

Where else can I go for support ?

Alcohol and Drugs:

Al-anon.....0207 403 0888
Talk to Frank (*drugs*).....0300 123 6600
The Beacon (drug and alcohol)01922 669840

Bereavement:

Walsall Bereavement: Adult.....01922 724841
Child.....01922 645035
CRUSE.....0844 477 9400

Older People:

Green Square Accord:
Age Matters/Dementia...01922 638825
Housing.....01922 723919
Age UK, National.....0800 169 6565
Dementia Connect.....0333 150 3456

Homeless and Housing:

Homeless & Housing Advice:
Walsall Council...01922 653405
Shelter.....0808 800 4444
Green Square Accord – Housing.....01922 723919

Employment / Benefits:

Job Centre Plus.....0345 604 3719
Benefits Enquiry Line.....0800 169 0310

Domestic Violence:

Black Country Women's Aid0121 553 0090
Walsall Psychological Help (WPH).....01922 649000

Children and Young Adults:

Childline0800 1111
NSPCC Helpline.....0808 800 5000
Kooth (up to 25 years)..... www.kooth.com

Miscellaneous:

Citizens Advice Bureau.....01922 700600
BEAT (*Beating Eating Disorders*).....0808 801 0677
No Panic Advice.....0300 772 9844
Relate (*relationship problems*)0121 643 1638
Walsall Enablement Service.....01922 494479
Walsall Psychological Help (WPH).....01922 649000
WISH (Walsall Integrated Sexual Health)
.....01922 270400
Victim Support : Local.....01922 644000
National.....0808168 9293



Black Country Healthcare
NHS Foundation Trust

For more information

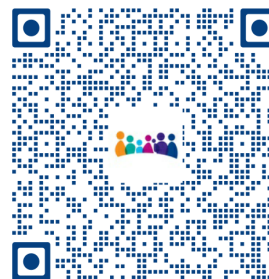
How do I give feedback about the service?

We would like to hear about your recent experience of our services.

Please take a few minutes to complete the survey by scanning the QR code with the camera on your phone and help us improve our services to make them better for everyone.

If you would prefer to speak to someone about your experience, please get in touch with our Service Experience Desk on 0800 587 7720 or email sed.bchft@nhs.net

If you require this leaflet in another language or format such as large print, braille or easy read please contact the communications team on 01384 325022 or email bchft.communications@nhs.net



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Black Country Healthcare
NHS Foundation Trust

Primary Care Mental Health, Walsall

Service Information Leaflet

*Please read this leaflet before
booking an appointment*



Together with you to achieve
healthier, happier lives



Who Are We?

We are a group of mental health nurses who work alongside your GP practice and Primary Care Mental Health Practitioners to help you manage your mental wellbeing and mental health difficulties

Should we not be the best service to meet your needs the nurse will discuss alternative options with you.

is this service is right for me?

I am 18 or over, have a GP in the Walsall area and **do not** need immediate, urgent or crisis care

If in need of Urgent or Immediate Mental Health or Crisis Care:

Please contact one of the following:

- Black Country 24/7 Mental Health Helpline: Free phone 0800 008 6516 or Text 07860025281
- Black Country Mental Health Crisis Service 01922 607000 - available from 5pm in the evenings to 9am in the mornings on weekdays, 24 hours on Bank Holidays, Saturday's & Sunday's: 01922 607000
- Call 111 if able to wait to speak to an advisor or 999 should you need immediate intervention and cannot wait for crisis support

How do I make an appointment?

Tel: 01922 608400

OR

Email: bchft.pmh@nhs.net

When contacting our service it is essential that you provide the following information:

- ☐ Your name
- ☐ Your date of birth
- ☐ Your telephone number
- ☐ Name of the person you are attempting to contact if relevant

Due to the high volume of calls received by the service you may have to leave a message. We will get back to you within 5 working days to arrange your appointment. Please note that we are a Monday to Friday 9am-5pm service.

It is important that you keep your appointment. If you no longer require it, please cancel no later than 24 hours before your appointment time so that your appointment can be given to someone else. This will reduce waits for others.

What will happen at my first appointment

Your first appointment will be by telephone unless you request an appointment face-to-face or via a video conferencing option. The nurse will ask you questions about your current and past difficulties and will discuss and agree a plan of care with you. Further appointments can be arranged by telephone, through video-conferencing or face-to-face depending on what meets your needs best. The first appointment can take up to 40 minutes. A relative, friend, carer or an advocate would be welcome to be present during your appointment if this would be helpful to you.

What if I have special needs/ requirements?

We aim to accommodate special needs/ requirements. Interpreters can also be arranged if required. Please let the reception staff know of your needs when booking your appointment.

Confidentiality

Everyone working for the Trust has a legal duty to keep information about you confidential. We will only pass on information about you if professionals involved in your care have a genuine need for it. This will be discussed with you at your first appointment. Please be aware that the security of any emails and text messages cannot be guaranteed.

Further information/useful resources Our website

www.blackcountryhealthcare.nhs.uk/

Wellbeing podcasts

<https://www.mentalhealth.org.uk/podcasts-and-videos/podcasts-for-your-wellbeing>

