

# Mental Health and Wellbeing Team Patient Information



## Introduction

CHAW Primary Care Network (PCN) is the name given to the collective group of GP practices who are working together to provide a more co-ordinated, effective and sustainable means of care for those who live in Chelford, Handforth, Alderley Edge, Wilmslow and surrounding areas. We provide care to approximately 50,000 patients.

The CHAW PCN Mental Health and Wellbeing Team offers a range of services to patients:

- We have Care Co-ordinators who will work with patients who are frail, elderly or vulnerable and those with long term conditions to provide coordination of care and support.
- We have Social Prescribers who can support patients experiencing a range of mild social problems that prohibits them in daily life.
- We have Mental Health Practitioners who offer more in-depth support to patients providing assistance to overcome moderate acute mental distress.

## What can you expect from the Mental Health and Wellbeing Team?

- We will treat you with dignity and respect.
- We will maintain high levels of confidentiality at all times.
- We will listen to your concerns with non-judgement, empathy and understanding.
- We will work in collaboration with you to develop the most appropriate treatment and care plan for you involving shared decision making and personalised care plans.
- We will offer short term support to help you to manage your illness /condition and enable recovery so that you can live your life with/without symptoms.

## Your journey with the Mental Health and Wellbeing Team.

Whilst under the care of the Mental Health and Wellbeing Team you will usually be offered up to 6 appointments with one of the Mental Health and Wellbeing Team Case workers. These appointments can be face to face, via telephone/video or a combination of all three

dependent on your preference. We have compiled an information sheet on Video Consultations that may help and this can be found at the end of the leaflet.

You can agree your preferred method of consultation with your case worker which can vary throughout your time with us. You may see more than one of our practitioners depending on the concerns and issues you present with, and what is in your best interest.

The Mental Health and Wellbeing Administration Team can be contacted between the hours of 09:30am and 3:30pm on 01625 264 150 should you need to cancel or reschedule your appointment. You can also find useful information on our website: [www.chawprimarycarenetwork.co.uk](http://www.chawprimarycarenetwork.co.uk)

## What we ask of you.

- Should you need to cancel or reschedule your appointment we kindly ask that you give as much notice as possible so that we can offer the appointment to another patient in need of our service. If you do not attend your appointment without letting us know beforehand, this will be marked as a 'Did Not Attend' (DNA) and the DNA Policy will apply. Further details on our DNA Policy are below.
- The Team is busy each day working with patients and therefore you may be unable to speak with your practitioner outside of your allocated appointment.
- We ask that you always show our team dignity and respect. We support the NHS' Zero Tolerance Policy – details of which can be found on Page 5.

## Alternative Contacts

As well as calling CHAW PCN Mental Health and Wellbeing Team you can also consider the following:

### **GP Surgery**

If you have any medication requests, need a GP appointment, any medical issues not relating to your Mental Health appointment you can contact your GP in the usual way.

### **Crisis Line**

CWP – 0800 145 6485 is available 24 hours a day, 7 days a week.

If you call, you'll speak to a professional in your local NHS mental health service.

They can discuss your current mental health needs and provide access to further support if needed.

Calls to NHS urgent mental health helplines are free.

### **Samaritans**

Whatever you are going through, you can call the Samaritans at any time from any phone on 116 123 or online at [Contact Us | Samaritans](#)

### **NHS111**

If you or someone else is in mental health crisis you can call NHS 111 and select option 2 to speak to a professional.

### **999**

If you or someone else is in danger, call 999 or go straight to A&E.

### **Crisis café**

There is a mental health crisis cafe you can contact and go to for face to face mental health emergency support. This offers a safe and non-clinical setting for emotional, practical advice and access to some structured skill building courses and social activities. Open 10am - 10pm Monday – Sunday. 01625 440700. The Western Centre, Earlsway, Macclesfield SK11 8RL. [www.echc.org.uk](http://www.echc.org.uk)

### **CGL (Change Grow Live)**

If you need support with alcohol or substance, use CGL can help you reach your goals. They will help you create a personalised plan and give you the right support for your needs. CGL work with adults and young people across Cheshire East, self-referral via 01625 464995.

### **Domestic abuse help**

Support for patients experiencing domestic abuse is available 24/7. During office hours the Council's Domestic Abuse Intervention and Prevention Service can be contacted on 0300 123 7047 option 2. Outside of these hours the national 24-hour domestic abuse helpline is available on 0808 2000 247. Always call 999 in an emergency.

### **ORCHA**

NHS Cheshire and Merseyside in Cheshire East have partnered up with ORCHA (the Organisation for the Review of Care and Health Applications) to provide this site for local residents. ORCHA helps governments, and health and social care organisations, to choose and deliver quality assured apps. Any apps shown on their site have undergone a rigorous review process. <https://cheshireeast.orchaco.uk>

## GETSELFHELP

GET SELF HELP is a **CBT therapy** and **self-help** resources website. <https://getselfhelp.co.uk/website>

### Our Patient's Views

Here's just a few of the comments our patients have made about the service we have provided to them.

**'Fantastic and consistent support. Thank you!'**

**'Very kind, not judgemental at all, very informative, explained what entitlements I was able to apply for.'**

**'My issues with mental health were dealt with quickly and effectively.'**

**'I was lost to myself and to my family, she brought me back and I'll be forever grateful!'**

**Brilliant made a big difference.**

## Did Not Attend (DNA) Policy

CHAW PCN is passionate about seeing and helping as many patients as is practicable. We would like all of our available appointments utilised by patients across the area and therefore, should anyone not attend an appointment without prior cancellation, this will be marked as a 'Did not attend' (DNA). If a patient does not attend 2 consecutive appointments, they will be discharged from the service and will need to be re-referred back into the service by their respective GP surgery. **It may take several weeks to be re-referred back into the service and for an appointment to become available.**

## Zero Tolerance Policy

CHAW PCN takes it very seriously if any member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

CHAW PCN supports the government's "Zero Tolerance" campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All of our staff aim to be polite, helpful, and sensitive to the individual needs and circumstances of each patient. The Practice respectfully reminds patients that very often staff are confronted with a multitude of varying and sometimes difficult tasks and situations all at the same time. Our staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. However, aggressive behaviour, be it violent or abusive, physical or verbal, will not be tolerated and may result in the patient being removed from the Practice list, and in extreme cases the Police being contacted.

In order to maintain a good relationship with our patients the PCN has agreed that the following types of behaviour will be deemed unacceptable, this list is neither exhaustive nor exclusive:

- Using bad language or swearing at CHAW staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse toward the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment

- Persistent or unrealistic demands that cause stress to staff
- Causing damage/stealing from the Practice's premises, staff or patients
- Obtaining drugs and/or medical services fraudulently We ask patients to treat the GPs and their staff courteously at all times.



## CHAW PCN VIDEO CONSULTATION PATIENT INFORMATION SHEET

You may have agreed to participate in a video consultation with the mental health and wellbeing team. Within this leaflet, there is some information alongside tips and considerations for you prior to the appointment going ahead.

**If there are technical issues on the day, you can continue the consultation with your practitioner via the telephone. Similarly, if, either during or after, your first video consultation, you decide that you would prefer not to continue with this method of consultation for future appointments, discuss this with your practitioner so that subsequent appointments can be arranged either face to face, or by telephone.**

Video consultations are securely encrypted. Your information on the system won't be shared or recorded. However, it is still your responsibility to make sure you have adequate anti-spyware and anti-virus protection on whichever device you use.

You can click on this link where there is a dedicated FAQs page.

**[Accurx Web: Video Consultation FAQs for patients | Accurx Help Centre](#)**

### Things that you will need

- A device with audio and video capabilities (a camera and microphone) such as your mobile or a laptop with webcam
- An internet connection (using Wi-Fi saves your mobile data, but both work)
- A quiet space where you won't be interrupted. We also recommend using a headset if you can.
- Check your set-up before your appointment. The platforms have test features for you to use, so you can follow the link you've been provided with ahead of the appointment and check everything works okay.

### Things you can do to improve the quality and outcome of your Video Consultation

#### Be prepared and punctual

Punctuality helps clinics keep running on time, so please remember to follow the link you have been supplied with a minute or two before your appointment. We want you to get the best out of your consultation, so please remember to follow the normal practice of making notes of anything you would like to discuss before your video consultation, and feel free to make notes during the appointment as well

### **Where will you sit?**

Think about where in your home you could sit comfortably and uninterrupted for the time of the session. Sitting in a chair can help you concentrate better on what you are discussing. Avoid distractions or interruptions. Look around you and see if you can rearrange anything not to distract you.

### **Negotiate the uninterrupted time**

Wherever possible, you need to get the agreement from other people you live with that they do not interrupt you whilst in the session. Closing the door can make you feel more secure, even if you are on your own.

### **Adjust light**

When light changes in your room it is important to think about lighting up your face e.g. sit with your back against a wall rather than a window. Having a light in front of you rather than behind you will help. It is preferable if you can arrange this in advance as leaving the online session to turn on the light can be distracting.

### **Mute your microphone**

Try to make sure you mute your microphone when not talking. The background noise can interfere with sound quality for you as well as the practitioner

### **Secure your device**

Try propping it up. If you hold your device in your hand or on your lap it can wobble which can be disturbing for your therapist.

### **Turn off mobile phones**

If you are not using your mobile device for the consultation, turn it to silent as you would usually in the session. Turn the volume down on landlines.

### **Wear headphones or earphones**

This ensures that other people are unable to hear what is being said by the practitioner.

### **What do I show others of my home?**

You need to reflect on your “background”. Think about what is behind you and what others can see. Is it distracting? Are there things visible you don’t want others to see?

### **What should I wear?**

We ask that everyone dress appropriately for the consultation as they would if they were visiting the GP Practice for their appointment.