



## 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:

CRUSE.....0808 808 1677

### Older People:

Age UK, Walsall.....01922 638825  
Age UK, National.....0800 169 6565  
Alzheimer's Society.....0121 521 3020

### Homeless and Housing:

Homeless Families Unit.....01922 653405  
Shelter.....0808 800 4444

### Employment / Benefits:

Job Centre Plus.....0345 604 3719  
Benefits Enquiry Line.....0800 882 200

### Domestic Violence:

(for victims of domestic violence)  
Walsall Psychological Help (WPH).....01922 649000

### Children and Young Adults:

Childline .....0800 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.....0844 967 4848  
Relate (*relationship problems*) .....0121 643 1638  
WISH (Walsall Integrated  
Sexual Health).....01922 605454  
Victim Support : Local.....01922 648907  
National.....0300 303 1977  
Counselling - WPH.....01922 649000

## How do I give feedback on a service?

If you have a concern, please feel free to speak with a member of the team.

Alternatively, the Service Experience Desk (SED) is the central point of contact for all concerns and enquiries, whether these are formal or informal, complaints, compliments or suggestions.

You can contact SED on:

**Address:** SED, Second Floor, Trafalgar House, 47-49 King Street, Dudley, DY2 8PS

**Email:** [SED@dwmh.nhs.uk](mailto:SED@dwmh.nhs.uk)

**Tel:** 0300 555 0535 or 01384 325014 (Please note: SED cannot take referrals into this service)

Leaflets are available in other languages and formats such as large print, braille or easy read. Please contact the communications team on 01384 325022 or email [communication@dwmh.nhs.uk](mailto:communication@dwmh.nhs.uk)

## Primary Mental Health, Walsall Service Information Leaflet

**PLEASE READ THIS LEAFLET BEFORE BOOKING AN APPOINTMENT**

### Did you know:

- 1 in 5 of all appointments we offer are not attended. If you do not attend we do not get paid which may result in us losing staff
- Lost appointments will also impact on the length of time you have to wait to be seen. This is why it is very important that you keep your appointments

**Service base:** Kingshill Centre, School Street, Wednesbury. WS10 9JB

**Telephone:** 01922 608400

**Website:** [www.dwmh.nhs.uk](http://www.dwmh.nhs.uk)

### Leaflet Control

Ref: S013b Issue Date: Feb 2017

Version: 3 Review date: Feb 2018





## Who are we?

We are a group of mental health nurses employed to help GP's and other members of the primary care team - health visitors, midwives and practice nurses - to manage mild to moderate mental health needs.

## Is this service right for me?

- **I am 17 or over and I have common mental health needs**

e.g. depression, anxiety, panic attacks, phobias, obsessive compulsive disorder, health anxiety, excessive worrying, problems following a trauma

## This service is not right for me if:

**I am 16 or under** - please contact your GP or Kooth.com

- I have a **serious and enduring mental health need** e.g. schizophrenia, bipolar disorder, personality disorders or complex eating disorders - please contact your GP
- I need an **URGENT / CRISIS** appointment - please contact NHS Direct on 111, Samaritans on 116 123, SANEline on 0300 304 7000 or your GP surgery.

## How do I make an appointment?

Call us on - **01922 608400** - please leave a message and we will call you back as soon as possible. Calls made to you from our service will be from an *unknown* number.

**Once you have booked an appointment, it is very important to keep it. If you no longer require it, please cancel as soon as possible so it can be given to someone else**

## What will happen at my first appointment

Please ask for either a face-to-face appointment or telephone assessment appointment. This appointment will last from 20-40 minutes and will enable you to explore your current difficulties in a safe and confidential setting.

Please let us know if you would prefer a telephone appointment.

You will be asked to provide some information about yourself and what changes you would like to make.

If for any reason we are unable to offer a service that will meet your needs we will discuss this with you at your appointment.

## Where would my appointment take place?

We will try to offer your first appointment at a GP surgery or a Health Centre close to your home.

## Can I bring someone with me?

Yes, you can bring a relative, friend, carer or an advocate to your appointment.

## 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.

## Other information can be found at:

**Website:** [www.dwmh.nhs.uk](http://www.dwmh.nhs.uk)

**Apps:** **WellMind** is a **free** mobile app available from both App Store & Play Store. It is a Dudley & Walsall Mental Health Partnership NHS Trust resource

**Relaxation Tracks:** <http://www.dwmh.nhs.uk/mindfulness/healthy-body-healthy-mind-audio-tracks/>

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