

We ask everyone who has used the service to complete a questionnaire about the service they have received. This is because we are interested in their views and opinions, and suggestions as to how we can improve it.

People who have used the service have reported that:

- it is a professional service
- they were treated with respect
- they were able to relax and discuss their problems
- their lives have been changed in a positive way
- they gained hope for the future
- they feel more calm, positive and self-confident
- they feel empowered and have been able to return to work
- they were given information which they could take away and use in daily life

Telling us what you think about our service

If you have a compliment or complaint about the service you receive from the Primary Care Mental Health Team, please contact the Patient Advice and Liaison Service:

Telephone: 0161 219 9451

e-mail: complaints@manchester.nhs.uk

Post: The PALS and Complaints Team
NHS Manchester,
Silk House,
Newton Silk Mill,
Holyoak Street,
Manchester, M40 1HA

If you need advice, information help or support contact:

Local Contacts

42nd Street

0161 832 0170 (For young people aged 14-25)

African & Caribbean Mental Health Services

0161 226 9562

Wai Yin Kwan Wai

0161 237 5908 (Chinese/Vietnamese mental health)

Pakistani Resource Centre

0161 237 1125 (Counselling & practical support)

Self Help Services

0844 477 9971

YASP (For young people aged 14-25)

0161 221 3054

National Contacts

Samaritans

0845 790 90 90 (24 hours a day)

NHS Direct

0845 46 47 (24 hours every day)

Anxiety UK

0844 477 5774 (info & advice about anxiety, panic and phobias)

Websites

www.mhim.org.uk

www.livinglifetothefull.com

<http://moodgym.anu.edu.au/>

This leaflet is published by
Primary Care Mental Health Team

North Districts: Clayton Health Centre,
89 North Road, Clayton, M11 4EJ

Central Districts: Levenshulme Health Centre,
Dunstable Street, Levenshulme, M19 5BX

South Districts: Wythenshawe Offices,
1 Stancliffe Road, Sharston, M22 4PJ

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NHS
Manchester

Manchester Community Health

Primary Care Mental Health Team

Patient Information

North Districts
Tel: 0161 231 0017

Central Districts
Tel: 0161 861 2343

South Districts
Tel: 0161 946 8260



Information for patients

This is an information leaflet about the Primary Care Mental Health Team. We understand that you may want to know more about starting treatment. We hope that the information in this leaflet will answer some questions you may have.

What is Mental Health?



Mental health is about how we think, feel and act, especially when faced with the challenges and stresses that life can bring. It is about physical and emotional well-being, being able to live a full and creative life and the ability to give and take in friendships and relationships.

Mental health problems can include the worries and grief we all experience as part of everyday life. They also include problems such as depression and anxiety which can impact on our mood. They can effect our levels of sleep, appetite, energy and concentration.

Things that happen to us, our family, our job, our health and where we live, all effect our mental health. Poor mental health can also impact on how we cope with all of these issues.

Who is the Primary Care Mental Health Team?

The team works Monday to Friday, 9am-5pm. We consist of Mental Health Workers and Practitioners, Counsellors, Support Workers and Health Trainers.

Our services are on offer to everyone irrespective of ability, culture, race, gender or sexual orientation.

What does the team offer?

We work with people aged 16 and over with a Manchester GP.

We provide brief psychological and social interventions for depression, anxiety and other related problems including bereavement.

The team also links up with local Voluntary and Community Services. This is to give you a wider choice of support both during and beyond your contact with the service.

We aim to promote well being and independence and support you to feel more able to cope with daily life. The team will help you to focus on your strengths and potential to enable you to move toward mental and emotional well being.

In summary our service includes:

- brief one-to-one psychological interventions
- guided self help
- problem solving and coping skills
- support with practical problems
- relaxation techniques
- referrals to other organisations
- information in other languages
- interpreters

How you can help

If you cannot attend an appointment, it is really important that you let us know as soon as possible. This will let us offer the appointment slot to someone else. It also helps us to keep our waiting times down.

Where would you be seen?

You will usually be seen either at your doctor's surgery or at your local health centre. In exceptional cases home visits can be arranged.



What can you expect?

Your appointment could be with a Worker, Practitioner or Counsellor, depending on your needs. They can usually offer you 6-8 sessions. At the moment counselling is not available in the Central district. Information on how to access local counselling services can be provided.

At the first session, you will be asked about your current difficulties, history and general situation. This session helps us to get a clear picture of what is going on for you at the moment. You will also be able to discuss a range of treatment options.

If we feel that our service can best meet your needs you will be able to decide which issues you would like to focus on in the following sessions. If another service may better meet your needs, we will discuss this with you .

Confidentiality

Everything you tell us is confidential. Information will normally only be shared with your GP and the person who referred you (if this is different to your GP).

We will only share information with other professionals or carers if you have given us your permission to do so, unless we feel there is a serious risk to you or other people.