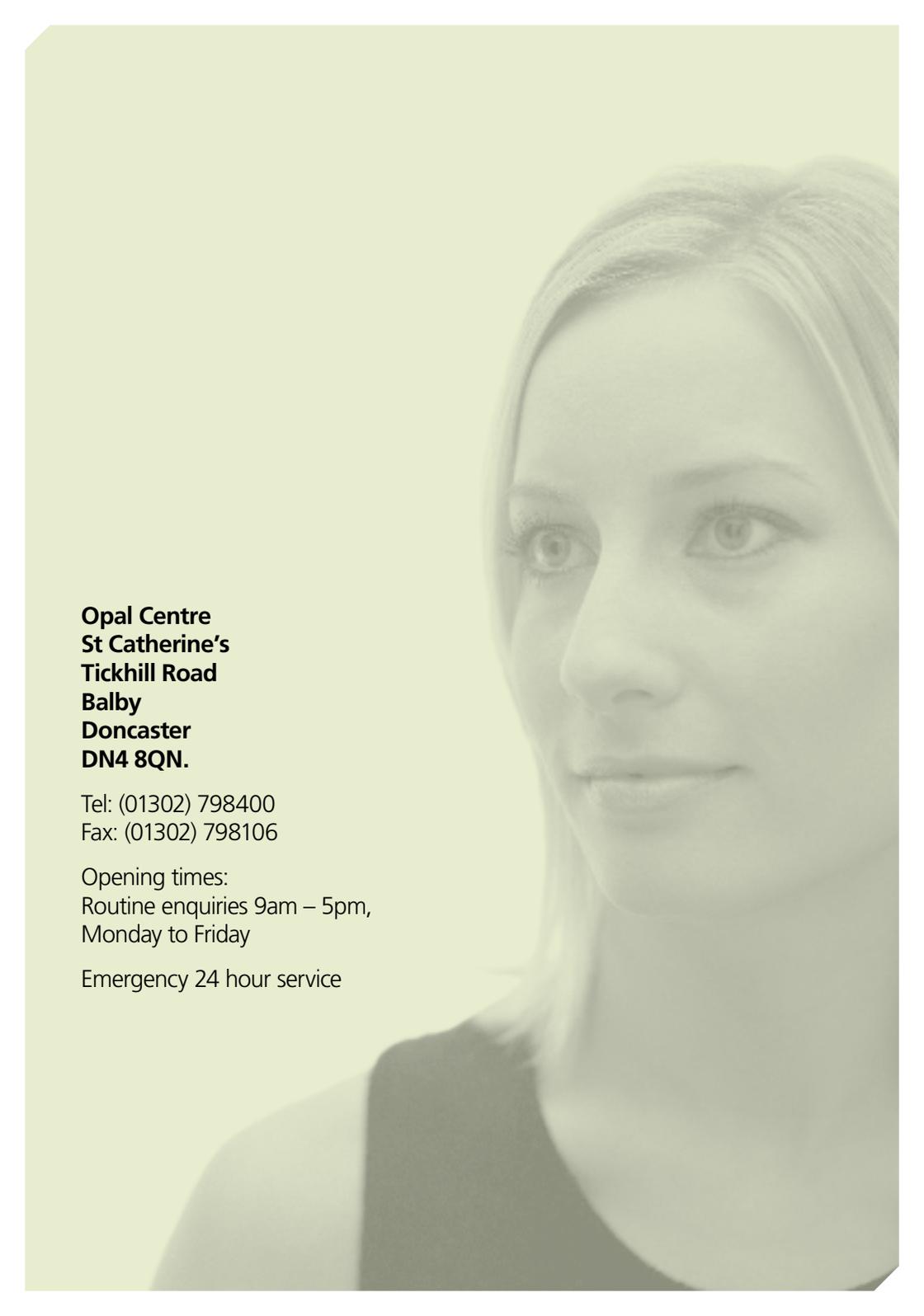


Doncaster access team

Information leaflet





**Opal Centre
St Catherine's
Tickhill Road
Balby
Doncaster
DN4 8QN.**

Tel: (01302) 798400

Fax: (01302) 798106

Opening times:

Routine enquiries 9am – 5pm,
Monday to Friday

Emergency 24 hour service

About the access team

We are a team providing an initial assessment of all specialist mental health referrals to identify the most appropriate service to meet individual need.

The team consists of community psychiatric nurses, social workers, approved mental health professionals, an assessment officer, a consultant psychiatrist, criminal justice liaison workers and support workers.

The team works with the Doncaster community psychological therapies service to have a 'single point of access' for adult mental health referrals. The access team also undertakes routine, urgent, emergency (crisis) assessments and provides home treatment.

The team was formed under the new service model for adult mental health services for Doncaster in August 2010, and incorporated the team previously known as the crisis/home treatment team. The home treatment part of the team focuses on preventing hospital admission where possible. They provide intervention and support to help improve service users mental health and this is often undertaken alongside other services and voluntary agencies.

The team also undertakes Mental Health Act assessments for unplanned care in the Doncaster area.

The criminal justice liaison service was also integrated into the access team. This allows the team to provide specialist services to service users who have mental health problems and have become involved in the criminal justice services i.e. the police and the courts.

How can I be referred to the access team?

The access team works in partnership with Doncaster community psychological therapies to provide a single point of access for adult mental health referrals. The usual route of referral is following an appointment with your GP, who will make a decision about whether you may benefit from input from mental health services. They can then refer you to the single point of access. However, health visitors, social services, the police and other agencies are able to make a referral on your behalf. You can also self-refer by telephoning (01302) 565556.

Your GP can also refer you direct to the access team if it is felt you need an emergency assessment from the access team.

A Mental Health Act assessment may be requested by your GP, health visitor, social services, the police and other agencies.

The criminal justice services may ask one of our specialist criminal justice liaison workers to assess your mental health.

What happens after I have been referred?

A single point of access worker will telephone you to discuss the referral if they need any further information. If there is enough information within the referral already, a decision can be made about whether you need an assessment from Doncaster community psychological therapies or the access team. Each of the services has a different process for contacting service users for an assessment.

How does the access team contact me for an assessment?

For routine and urgent assessments the access team will try to telephone you to arrange a mutually convenient appointment. If you are not available on the phone we will write to you offering you an appointment, asking that you confirm the appointment within five days.

For emergency assessments the worker will try to contact you on the phone and assess your current mental health. A time and date for a visit will then be arranged if required.

What if I am unable to attend my appointment?

You need to telephone the team on (01302) 798400. If it is for a routine or urgent assessment please telephone between 9.00am and 5.00pm, Monday to Friday. If it is for an emergency assessment please call immediately to rearrange.

What if I no longer want an assessment by the team?

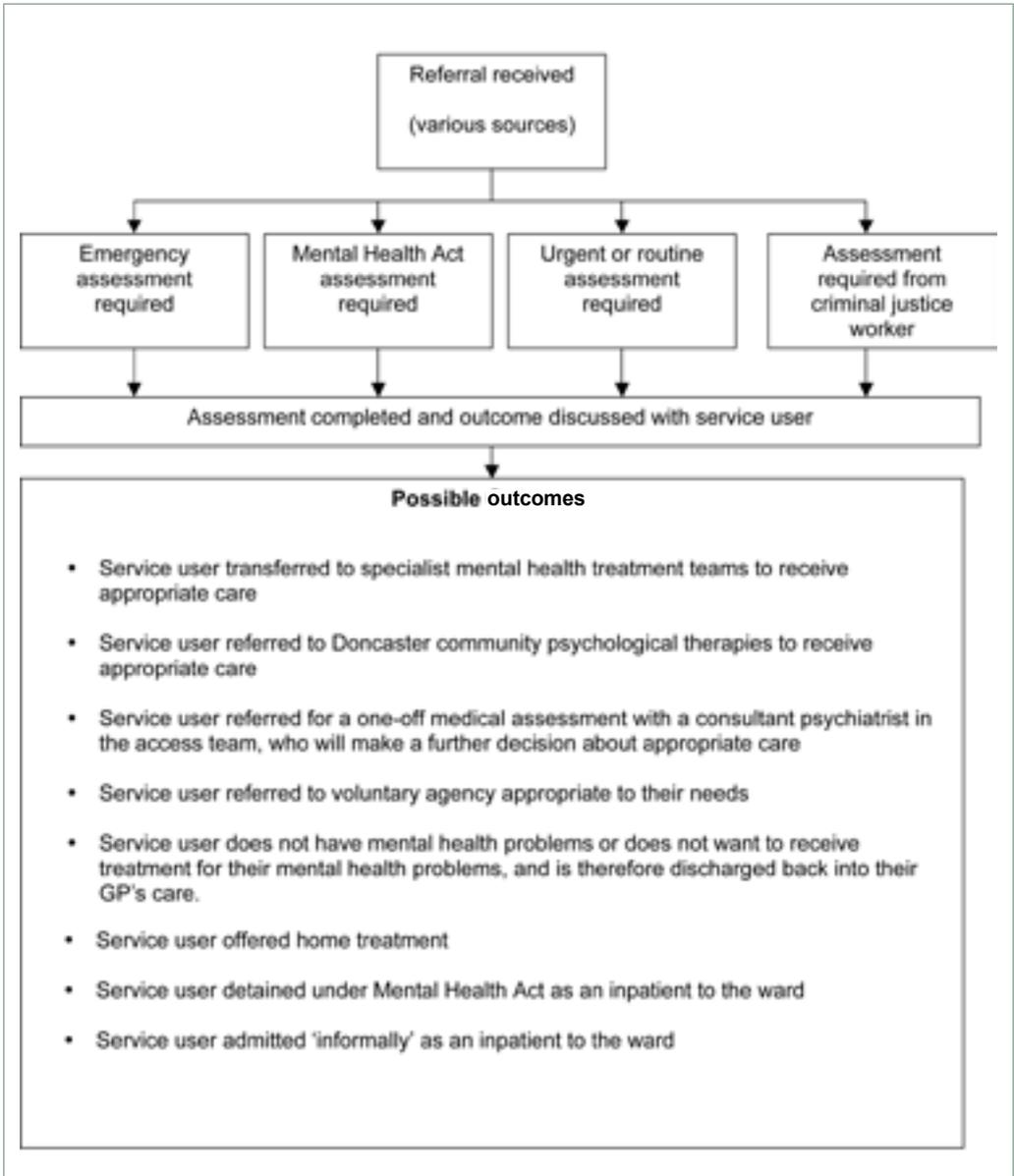
You need to contact us to inform us that you no longer require an assessment so that your appointment can be offered to another service user.

What if I do not attend an appointment?

If you do not attend or cancel two routine or urgent appointments, you will be discharged back to the care of your GP. This is to ensure that wherever possible service users can be offered an appointment within 14 days.

What happens after I have been assessed?

Due to the many functions of the access team and adult mental health services, there are many pathways for assessment and treatment which you could follow. The diagram right demonstrates some of the possible outcomes.



What happens when I am discharged from home treatment?

The workers from the home treatment part of the access team will discuss and work in partnership with you to arrange a discharge plan. This could include the assessment outcomes previously outlined. It may be necessary for you to receive treatment from one of the specialist treatment teams, or perhaps you may benefit from accessing services provided by the voluntary sector. Whatever the outcome, this will be discussed with you before your discharge as part of your home treatment care plan. If you have any queries about your care, please ask a member of the team.

I have been referred to see a consultant psychiatrist. What does this mean?

If required, service users who are receiving home treatment will be contacted to arrange an appointment to see the consultant psychiatrist as part of their care package provided by the access team.

If you have had a routine or urgent assessment you may be referred to see a consultant psychiatrist for a number of reasons. It may be to review your medication, to obtain a diagnosis or for the clinician to seek further advice. The reason for the referral should be discussed with you by the clinical staff member undertaking the assessment. Following your appointment with the consultant psychiatrist they will discuss the outcome

of the assessment with you.

If you are assessed under the Mental Health Act as part of that process, a consultant psychiatrist will be involved in assessing your mental health.

Compliments and complaints

The Trust welcomes advice and suggestions about how services can be improved. Many problems can be resolved easily by talking with a member of the team, but if you feel that there is any cause for complaint, all correspondence should be sent to:

Chief Executive,
Rotherham, Doncaster and South Humber
NHS Foundation Trust,
St Catherine's House,
Tickhill Road,
Balby,
Doncaster,
DN4 8QN.

A copy of our complaints policy is available on our website www.rdash.nhs.uk

We also have a form called 'Your Opinion Counts' which is an informal way of giving us your feedback. You can request one by telephoning (01302) 798400 9.00am - 5.00pm, Monday to Friday.

If you would like this in large print, braille or on audiotape or would like this document in an alternative language, please contact the Patient Advice and Liaison Service on 0800 015 4334.

如欲索取本刊物的特大字體、凸字或錄音帶版本，又或者另一語文版本，請聯絡病人諮詢及聯絡服務處 (Patient Advice and Liaison Service)，電話：0800 015 4334。

Pokud pot_ebujete tento dokument napsan_velk_mi písmeny, v Braillovo písmu, na audio_kazet_nebo v jiném jazyce, prosím kontaktujte linku Rady pacient_m a komunika_ní slu_by na _isle 0800 015 4334.

اگر شما این موزک را با چاپ درشت، الفبای نابینایان (بریل) یا نوار صوتی میخواهید یا مایل هستید که این موزک را به زبان دیگری داشته باشید، لطفاً با خدمات هماهنگی و مشاوره بیمار یا شماره 0800 015 4334 تماس بگیرید.

यदि आप यह बड़े अक्षरों में, ब्रेल में या ऑडियो टेप पर लेना चाहें या आप यह दस्तावेज़ किसी दूसरी भाषा में लेना चाहें तो कृपया पेशेंट एडवाइज़ ऐन्ड लिफ़ेज़न सर्विस से 0800 015 4334 पर संपर्क करें।

تہ گھر تہ معمت دہوزت بہہرتی گہورد۔ توسین ہق نامہنایان۔ بان بہکاسبتی دہنگ بان تہ گہر تہم بہنگ نامہ بہت دہویت بہزمانیکی تر تکیاہ بہیوہندی بگہ بہہہشی ناموزگاری تہخوشہکان وہ خرمعت گوزاری بہیوہندیہکان بہزمارہ تہلفونی
0800 015 4334

如果你想得到本刊物的大字印刷、盲文或者录音带版本，或者你希望得到其它语言的版本，请联络病人咨询及联络服务处 (Patient Advice and Liaison Service)，电话号码是 0800 015 4334。

सेखत तुमी हिस तु वंडी बपली, बरेल ना अडिडिटेड वे ना हिस समझवेस तु बिसे बसलदी मजल विच चपुंचे वे ना हिरा बरवे जिते ओडवालेस अजे अडिवालेस मजलिस ताल 0800 015 4334 वे सेपलव जते।

اگر آپ بہ دستاویز بڑے حروف کی چھپائی، بریل یا آڈیو ٹیپ پر یا کسی متبادل زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی پبلشٹ ایٹوانس ایٹ لیزن سروس کو 0800 015 4334 پر فون کریں۔

This information is correct at the time of publishing

Last Reviewed: August 2010