

# Newcastle Psychiatric Liaison Service

Personalised patient information

## **What do the Psychiatric Liaison Team do?**

The Psychiatric Liaison Team provides assessment of mental health, and treatment of any mental health problems, to people attending a general hospital. Although we are employed by the mental health trust and not the general hospital, we work very closely with the general hospital team.

## **Who are we?**

We are mental health professionals: specialist medical doctors (called 'psychiatrists'), registered mental health nurses, clinical psychologists, other specialist mental health professionals, and administrative staff.

We are a 24 hour service based at the Richardson Unit in the Leazes Wing of the RVI.

The hospitals we cover are:

Royal Victoria Infirmary  
Freeman Hospital

We have been asked to see you by your general hospital team, who remain the team responsible for your overall care.

## **During our involvement you may be asked to:**

- Take part in your assessment, so that we can agree with you what needs you may have and how we might help them be met.
- Give permission to us to speak to others (for example, your family).
- Give permission for us to share information with others concerned with your care.

People who know you well, such as your family, can always speak to us; we will listen to them but will not normally share any information with them about you without your consent.

## Interpreters

If you require an interpreter, please let your referrer know so that one can be arranged for you.

## When you are seen we will always try to do the utmost possible to respect your privacy and dignity

- You can be seen in a private area, if one is available.
- You can choose whether or not a relative, friend or advocate accompanies you.
- We will encourage you to be involved in decisions about any treatment offered.

## You may be offered:

- An appointment to see us again, in the near future.
- Information and a choice of possible interventions by agencies that will be able to support any plan agreed with you.

## After the assessment:

- The plan is written in this leaflet; this may be called a **care plan** when it is in your medical notes.
- Relevant information you gave to the psychiatric liaison staff will be given to the hospital team looking after you.
- You have the right to receive copies of any letters written to your GP.

## How to contact us

### Our postal address is:

Newcastle Psychiatric Liaison Team  
Richardson Unit  
Leazes Wing  
Royal Victoria Infirmary  
Newcastle upon Tyne, NE1 4LP

### Our telephone number is:

0191 282 4842 or 0191 282 0045

## My Safety Plan

Getting through  
right now

Making your  
situation safer

Things to lift or  
calm your mood

Things to  
distract you

People to  
support you

List who you can talk to if you  
are distressed or thinking  
about self-harm or suicide

Emergency professional  
support

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Safety Plan - Reproduced from StayingSafe.net and Connecting with  
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## Useful organisations and websites

- **Hub of Hope**

[www.chasingthestigma.co.uk](http://www.chasingthestigma.co.uk)

If you or a loved one is struggling with any mental health concern, we urge you to start with the Hub of Hope, to find the most relevant and readily available support near you, when you need it. With more than 1,800 local, regional, grassroots and national services currently listed, and that number growing each day, the Hub of Hope is the UK's go-to mental health support signposting tool.

- **IfUCareShare**

[www.ifuchareshare.co.uk](http://www.ifuchareshare.co.uk)

Provide a range of services fundamental to our three main aims of prevention, intervention and supporting those bereaved by suicide.

- **Anxious Minds**

[www.anxiousminds.co.uk](http://www.anxiousminds.co.uk)

Over 60+ Counsellors working across the North of the Tyne. We want to make it as easy as possible for you to access the support you need for your mental well-being. That's why you can drop-in anytime for a cup of coffee and a chat at our Recovery Centres and everyone who registers for Counselling with us gets an assessment appointment within a couple of weeks.

- **Andys Man Club**

[www.andysmanclub.co.uk](http://www.andysmanclub.co.uk)

At Andys Man club we want to eliminate the stigma attached to mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. We aim to achieve this through weekly, free to attend peer-to-peer support groups for men ages over 18.

- **George Street Social Club**

George Street Social was opened in 2016 to provide a safe place for people in all stages of recovery, as well as the general public to enjoy an alcohol-free social space. But importantly we reckon it's one of the best coffee shops in town! It provides a 'Bridge to normality' for those in recovery, rather than separating the community. The space is used for any purpose that helps people grow, flourish or improve any aspect of their physical, emotional, spiritual and mental wellbeing.

- **Recovery College Online**

[www.recoverycollegeonline.co.uk](http://www.recoverycollegeonline.co.uk)

Coping During the Pandemic. free guest courses about coping during the pandemic. Includes online courses for lifestyle and wellbeing, diagnoses courses, medication, trauma, mental health legislation.

- **Smart Recovery**

[www.smartrecovery.org.uk](http://www.smartrecovery.org.uk)

Addictions - SMART Recovery helps participants decide whether they have a problem, builds up their motivation to change and offers a set of proven tools and techniques to support recovery.

- **Shout**

Shout 85258 is a 24/7 UK text messaging service for times when people feel they need immediate support. Struggling to cope? Text SHOUT to 85258

- **Calm Harm App**

The urge to self-harm is like a wave. Learn to ride the wave with the free Calm Harm app using these activities: Comfort, Distract, Express Yourself, Release, Random and Breathe.

- **Stay alive app**

The Stay Alive app is a suicide prevention resource for the UK. It has tools to help keep people safe in times of crisis, details of the emergency or support services to contact in Hertfordshire. You can use it if you are experiencing difficulties with your mental health or having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

- **Newcastle Treatment and Recovery (NTaR)**  
NTaR covers all of drug and alcohol services within Newcastle and is an ageless service. Referral into the service can be done by email: [NTARreferrals@cntw.nhs.uk](mailto:NTARreferrals@cntw.nhs.uk) or by telephone: 0191 206 1117
- **North Tyneside Recovery Partnership (NTRP)**  
Delivered in partnership between Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, Changing Lives and Turning Point. The North Tyneside Recovery Partnership (NTRP) is a dedicated service for anyone living in North Tyneside who is experiencing problems with drugs and alcohol. Referral into the service can be done by telephone: 0191 640 0180
- **Someone Cares**  
[www.someonecares.org.uk](http://www.someonecares.org.uk)  
SomeOne Cares offers a free counselling service for survivors and supporters of abuse, specialising in childhood sexual abuse, rape and sexual assault. Telephone: 0191 257 8094
- **Cruse Bereavement**  
[www.cruse.org.uk/get-help](http://www.cruse.org.uk/get-help)  
Coping with grief - If you are here because someone close to you has died, we are very sorry. Grief is a natural process, but it we know it can be devastating. You are not alone. We are here to support you. Helpline: 0808 808 1677
- **Vita Health**  
0191 282 6600
- **North Tyneside Talking Therapies**  
0191 295 2775  
[www.northumbria.nhs.uk/our-services/mental-health-services/talkingtherapies/](http://www.northumbria.nhs.uk/our-services/mental-health-services/talkingtherapies/)



Your plan of care which has been agreed upon is:

## Professionals who I can contact:

Your GP .....

**Samaritans** Tel: 116 123 (24 hours)

If you want urgent advice from a mental health professional or it is an emergency, then you can contact your local Initial Response /Crisis Team at any time, 24 hours a day every day of the year:

- **Cumbria**  
Freephone **0800 652 2865** Text number for people who are Deaf and/or have communication difficulties - **07795 656 226**
- **Newcastle and Gateshead**  
Freephone **0800 652 2863** Text number for people who are Deaf and/or have communication difficulties - **07919 228 548**
- **Northumberland and North Tyneside**  
Freephone **0800 652 2861** Text number for people who are Deaf and/or have communication difficulties- **07887 625 277**
- **Sunderland and South Tyneside**  
Freephone **0800 652 2867** Text number for people who are Deaf and/or have communication difficulties - **07889 036 280**

## Consent and confidentiality

We will usually only see you if you have given your explicit consent. Similarly, you are free to opt out of seeing us at any time. Anything you say is treated in strictest confidence and will only be shared with other members of the team and with other people involved in your health care, such as your GP.

Members of the team work within professional Codes of Conduct and follow NHS Policies that ensure confidentiality is maintained at all times. The only exception to this would be if the Team believed that there was a significant risk you would seriously harm yourself or others, or information was obtained about possible harm to vulnerable people such as children.

If you have any concerns at all about confidentiality please speak to any member of the team.

## Patient and carer information

There is a range of patient and carer information on the Trust's website – [www.cntw.nhs.uk/resource-library](http://www.cntw.nhs.uk/resource-library) – which includes information on mental health and wellbeing, information on medicines, side-effects and how to manage them and mental health act information leaflets in 28 languages.

There are also 22 self help guides written by NHS clinical psychologists with contributions from service users and healthcare staff. Titles cover Depression and Low Mood, Stress, Controlling Anger, Panic, Sleeping Problems and Anxiety.

[www.cntw.nhs.uk/selfhelp](http://www.cntw.nhs.uk/selfhelp)

If you don't have internet access you can:

- telephone us on 0191 246 7288. An answerphone service is in operation outside of office hours.
- visit us at St Nicholas Hospital. We are open for anyone to call in on weekdays from 9.30am-12 noon and 1pm-4.30pm, no appointment is needed.

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

talk to the people directly involved in your care

- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk](http://www.cntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre.  
Tel: 0191 246 7288

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