

Useful numbers

LIFT Psychology (in Primary Care)
0117 3784270

Samaritans
0845 90 90 90

**Support for Drug and Alcohol
dependence (DHI)**
01454 868750

Mindline
0808 808 0330

Citizens Advice Bureau
08444 111 444

Support for Domestic Abuse (Survive)
01117 961 2999

Womankind
0845 458 2914

The Care Forum
0808 808 5252

Contact us

We can be contacted between 8am to 8pm
Monday to Friday on telephone number

0117 3787960

(Outside of these hours calls will be
redirected to the AWP Trust switchboard)

Team Manager
South Gloucestershire Primary Care
Liaison service
Bybrook Lodge
Blackberry Hill Hospital
Fishponds
Bristol, BS16 2EW

For information on Trust Services visit
www.awp.nhs.uk

PALS

To make a comment, raise a concern or
make a complaint, please contact the
Trust's Patient Advice and Liaison Service
(PALS)

Tel: 01249 468261
Freephone: 0800 073 1778
Email: awp.PALS@nhs.net

Other formats and languages

If you need this information in other formats
(such as large print, Braille) or in another
language, please call the PALS number.

South Gloucestershire Primary Care Liaison Service for Mental Health

**Information for people
referred to the Primary Care
Liaison Service and those
who support them**

you matter, we care

What is the Primary Care Liaison Service?

This service comprises of a team of specialist practitioners, and a consultant psychiatrist, who work alongside GP's and other providers within Primary care to assess the needs of people living in South Gloucestershire who have concerns regarding their mental health.

How does it work?

The team will receive a request, most commonly from the GP, to undertake an assessment for someone who is experiencing problematic mental health difficulties.

An appointment will be offered to meet with one of the team to discuss the difficulties in more detail and determine the best way forward

After the assessment the team will write to the referrer and the person being assessed to detail the outcome of the assessment

Who does the team see?

The team sees anyone over the age of 18, including people who may have early symptoms of dementia.

What does Primary Care Liaison Offer?

- The team will meet with you at your home address (unless this is difficult in which case an alternative venue will be offered) and discuss with you in some detail the nature of your difficulties
- At the assessment , if there is someone present that provides significant support or help to you , they may also be asked their view of your difficulties
- After the assessment the team will review the information they have gathered and make a decision about next steps.

This could be providing information or advice to you, people who support you and the referrer.

or offering a further appointment with the team to build on their understanding of your difficulties and to determine whether a short term intervention may be useful in supporting your recovery

or making a referral to the Recovery team who provide specialist treatment for more complex difficulties

- Details of the assessment and next steps will be recorded and sent to both you and the referrer

Information for family and friends

It is recognised that living with, or supporting someone , who is experiencing mental health difficulties may be stressful, upsetting , worrying and can sometimes have an impact on their own mental health.

Family members or friends who are involved in this way are described as carers and have a right to an assessment in their own right.

Within South Gloucestershire, carers support is provided by the Carers' Centre, based at the Vassall Centre in Fishponds.

The Primary Care Liaison team will be able to provide a leaflet, with all the information and assessment details from the Carers 'Centre so please request one if this would be helpful.

Alternatively, the Carers Centre can be contacted directly on

Telephone: 0117 9652200

Website: www.carerssupportcentre.org.uk

Address: The Carers' Support Centre
The Vassall Centre
Gill Avenue
Fishponds
Bristol BS16 2QQ

