting lists on a regular basis to try to keep waiting times to a minimum