Our Vision

The Trust aims to deliver quality through partnership. Creating a dynamic system of care, so people receive the right help, at the right time, in the right setting with the right outcome.

Our Values

respect
open
accountable
working together
innovative
excellence
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Welcome

This directory has been designed to provide a snap-shot view of the mental health services, provided by Kent and Medway NHS and Social Care Partnership Trust, in Medway.

It contains enough information to enable GPs and those working in primary care to make informed decisions about where and how to make referrals to mental health services.

You can always find out more about any of our services by visiting our website www.kmpt.nhs.uk or by speaking directly to a member of our staff in one of our teams.

There may of course be some other mental health services provided by other providers in your area.

I hope you find this directory useful and that it enables you to make fast and appropriate referrals that lead to people who need specialist mental health support getting it quicker; enabling their recovery to start sooner.

Dr Karen White
Medical Director
A Recovery Focus

Kent and Medway NHS and Social Care Partnership Trust is committed to providing a service that is recovery-focused.

We aim to ensure that services are developed, provided and maintained so that those who access our service receive support and assistance at the right time and in the right place, by staff committed to making recovery a reality for all.

Recovery is about regarding oneself not as having an illness or label but as an individual with strengths and gifts – past, present and future – who just happens to be experiencing some mental distress.

This may at times be a painful process but it can also be a process of self-discovery, self-renewal and transformation.

We value the uniqueness of each individual and therefore there will be variations in how we deliver services in order to meet the needs of individuals.
Referral Flow Chart - Medway Secondary Mental Health Service

Primary Care (GPs)

Eating Disorder Services

Alcohol Services

Mental Health Services for Older People

Early Intervention in Psychosis Services

Medway Integrated Mental Health Team (inc Psychological Therapy services)

Crisis Resolution and Home Treatment Team (CRHT)

In-patient (Emerald, Sapphire and Ruby Wards)

Mental Health Services for Learning Disability

Brenchley Personality Disorder Unit, Mother and Infant Mental Health Services (MIMHS)

GPs can refer directly to those services in blue boxes.
Medway Integrated Mental Health Service

Introduction

The Medway Integrated Mental Health Service accepts referral for people aged 18 and over who are experiencing mental health problems. Referrals will be made mainly by GPs; however, the service will accept referrals from other sources and screen self referrals. The service provides comprehensive assessment, advice, signposting, self help guidance and treatment of mental health problems.

The Medway Integrated Mental Health Service can care for those with short term needs or those with long-term more complex needs who require ongoing support.

Teams are made up of psychiatrists, clinical psychologists, service manager, community psychiatric nurses; occupational therapists; Support Time and Recovery Workers and administration and secretarial staff.

Eligibility criteria

Adults aged 18 and over, including those with a learning disability where there are concerns regarding the presence of a mental illness.

Referral procedure

The service aims to be the single point of entry into secondary mental health services and accepts referrals for assessment from GPs, Primary Care, Acute Services, Social Services and the Police/Judicial System.

People who self refer who have an appearance of need for community care services will not be denied an assessment or subsequent service provision because they have not first been referred by their GP. Referrals can be made by telephone, FAX, in writing or by using our email address below.

All referrals to the team will be screened daily to determine eligibility criteria for Secondary Mental Health Services, and a decision made as to when an assessment should take place. Triage may include telephone contact to establish level of urgency this decision will be determined by the agreed response times:

- Routine – assessed within 4 weeks
- Urgent – assessed within 72 hours
- Emergency – assessed within 4 hours

This service accepts direct referral from Primary Care.

Areas of Interface between Primary and Secondary Care

1. Prescribing mental health medications
2. Advice and consultation
3. Physical health Monitoring
4. Clarification about ongoing care
5. Care Program Approach (CPA) meetings
6. Concerns about managing risks in the community and primary care
Medway Integrated Mental Health Service (cont’d)

Services offered

- Assessment and Triage
- Co-ordination and ongoing care

Assessment and Triage

On going care offered for persons with severe and enduring mental illness with complex needs and high risk under the Care Program Approach (CPA) framework.

1. Screening and Comprehensive assessment including risk and physical healthcare
2. Care Planning and review and support based on needs and recovery model
3. Medication management
4. Advice and liaison to Primary Care
5. Referral to specialist services
6. Physical health monitoring in partnership with primary care
7. Psychological services (CBT, systemic, psychodynamic psychotherapy, etc)
8. Referral for social care needs (Housing, vocational advice, personal budget, direct payment etc)
9. OT assessments and support
10. Psycho-educational groups
11. Referral to Resource centres

Co-ordination and ongoing care

On going care offered for persons with severe and enduring mental illness with complex needs and high risk under the Care Program Approach (CPA) framework.

1. Ongoing assessment, review and care based on recovery model
2. Medication management
3. Physical health monitoring in partnership with primary care
4. Psychological services (CBT, systemic, psychodynamic psychotherapy etc.)
5. Social care needs (Housing, vocational advice, personal budget, direct payment, etc)
6. OT assessments and support
7. Psycho-educational groups
8. Resource centers
Medway Integrated Mental Health Service (cont’d)

The functions include:

- Triage referrals, supporting self assessment and enabling appropriate signposting where appropriate to other services including Primary Care, Early Intervention in Psychosis, Crisis Resolution and Home Treatment Services, Rehabilitation, Enablement and Coordination Services, Third sector and voluntary services, and other tertiary provision.
- Provide advice, through liaison, on management of mental health problems, in particular to Primary Care.
- Provide prompt, expert and comprehensive assessment of mental health problems, including the assessment and management of risk.
- Assessment of eligible social care needs and where appropriate, referral to social care.
- Provide effective evidence based treatment and care.
- Provide advice and support to Service Users and families. Identify carers in order to involve them appropriately in care plans and refer them to the social care agency for an assessment of need in their own right.
- Prompt discharge to Primary Care or signposting following completion of treatment.

GPs can directly access to a Consultant Psychiatrist for advice and consultation Monday to Friday between 12 – 14.00hrs on 07798742205
Medway Integrated Mental Health Service

Contact us

Kingsley House
37-39 Balmoral Road
Gillingham, Kent
ME7 4PF
Tel: 01634 331914 Fax: 01634 331957

Opening hours

- Open Monday to Friday from 9.00am to 5.00pm.
- A duty system operates between 9.00am to 5.00pm on working days. Duty system is managed by a mental health professional. It can be accessed by service user, carers and other professionals. Contact phone number: 01634 331914 and ask for duty worker.

Contact details

Michelle Webb (Manager) 01634 331754
Dr Shoba Pamadeth (Consultant Psychiatrist) 01634 331734
Dr Soundararajan Munuswamy (Consultant Psychiatrist) 01634 331771
Dr Mallika Sundaram (Consultant Psychiatrist) 01634 825381
Dr Tulha Aga (Consultant Psychiatrist) 01634 333270
Dr James Osborne (Consultant Psychologist) 01634 331982
Charlton Baptiste (CPN – Senior Practitioner) 01634 810935
Martin Robb (CPN – Senior Practitioner) 01634 331914
Keri David-Valentine 01634 331914
Early Intervention for Psychosis Service (EIS)

Introduction

The Early Intervention for Psychosis Service (EIS) was established in 2005. The service is commissioned to work with individuals experiencing a first episode of psychosis aged between 14-35 years who have been experiencing symptoms for 3 years or less.

The team comprises of a Service Manager, a Clinical Lead (Consultant Psychologist), Care Coordinators (Registered Mental Health Nurses, Occupational Therapists or Social Workers), Support Time and Recovery Workers; administration staff and a Psychology Assistant.

In Medway there is dedicated psychiatry input.

This service accepts direct referrals from Primary Care.

Eligibility criteria

- People aged 14-35 years
- Individuals experiencing a first episode of psychosis who have been experiencing symptoms for 3 years or less

Services offered

- A comprehensive assessment; those individuals who do not meet the criteria for EIS will be signposted to a more appropriate service to meet their needs.
- Those clients meeting the criteria for EIS will receive Care Coordination for up to 3 years based on the CPA framework
- Provision of psychosocial interventions including psycho-education; medication management and relapse prevention
- Provision of psychological therapies including CBT and Behavioural Family Therapy (BFT)
- Assistance with vocation and social aspects of their lives including the opportunity to participate in the Charlton Athletic Football Club social inclusion programme

Referral procedure

- Referrals are accepted from any source and are screened for suitability for an assessment using the Psychosis Checklist.
- EIS prefers to receive referrals by phone to reduce delays in individuals being seen.
- Individuals should be referred on “suspicion” of psychosis

Areas of Interface between Primary and Secondary Care

- Prescribing psychiatric medication
- Physical Health monitoring
- CPA meetings
- Liaison regarding ongoing care and discharge back to primary care
- Concerns about managing risks in the community and primary care
Early Intervention for Psychosis Service (EIS) (cont’d)

Contact Us

Early Intervention for Psychosis Service – West Kent and Medway
Canada House
Barnsole Road
Gillingham
Kent
ME7 4JL

Tel: 01634 854547
Fax: 01634 581351

Opening hours

- The EIS is available between the hours of 8.00am to 8.00pm Monday to Friday
- There is a duty worker available between 9.00am to 5.00pm Monday to Friday. This can be accessed by service users, family members and professionals.
Medway Mental Health of Learning Disability (MHLD)

Introduction

Mental Health of Learning Disability Team treat people living in Medway aged 18 and over, who have learning disability and experiencing mental health problems.

The Team is made up of a consultant psychiatrist, a specialty doctor, a clinical psychologist, a specialist mental health and learning disability nurse and secretarial staff.

Services offered

- Consultation, support and advice to the Team for people with learning disability (TPLD, comprising of Medway Council Adult with Learning Disability Team and Medway Community Healthcare Team), Mental Health Teams (including Crisis Resolution and Home Treatment Team- CRHT, Community Mental Health Team and Inpatient teams), primary care services and other partner agencies in Medway in relation to the care of people with learning disability who have additional mental health needs.

- Community based specialist assessments, investigations and interventions for those people with learning disability who are unable to benefit from mainstream mental health services because of the severity and complexity of their combined learning disability and mental health needs.

- Clinical supervision in relation to specific interventions undertaken by learning disability and mental health colleagues (eg primary care level psychological and behavioural interventions).

- CPA Care Coordination for the small number of individuals with learning disability and complex mental health and or forensic needs who require intensive input from the Mental Health of Learning Disability Service.

- Audit, research and teaching in Mental Health of Learning Disability.

- Formal and informal training to all partner agencies.

This service does not accept direct referrals of new clients from primary care.

Eligibility criteria

1. The person is aged 18 or over, resides within Medway and is registered with a Medway General Practitioner.
2. The person has been assessed to have a learning disability (ICD-10 F70 – F79).
3. There is evidence or suspicion of a mental disorder, as defined by ICD-10 Classification of Mental and Behavioural Disorders, which meets the general criteria for secondary adult mental health services or primary care psychological services.
4. The accepted care pathways and clinical treatment of the presenting mental and psychological disturbance are significantly altered by the presence of a Learning Disability because the cognitive impairments:
Medway Mental Health of Learning Disability (MHLD) (cont’d)

Obscures symptoms and/or gives rise to atypical presentations, which may require specially adapted clinical investigations and diagnostic approaches; and/or

Requires specially adapted clinical interventions for the treatment.

5. The person presents with challenging behaviour that is:

Associated with the behavioural phenotype of a co-existing developmental disorder (e.g. Self-Injurious Behaviour associated with Lesch-Nyan, eating control difficulties relating to Prader–Willi, obsessive and ritualistic behaviours resulting from autism etc.). Secondary to other problems eg mental health, abuse, grief reactions, substance misuse etc.

High-risk to self or others, but not associated with a mental disorder and where the behaviour requires specialist interventions to reduce and manage the risk of harm to self or others (eg offending behaviour).

Exclusions

People placed into area by a non-Kent or Medway authority who have a pre-existing mental health need, where the procedures given in “Establishing the Responsible Commissioner” have NOT been followed, and the local Commissioning PCT has NOT formally accepted responsibility for commissioning specialist health care on behalf of the individual.

People aged 17 years or under (Excluding children in transition being joint worked with CAMHS).

Referral procedure

Mental Health of Learning Disability Team does not accept direct referral of new clients. New referrals to the service would be by the GP to the Medway Integrated Mental Health Service. However clients who were already treated and discharged by the mental health of learning disability team can be directly re-referred to Mental Health of Learning Disability Team if the re-referral happens within a year of discharge.

Areas of Interface between Primary and Secondary Care:

1. Prescribing mental health medications
2. Physical health Monitoring
3. Clarification about ongoing care
4. Care Program Approach (CPA) meetings
5. Concerns about managing risks in the community and primary care
Medway Mental Health of Learning Disability (MHLD) (cont’d)

Contact Us

Lordswood Healthy Living Centre
Sultan Road
Chatham. Kent
ME5 8TJ

Tel: 01634 337558  Fax: 01634 337570

Opening hours

- Monday to Friday from 9.00am to 5.00pm.

Contact details

Dr Titi Akinsola (Consultant Psychiatrist) 01634 337558
Dr Fatima Latif (Specialty Doctor) 01634 337558
Dr Fiona Burns (Clinical Psychologist) 01634 337541
Dr Chrissie Hughes Clinical Psychologist 01634 337541
Debbie Tsigarides (Specialist Mental Health and Learning Disability Nurse) 01634 337558
Stephanie Witham (Medical Secretary) 01634 337558
Richard Adabonyan (Team Manager)
Medway Secondary Care Psychological Therapies Service (SCPTs)

Introduction

Medway Secondary Care Psychological Therapies Service offers assessment and treatment to people who are under the care of the secondary mental health services, especially to those who are experiencing more severe and enduring mental health problems.

Our service consists of highly qualified professionals including clinical psychologists, counselling psychologists, systemic psychotherapists, CBT psychotherapists and psychoanalytic psychotherapists.

This service does not accept direct referrals of new clients from primary care.

Services offered

Specialist assessment

- We provide a range of comprehensive, evidenced based psychological assessment to help people understand the difficulties facing them. Recommendations for treatment will be made and offered if suitable and deemed helpful. The NICE guidelines are used to assist in such treatment recommendations while recognising how complex presentations do not always align themselves to the guidelines.

Cognitive behaviour therapy (CBT)

- As part of our developing CBT service we offer a range of therapeutic interventions based on the CBT model for clients with severe and enduring mental health problems. Typically, after assessment, a course of therapy will involve 20-30 sessions over approximately 8 months. Therapies include NICE recognized specialist interventions for those with moderate to very severe anxiety disorders, depression, psychotic symptoms and early trauma/abuse related problems. For more complex clients we offer schema based therapeutic interventions and specialist CBT for people with personality disorders. We also offer Eye Movement and Desensitization Therapy (EMDR). In addition, we are actively introducing a range of ‘third wave’ CBT therapies including Acceptance and Commitment Therapy (ACT), Mindfulness, Compassionate Mind etc that are increasingly seen to be effective with this client group. Finally, we are continuing to extend some of the above therapeutic approaches into a group program including a series of one day workshops for clients and carers and additional groups targeting specific needs (please see below).

Psychodynamic psychotherapy

- Here the focus is on resolving conflicts that arise from past experiences. The aim is to achieve a more realistic view of oneself and improve current patterns of relating to others. Psychodynamic therapy is recommended for the treatment of long-standing and recurring difficulties in the way people think about themselves and the way they relate to others. It is also helpful in cases of trauma and some complex depressions. Work normally lasts a year and the meetings with the therapist are usually weekly.
Systemic Family/couple therapy

- Where mental health problems affect the family or couple, they may all be invited to meet with a therapist or therapeutic team. This will help explore the patterns of relating and behaving to each other that might be contributing to the presenting difficulties and treatment will be aimed at how these might helpfully be changed. This growing aspect of our service aims to encourage thinking about mental health problems within a system, and over the next 12 months, work is planned to work with referrers as part of this system.

Group therapy

- Here the person meets with a consistent group of people and, with the help of a therapist, explore feelings and patterns of relating in a way that promotes understanding and offers the possibility of change. Groups would usually include 6-12 people and meet weekly or fortnightly. We have a broad group therapy programme including psychoanalytic psychotherapy; Mentalization based therapy (MBT) and CBT.

Eligibility criteria

We provide services to adults of working age (18 to 65) with severe long term mental health needs.

Referral procedure

Medway Secondary Care Psychological Therapies Service does not accept direct referral of new clients. New referrals to the service would be received from Medway Integrated Mental Health Service.

Areas of Interface between Primary and Secondary Care

1. Clarification about ongoing care
2. Care Program Approach (CPA) meetings
3. Concerns about managing risks in the community and primary care
Medway Secondary Care Psychological Therapies Service (SCPTs) (cont’d)

Contact us

Medway Secondary Care Psychological Therapies Service is centrally based at Kingsley House, Gillingham for all communication and correspondence. However, some psychological therapists are based in other community settings such as Medway Maritime Hospital and St. Barts Hospital.

Medway Secondary Care Psychological Therapy Service
Kingsley House
37-39 Balmoral Road
Gillingham
Kent. ME7 4PF
Tel: 01634 331982

For more information please visit our website: http://www.kmpt.nhs.uk/medwayscpts an information leaflet is also sent to each person referred.

Opening hours

• Open Monday to Friday from 9.00am to 5.00pm.

Contact details

Head of Medway Secondary Care Psychological Therapies Service:
Dr James Osborne (Consultant Psychologist) 01634 331982
Therapeutic and Self Help Groups

Introduction

Across our service we are beginning to develop and extend our group program and as part of this work we have developed a bi-monthly group newsheet which aims to inform potential referrers of all the groups currently available. In addition to those group listed below there are a number of groups currently running within our Community Mental Health Service not listed (ie Walk and Talk and Women’s Group) and also further groups are planned for the New Year offering support to additional client groups.

If you would like to receive our group new sheet please contact Medway Psychological Services to be placed on the mailing list.

These groups do not accept direct referrals of new clients from primary care.

Psychosis Acceptance and Commitment Therapy Group

Duration: 4 weeks

Frequency and times: Weekly on a Thursday 11.00am to 1.00pm

Main aims: This workshop is based on an approach called ACT or Acceptance and Commitment Therapy, which is a type of CBT. The workshop will help clients to struggle less with difficult experiences, identify what’s important to them in life, and will help them move towards their goals. ACT also uses mindfulness exercises, which help people to relax and to live in the present moment. Past participants also report that the group helped their self-confidence.

Client group: The group will be open to clients with psychosis who would like to struggle less with painful and difficult experiences (Cluster 11-13)

For more information please contact: Dr Ian Cuthbert (Psychological Therapies)

CBT College

Duration: Continuous rolling program

Frequency and times: First Monday of the month 9.30am to 3.00pm

Main aims: To inform clients and carers about various new CBT techniques increasingly being used. The workshops can be attended as one off events or in any combination. Topics covered on each workshop are Emotional Regulation, Mindfulness, Compassionate Mind, Acceptance and Commitment Therapy and Positive Psychology. The workshops are not intended as therapy per se but can support clients in learning additional skills for managing emotions.

Client group: Both service users and carers are welcome

For more information please contact: Dr Adele Greaves
The Schizophrenia Med-Education Group

Duration: 4 weeks

Frequency and times: Weekly on a Monday 1.00pm to 2.00pm

Main aims: To educate and empower our clients regarding their medication management. To facilitate implementation of NICE guidance on safer prescribing. To give patients and carers the opportunity to speak to a multi-disciplinary team about any concerns they may have, with the overall aim to improve service satisfaction.

Client group: Both service users and carers are welcome

For more information please contact: Dr Shobha (Consultant Psychiatry 01634 331754)

Bi-Polar Psychoeducation Group

Duration: 9 weeks

Frequency and times: Weekly on a Tuesday 1.00pm to 2.00pm

The sessions cover:
- Introduction/Psycho education
- Medication management
- Wellbeing (lifestyle/physical health monitoring)
- Psycho-social intervention (CBT/family intervention)
- Relapse prevention/self management/recovery

Client group: Both service users and carers are welcome

For more information please contact: Dr Shobha (Consultant Psychiatry 01634 331754)

Psychotherapy Group

Duration: 2 years

Frequency and times: Weekly on a Tuesday 10.30am to 12 noon

Main aims: Group Psychoanalytic psychotherapy is an effective treatment for a range of emotional and relationship problems. The group therapy seeks to understand the meaning in symptoms and patterns of behaviour that may be observed within the group in order to help patient understand their everyday experience. Through the group process the patient can explore the underlying, less conscious causes of psychological distress and gain a greater understanding of the meaning of symptoms and patterns of behaviour.

Client group: The group is open to the majority of clients.

For more information please contact: Bev Mears (Psychological Therapies)
Therapeutic and Self Help Groups (cont’d)

**Mentalization Group**

Duration: 22 Months

Frequency and times: Weekly

Main aims: The group fosters the ability to recognize what might be going on in our own minds and what might be going on in the minds of others. This can be particularly difficult for people whose emotions become particularly intense and distressing. The Keeping Mind in Mind course has been developed to help clients pause and think. Also to foster the process of thinking about self as well as others in relationships.

Client group: Clients consistent with a diagnosis for Borderline Personality Disorder, who struggle with relationships, do things which are impulsive and self-destructive and experience mood swings that can change quickly.

For more information please contact: Dr James Osborne (Psychological Therapies) Tel: 01634 331982
Medway Alcohol Service

Introduction

Community Alcohol Team delivering Tier 3, care planned treatment and Tier 2, advice and information and brief interventions to people in Medway aged 18 years and above (no upper age limit) who require help with their own, or someone else’s drinking.

Treatment is delivered around the Medway area, from all the Healthy Living Centres, Caring Hands, AMAT and from our service base in High Street, Chatham.

Our service is staffed by specialist substance misuse workers, including nurses and counsellors with medical support and input from KMPT Specialist Addictions Consultant Psychiatrist.

This service accepts direct referrals of new clients from primary care.

Services offered

Working in an addictions based recovery model, Tier 3 treatment is care planned, and by appointment only.

Interventions include:

1. Comprehensive Assessment.
2. Individual Psychosocial Interventions (delivered in blocks of 6 sessions/review).
5. Supported Community detox (GP prescribed)
6. Community Detox (prescribed by our Doctor)
7. Specialist Prescribing and initiating relapse prevention medication.
8. Referral to funding panel for Inpatient Detoxification and Residential Rehabilitation Funding.
9. Support for significant others.
10. Consultation to other professionals.
11. Joint working with other agencies
12. Dual Diagnosis/Mental Health
13. Probation Service/CJS
14. Onward referral to other services/agencies as necessary.

Eligibility criteria

We provide services to people aged 18 years and over who reside in postal code areas ME1 - ME8 who require help with their own or other people’s drinking.
Medway Alcohol Service (cont’d)

Referral procedure

Medway Alcohol Service operates an open referral system.

We accept referrals from all sources, with the client’s knowledge and permission. We accept self referrals.

Our Tier 2 Service offers

- Advice and information, signposting
- Triage assessments
- Brief interventions
- Referral to Tier 3 services if required
- Drop-in clinics.

Areas of interface

- Specialist Substance Misuse Prescribing.
- Assisted Community Detoxification.
- Complex needs/Dual Diagnosis

Contact us

Medway Alcohol Service
77 High Street
Chatham
Kent
ME4 4EE

Tel: 01634 829025
Fax: 01634 829038

Opening hours

- 9.00am to 7.00pm Monday
- 9.00am to 5.00pm Tuesday to Friday

A duty system operates between 9.00am to 5.00pm Monday to Fridays, managed by an Alcohol Worker, who will be able to offer advice and support to service users and other professionals and general enquiries from other interested parties/members of the public.
Medway Alcohol Service (cont’d)

Bridge House @ Fant Oast

KMPT also provides inpatient detoxification facilities at Bridge House, for both drug and alcohol users.

Beds at Bridge House are “Spot purchased” on a case by case basis, usually by Specialist Addiction Services. Block purchase arrangements are available.

Bridge House is a Consultant led service, staffed by experienced substance misuse professionals. They can offer detoxification and stabilisation for all substance misusing clients including those with complex needs, such as poly drug users, dual diagnosis clients and pregnant women.

For further information and advice contact:

Joe O’Rourke or Dr Michelle Butterworth
Bridge House, Fant Oast
Fant Lane
Barming
Maidstone
Kent ME16 8DE

Tel: 01622 726896
Introduction

Medway Liaison Service works closely with Medway Foundation Trust to ensure people with physical health problems have their mental ill health needs appropriately met whilst under the care of the general hospital.

28% of 18 – 65 year olds and 60% of over 65 year olds within the general hospital will have a mental health problem.

The service strives to ensure patients with mental health problems within the general hospital receive the same priority as those with physical problems.

Services offered

The main functions of the team are to:

1. Ensure mental health assessments are undertaken in a timely manner and to facilitate effective discharge planning.
2. Raise awareness of the importance of mental health; improve early detection of illness and its impact on physical health and recovery in a general hospital setting.
3. Offer advice and support in the provision of the Mental Health Act and complex capacity assessments.

This service will not accept direct referral from Primary Care

Eligibility criteria

The service is available to patients under the care of Medway Hospital who are aged 18 and over attending the emergency department with a physical illness or injury requiring emergency treatment or admitted to a ward and requires a mental health assessment or the staff requires advice and or assistance.

Referral procedure

Referrals are only accepted from Medway Maritime Hospital clinicians for patients who require assessment and management of self-harm, depression, anxiety, psychosis, dementia, physically unexplained symptoms, delirium, and alcohol misuse (including withdrawal) or if there are other concerns regarding a patient’s behaviour which impacts on their recovery whilst in the general hospital.

Areas of Interface between Primary and Secondary Care

Medway Liaison Psychiatry Service advocates information sharing regarding patients already known to primary and secondary care teams to ensure safe and effective continuity of care.

Medway Liaison Psychiatry team has an agreement with local community teams and Crisis Resolution and Home Treatment Team to accept patients on their behalf for follow-up on discharge from the care of the general hospital.
Medway Liaison Psychiatry Service (cont’d)

Address
Medway Liaison Psychiatry Service
Medway Maritime Hospital
Purple Zone – Level 2
Windmill Road
Gillingham
ME7 5NY

Opening hours

• Medway Liaison Psychiatry Service is available 24 hours a day, 365 days a year.

Contact details
Medway Liaison Psychiatry Service Team Leader
Medway Office: 01634 830000 ext 3116
Mental Health Services for Older People

The Mental Health Services for Older People in Medway is made up of the Community Team and the In-patient acute admission ward. The service aims to provide multi-disciplinary assessment, timely diagnosis, care planning treatment, care coordination and follow up to older people with mental health problems (both functional and organic) in the community and when necessary for short hospital assessment and treatment. Majority of people referred will be over the age of 65. However age in itself should not be a determinant of eligibility and access is determined by the needs of the individual.

Teams are made up of consultant psychiatrists and medical staff; clinical psychologists; a service manager; community mental health nurses; occupational therapists; Support Workers; and administration and secretarial staff. We also work closely with Medway Council’s social services.

Services offered

Community Mental Health Team

1. Ongoing assessment, review and care in line with the CPA framework
2. Memory assessment Clinics
3. Pre and post diagnostic counselling
4. Medication management and medical treatments
5. Physical health monitoring in partnership with primary care
6. Psychological assessment and therapies.
7. Admiral Nurses services for support and educating the carers
8. OT assessments and support
9. Care coordination within the Care Programme Approach framework
10. Psycho-educational groups
11. Ongoing care, support and treatment for older people with more complex needs and their carers in the community and in their homes when appropriate.
12. Support for other services and agencies that care for older people with mental health problems eg primary, community and care homes.

This service will accept direct referral from Primary Care

Eligibility criteria

Most people will be over the age of 65, but age should not be a determinant of eligibility for the service and access should be based on need. We care for people suffering from dementia and related conditions of all ages; as well as older people with functional mental illness. There are no exclusions from service on the basis of race, gender, learning disability, physical disability or substance use.

Referral procedure

All referrals are accepted from locality GPs through the community team for screening and allocation for assessment and acceptance into secondary mental health services within the framework of the care program approach. Persons not eligible for services will be screened out and referred back to the GP and primary care services.
Other sources of referral including self referrals will be considered especially for clients who are already treated and discharged from service if the re-referral happens within a year of discharge from community service but a GP input will still be required for update on health status hence the need for GP involvement in referral at all times.

Areas of Interface between Primary and Secondary Care

1. Prescribing dementia and other mental health medications
2. Physical health Monitoring
3. Clarification about ongoing care
4. Care Program Approach (CPA) meetings
5. Concerns about managing risks in the community and in primary care

Address

**Community Mental Health Team for Older People**
Elizabeth House
Holding Street
Rainham, Kent
ME8 7JP
Tel: 01634 382080  Fax: 01634 375833

Opening hours

- Open Monday to Friday from 9.00am to 5.00pm
- A duty system operates between 9.00am to 5.00pm on working days. The duty system is managed by a mental health professional.

In-patient service

**Ruby Ward (elderly acute psychiatric assessment ward)**
Medway Maritime Hospital
Mental Health Department
Brown Zone
Windmill Road,
Gillingham,
ME7 5NY
Tel: 01634 833765  Fax: 01634 833743
Majorrie Mangono - Ward Manager
Contact details

- Tunji Adeyemi (Service Manager)  Office: 01634 382080
- Dr Tonye Ajiteru (Consultant Psychiatrist)  Office: 01634 382080
- Dr Samina Karamat (Consultant Psychiatrist)  Office: 01634 382080
- Dr Mary Aston (Locum Consultant Psychiatrist)  Office: 01634 382080
- Dr Kadriya Howcroft (Associate Specialist)  Office: 01634 382080
- Dr Michelle Levy (Clinical Psychologist)  Office: 01634 382080
- Liz Kimatta (Senior Practitioner)  Office: 01634 382080
- Ralph Craig (CPN – Acting Senior Practitioner)  Office: 01634 382080
- AnnAbrami (Office Manager)  Office: 01634 382080
Introduction

The Eating Disorders Service operates across Primary and Secondary Care. The Service accepts referrals of people aged eighteen upwards, with the exception of the Primary Care Liaison component of the service, which accepts referrals of people aged fourteen upwards, with recent onset disordered eating. There is no upper age limit for inclusion.

Primary Care Liaison

The Primary Care Liaison (PCL) Service provides assessment and short-term intervention to people with recent-onset difficulties. The aim of the service is to prevent the development of a clinical eating disorder. This aspect of the service provides individual therapy, as well as family therapy and multi-family therapy, in accordance with the evidence base. Referrals to the PCL specialist nurses can be made by any primary care colleague such as general practitioners, school nurses and practice nurses. This service is commissioned in the following localities: Eastern and Coastal Kent, Medway and Dartford, Gravesham and Swanley. Our referral criteria require that the person must have been experiencing difficulties for less than eighteen months.

Inpatient and community treatment

The service accepts referrals from secondary mental health services, of people with severe eating disorders (our referral criteria require that the person has a BMI of less than 17.5, or that they purge on a daily basis, or that their eating disorder is complicated by a medical issue such as diabetes or pregnancy). This service is provided across the county and in all localities, although commissioning arrangements are different in ECK to West Kent and Medway. Assessment may be followed by outpatient individual therapy, recommendation of self-help, day patient or inpatient treatment. Outpatient treatment may be offered for up to one year. The service has six inpatient beds and can accommodate four day patients in addition to this. The programme followed by day attendees is the same as that followed by inpatients, although they do not stay overnight.

There is a strict criterion for referral to the Service and if a patient does not fulfil the criteria, the referral cannot be accepted; however a liaison service is also provided and resources can be shared with the community teams or GPs electronically, to help with the on-going treatment of those patients who cannot be offered treatment by our Service.

We aim to provide treatment for patients diagnosed as suffering from an eating disorder, in a safe, therapeutic environment.

Under the NICE (National Institute for Clinical Excellence) Guidelines for eating disorders, the core interventions in the treatment and management of anorexia nervosa, bulimia nervosa and related eating disorders state that most people with anorexia nervosa should be managed on an outpatient basis, with psychological treatment provided by a service that is competent in giving that treatment and assessing the physical risk of people with eating disorders. We believe we are competent in providing just such interventions and provide individualized treatment for patients, whether they access the Service as inpatients, day patients or outpatients.
Eating Disorders Service (cont’d)

The NICE Guidelines for eating disorders also state that people with anorexia nervosa requiring inpatient treatment should be admitted to a setting that can provide the skilled implementation of re-feeding with careful physical monitoring (particularly in the first few days of re-feeding) in combination with psychosocial interventions. Our Inpatient Unit provides just such a setting and is staffed by a multi-disciplinary team. The revised Mental Health Act (2007) states that patients detained under the Act should be treated in specialist settings, according to their needs.

We provide stepped care, with treatment programmes for inpatients, day patients and outpatients. The treatment packages include nutritional rehabilitation and a wide range of psychological treatments, including group therapy, cognitive behavioural therapy, motivational enhancement therapy and family therapy.

Although based in Maidstone, the Eating Disorders Service covers the County of Kent and Medway Unitary Authority. We provide a Primary Care Liaison Nursing Service in the localities of Dartford, Gravesham and Swanley, Eastern and Coastal Kent and Medway. Referrals to the primary care early intervention teams can be accepted directly from GPs with patients from the age of fourteen. The age range for referral from the community teams is from eighteen.

The Service consists of a specialist multi-disciplinary team offering a tertiary service for patients experiencing an eating disorder. The Service interfaces with community mental health teams and four child and adolescent mental health teams and receives approximately one hundred and thirty referrals a year.

Our multi-disciplinary team consists of a consultant psychiatrist, clinical psychologist, family therapist, occupational therapist, dietitian, nursing staff, healthcare workers, administrative staff, a housekeeper and a chef. The consultant psychiatrist is the clinical lead for the Service.

Services offered

1. Inpatient admission
2. Day Care treatment on the inpatient unit
3. Individual therapy
4. Family therapy
5. Multi-family therapy
6. Carers groups
7. Skills sharing groups
8. Dietetic advice for inpatients

This service will accept direct referral from Primary Care

Eligibility criteria

Secondary Care: Adults aged eighteen and over
Primary Care: Patients aged fourteen and over
Eating Disorders Service (cont’d)

Referral procedure

- Secondary Care: Referrals from Medway Integrated Mental Health Service via completed referral form.
- Primary Care: Referrals from GPs, or other relevant healthcare professionals, ie school nurses, practice nurses, via completed early intervention referral form.

The Eating Disorders Service does not provide an emergency service for acute admissions, however the timeframe set is:

Assessment offered within eight weeks, urgent referrals are seen within ten working days

Areas of Interface between Primary and Secondary Care

Secondary mental health – community mental health team
CAMHS
GPs
School Nurses

Addresses

The Red House
22 Oakapple Lane
Maidstone
Kent ME16 9NW

Tel: 01622 729980
Fax: 01622 729677

Eastern and Coastal Area Offices
Littlebourne Road
Canterbury
Kent CT1 1AZ

Tel: 01227 767062
Fax: 01227 812268

Opening hours

- The outpatient office is open Monday to Friday from 9.00am to 5.00pm
- The inpatient unit is a twenty four hour unit and has a separate telephone number for the use of professionals and patients’ carers.

Contact Details

Sarah Hodge, Service Manager 01622 729980
Email: sarah.hodge@kmpt.nhs.uk
Service manager is no longer Sarah Hodge. Gwen Davies is acting service manager, but I’m unsure of the position after the end of the year.
Mother and Infant Mental Health Service (MIMHS)  
Medway and Swale

Introduction

MIMHS provides a range of specialist interventions and treatment packages to mothers with mental health problems who meet eligibility for KMPT community mental health team. This may include a history of severe mental illness if a woman is currently well but is pregnant or planning a pregnancy.

Service offered

MIMHS can work with pregnant women and/or mothers with babies up to 1 year old as appropriate.

The service provides:
- Direct liaison, advice and consultation with GPs when requested.
- Specialist assessment and treatment.
- Obstetric liaison.
- Community home treatment.
- Consultation and advisory service to other professionals including primary care, secondary care and external organizations, eg Social Services.
- Training and education.
- Provision of case discussion for individuals and groups of professionals from primary care, working with women who experience mental illness during the perinatal period.

MIMHS specialist focus is working with mothers and babies together to develop the relationship between the two and to ensure that the infant’s development and welfare is considered at all times.

MIMHS work collaboratively with Adult mental health services to ensure mothers are seen by an appropriate mental health professional. A screening assessment to determine the level of need and subsequent intervention could be carried out by adult mental health services or jointly with MIMHS once a minimum threshold has been met for access to secondary mental health services.

MIMHS work with mothers face to face from secondary mental health services.

This service will not accept direct referral from Primary Care

Eligibility criteria

MIMHS provide services directly to women over the age of 18 who experience mental illness during pregnancy and up to the babies’ first birthday (perinatal period); and will consider working indirectly (for example, for advice only) with women under this age who are receiving tier three CAMHS input. For face to face work from MIMHS, women must have been accepted into secondary mental health services.

Referral procedure

MIMHS do not accept direct referrals of new clients from primary care services. New referrals to MIMHS are via the Medway Integrated Mental Health Service and can be made by any primary care professional. However, clients who are already treated within secondary mental health services can be referred directly to MIMHS.
Mother and Infant Mental Health Service (MIMHS) 
Medway and Swale (cont’d)

Areas of Interface between Primary and Secondary Care 

1. Prescribing advice around pregnancy, breast feeding and mental illness. 
2. Physical health Monitoring 
3. Telephone liaison and advice service to primary care professionals, eg GPs, Health Visitors and midwives. 
4. Perinatal Care Program Approach (CPA) planning meetings which include GPs, Health Visitors, Midwives, Obstetricians, family members and any other appropriate professional. 
5. Identification and communication of any Safeguarding issues. 

Address 

20 Oakapple Lane 
Maidstone 
Kent 
ME16 9NW 

Tel: 01622 722321 

Opening hours 

• Open Monday to Friday from 9.00am to 5.00pm. 

Contact Details (see address above) 

Bonita King, Perinatal Clinical Nurse Specialist 
Dr Elizabeth Best, Perinatal Consultant Psychiatrist 
Alison Corbett, Service Manager 
Helen Kemp, Team Administrator
Kent and Medway Personality Disorder Service

Introduction

The West Kent and Medway Personality Disorder Service provides services to Service Users on enhanced CPA using a hub and spoke model, with a central location, offering an intensive therapeutic community treatment for 24 members with a preparatory group and a leavers group. The spokes provide weekly psychotherapy groups for about 18 months to 22 patients with severe personality disorder from the Medway Area. In all about 110 patients attend outreach groups in West Kent and Medway, and the staff are available to offer consultation to teams on their difficult cases.

The Brenchley Unit Personality Disorder Service includes a three-day-a-week for a year therapeutic community programme for 24 patients at a time offering intensive group psychotherapeutic treatment for those with a diagnosis of Severe or Borderline Personality Disorder. All the treatment takes place in set groups, which include the full community group, small therapy groups, art therapy and activity groups.

Outreach programmes include consultation, advice, assessment and a weekly therapy group to locations across West Kent and Medway, ie Dartford, Medway, Swale, Swanley, Gravesend, Tonbridge, Tunbridge Wells and Sevenoaks.

Services offered

- To provide specialist outpatient and day services for Service Users with a diagnosis of severe personality/borderline personality disorder through a hub and spoke model
- To enable severely disturbed patients to contribute to society in a productive way
- To provide consultation, support and advice to allied professionals
- To meet the training needs for professionals across the Trust.

This service will not accept direct referral from Primary Care

The distinct functions of the service

A day therapeutic community programme attended by 24 Adult Service Users (18 years or over), 3 full days per week for one year, intense therapy, pre assessment and:

- Preparatory group work prior to commencing therapy
- Leaver groups for up to 2 years which meets for a weekly therapy
- Extensive outreach service to every CMHT, clinicians offer supervision support, teaching to staff in the CMHT and also assess PD cases and offer help with their management
- Run outpatient weekly groups for Service Users with PD and refer to the day therapeutic community according to need
- Staff attached to both the Hub and Spoke offer outreach work support to the CMHTs and liaise with other organisations’ eg Police, Probation, Housing, Social Services, operating through the existing CPA care plans.

Eligibility criteria

Adults aged 18 and over.
Kent and Medway Personality Disorder Service (cont’d)

Referral procedure

Hub:
- Repeated long term service use; diagnosis of severe personality disorder as evidenced by:
  - Diffuse sense of Self
  - Chaotic life style
  - Drug and alcohol misuse
  - Self harm and overdosing
  - Unstable affect
  - Difficulty in close relationships
  - Frequent childhood history of abuse, neglect and separation
  - Inability to sustain regular employment

Spoke:
As above, the weekly groups contain and prepare for entry to the full programme. For some the Outreach group is enough.

Areas of Interface between Primary and Secondary Care

1. Advice and consultation
2. Clarification about ongoing care
3. Care Program Approach (CPA) meetings
4. Concerns about managing risks in the community and primary care

Address

The Brenchley Unit,
The Courtyard,
Pudding Lane,
Maidstone,
Kent ME14 1PA
Tel: 01622 776330 Fax: 01622 776339

Opening hours
- Service operates Monday to Friday from 9.00am to 5.00pm
- Brenchley Unit Therapeutic Community Programme - Tuesday, Wednesday and Friday

Contact e-mail: lisa.patey@kmpt.nhs.uk

Contact details

Dr Ruth Hirons 01622 776357
Carole Ashton 01622 776330
Lee Laurence 01622 776330
Mahin Nazif 01622 776330
Medway and Swale Crisis Resolution and Home Treatment Team

Introduction

The Medway and Swale Crisis Resolution and Home Treatment Team offer assessment and treatment of service users with acute mental ill health aged 18 and over. The CRHT has three core functions:

1. To effectively gate-keep all admissions to the acute mental health inpatient wards
2. To deliver acute mental health interventions to service users in their homes as an alternative to an inpatient admission
3. To facilitate the early discharge of service users from the acute inpatient wards

The Team is made up of consultant psychiatrists, a service manager, registered mental health nurses; occupational therapists, Support Time and Recovery Workers and Administrative/secretarial support. The Team operates 24hrs a day 7 days a week.

Services offered

Supporting the Community Mental Health Team in working with service users suffering with acute mental ill-health whilst supporting their Carers. Providing short-term effective psycho-social interventions, care and support to enable service users to remain at home as opposed to being admitted to an inpatient ward. Facilitating the early discharge of inpatients who have acute mental ill-health, through provision of psycho social interventions, care and support within the service users home.

Ongoing assessment, review and care based on recovery model

1. Medication management
2. Physical health monitoring in partnership with primary care
3. Psychological and social support and promotion of social inclusion (Problem Solving, Anxiety Management, Sleep Hygiene, Support with ADLs)
4. OT assessments and support

_This service will accept direct referral from Primary Care only during out of hours and weekends_ 

Eligibility criteria

We provide services to adults of working age and beyond with acute mental health illness who without the intervention of CRHT would need to be admitted to an acute inpatient unit.

Referral procedure

- 9.00am to 5.00pm Monday to Friday referrals will only be accepted by KMPT Community Mental Health Services.
- Mon-Fri 1700-0900 and Saturday/Sunday 24hrs - appropriate referrals will be accepted directly from Primary Care. Service Users already open to secondary mental health services can self refer.

All referrals will be screened for eligibility for a CRHT service. The referrer will need to provide a
Medway and Swale Crisis Resolution and Home Treatment Team (cont’d)

clear assessment of risk and rationale as to why they feel the service user needs to be assessed by CRHT within 4 hrs and why they think without CRHT intervention the service user would need hospital admission.

Once a referral has been accepted the CRHT will aim to conduct a face to face assessment within 4hrs and ideally within the service user’s home.

Areas of Interface between Primary and Secondary Care

1. Prescribing mental health medications
2. Physical health Monitoring
3. Clarification about ongoing care

Contact us

A Block, Medway Maritime Hospital
Mental Health Admin Corridor Windmill Road
Gillingham, Kent
ME7 5NY
Tel: 01634 830 000 ext 3095
Fax: 01634 331957

Opening hours

- 24hrs 7 days per week

Contact details

Terry Hayden/Claire Dear (Team Managers)
01634 830 000 ext 3095
Louise Clack (Service Manager)
Office: 01634 833 714
Drs Cook and Parinja (Consultant Psychiatrists)
Office: 01634 833714
Dr Singh (Associate Specialist Doctor)
Office: 01634 833714
Mental Healt In-patient Rehabilitation Service

Rehabilitation Services aim to prepare patients to become independent and live fulfilling lives in the local community. Inpatient units are staffed on a 24 hour basis. These provide care to people with severe and enduring mental illness who are judged to be too unwell or chaotic to tolerate the environment of a residential placement in the community.

We also have a vocational rehabilitation service providing vocational opportunities for people with severe and enduring mental health problems to have gainful work opportunities in a supportive environment.

*Rehabilitation services do not accept direct referral from primary care.*

The Rehabilitation Service in Medway is as follows:

Gillingham Inpatient Rehabilitation
Newhaven Lodge
Medway Maritime Hospital
Windmill Road
Gillingham
ME7 5NY

Tel: 01634 833886
Medway and Swale In-patient Services

Acute admission wards provide inpatient care with intensive support for patients in periods of acute psychiatric illness. Patients who are in an acutely disturbed phase of a serious mental health disorder, are detained in designed Psychiatric Intensive Care Unit (PICU) facilities.

Admission to acute inpatient wards is through our Crisis Teams. Patients’ needs in Medway are met by admitting them to a ward that meets their current needs rather than their age or diagnosis.

There are two adult acute wards and an older person’s ward all at:

A Block
Medway Maritime Hospital
Windmill Road
Gillingham
ME7 5NY

Sapphire Ward - younger adults - female only
Tel: 01634 833768
Emerald Ward - younger adults - male only
Tel: 01634 833796
Ruby Ward - older adults mixed
Tel: 01634 833765

Psychiatric Intensive Care Unit
Willow Suite
Little Brook Hospital
Greenacres
Bow Arrow Lane
Dartford
DA2 6PB

Tel: 01322 622222 Ext: 3792
Forensic Mental Health Services

We provide both low and medium secure forensic mental health in-patient services. This is a therapeutic psychiatry service for mentally disordered offenders – mental illness, personality disorder, learning disability, who present a significant risk or harm to others. Forensic outreach mental health services manage safely the transition of mentally disordered offenders from secure services into the community. Further information is available in the Forensic Mental Health Service Directory.

*Rehabilitation services do not accept direct referral from primary care.*

Tel: 01622 723100

**Custody Liaison Service**

We also have a Police Custody Liaison and Diversion Service which aims to identify those arrested and detained in police custody who should be diverted into psychiatric services.

Specialist forensic nurses have regular daily contact with police custody suites, the aim being to identify anyone arrested who has a mental disorder. If the detained person is already known to services, the nurse will liaise and arrange diversion if appropriate. If not known to services, a mental health assessment will be arranged.

Kent Forensic Psychiatry Service
Trevor Gibbens Unit
Hermitage Lane
Maidstone
ME16 9PH

Tel: 01622 723100
Fax: 01622 723147
Self Help

Some patients may only require support from GPs or those working in primary care. Self help can be a useful supplement to these services.

Mental Health Matters

Mental Health Matters Helpline is a confidential service staffed by highly trained and experienced Telephone Helpline Workers, offering emotional support to anyone calling. Ongoing support is available, and they are also there for carers in need of support.
Freephone: 0800 107 0160
Opening hours: 24 hours a day, 7 days a week
Email: timeonline@mentalhealthmatters.co.uk
Minicom: 0191 549 8563

The Samaritans

The Samaritans are open 24 hours a day, seven days a week and provide confidential, non-judgemental emotional support.
Tel: 08457 90 90 90
Email: jo@samaritans.org

Live it well

www.liveitwell.org.uk
This website has been developed to support the five year Live It Well Strategy for Kent and Medway and has been designed to help maintain wellbeing and link in to what support is available locally. As well as ideas that can help everyone stay well, it has information for people who use mental health services, carers and mental health professionals.

Big White Wall support network

www.bigwhitewall.com
The Big White Wall is a new social networking online community that offers online support to people who are experiencing emotional distress.
The Big White Wall website is safe and anonymous and can be accessed any time. It can help people who are experiencing common mental health problems such as anxiety, stress and depression. The primary care trusts in Kent and Medway are paying for up to 600 people aged 16 and over to have free Big White Wall membership for a year.
Transfer from secondary care

The role of a community mental health team is to assess client needs, plan and deliver care and review progress on a regular basis. They liaise with others involved in a clients care be they family or professionals.

Community mental health teams work with clients to assist them in returning to health and improve quality of life through empowerment, specific recovery work and by optimising potential for wellness.

The aim for all patients is for them to leave secondary care services. Most patients will be discharged via the Community Mental Health Team, but others may be transferred directly to primary care.

When doing so, we aim to make it clear to GPs the plan for ongoing management of individual patients and, importantly, how they can be re-referred quickly to secondary care should the need arise.
GP Mental Health Advice Line

GPs can now get specialist advice about their patients from consultant psychiatrists and other members of the multi-disciplinary mental health teams.

Just call the dedicated number for your locality between the hours of 12 noon and 2.00pm to get expert mental health advice. GPs can use the service to discuss new patients and appropriate primary care based treatments or the best course of action for referrals to secondary care.

For emergencies and standard referrals the usual routes of referral remain in place at all times.

Call: 07798 607635
Feedback and Comments

If you have any comments or amendments regarding the content of this booklet, please contact:

email: communications@kmpt.nhs.uk
Tel: 01622 724124