

Confidentiality:

The Primary Care Student Mental Health Specialist service is a confidential service, however if we have concerns regarding your or others health and safety then we will need to liaise with appropriate services to support you.

Record keeping

In order to offer a professional service, we keep relevant records of your contact with us which are kept in accordance with the Data Protection Act 1998.

Concerns and Queries:

If you have any concerns or queries about this service, then please speak to the administration team who will be able to assist you by calling 01227 469350 or sending an e-mail to ccccg.umcstudentmh@nhs.net. They will be able to offer you advice on the service provided.

Appointment Location:

We offer appointments from the University Medical Centre, Canterbury Christ Church University and some additional GP sites in the Canterbury area. We will try our hardest to offer you an appointment that is convenient to your needs within the hours of the service.

Opening Hours:

We are open Monday to Friday
9.00am until 5.00pm.

The service operates on reduced hours in holiday time.

Feedback:

We welcome any suggestions you have. Please send your comments, complaints and compliments to:

**Primary Care Student Mental
Health Specialist Service
University Medical Centre
Giles Lane
Canterbury
Kent
CT2 7PB**

FOR MORE INFORMATION
PLEASE VISIT
www.umckent.co.uk

Other Helpful numbers and
websites:

Release the Pressure:

0800 107 0160

Out of Hours GP: 111

The Samaritans: 116123

www.papyrus-uk.org

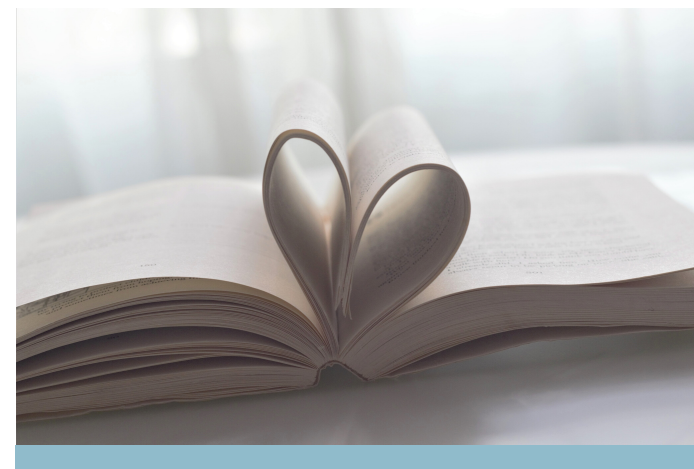
Hopeline: 0800 068 4141

www.mind.org.uk

**In a life threatening situation
please call 999**

PRIMARY CARE STUDENT MENTAL HEALTH SPECIALIST SERVICE

Information for patients



01227 469 350

www.umckent.co.uk

Primary Care Student Mental Health Service

This service is for students with new or existing mental health problems who may need some short term support to help them return to their usual day to day routine and studies.

The service is run by an experienced team of Nurses and Occupational therapists with access to a Psychiatrist's advice and guidance. They are able to offer assessment and potentially signpost you for further support from another specialist organisation.

'Providing high quality medical care to those who seek our help'

The PCSMHS aims to provide early intervention and support to students, with mental health needs, whilst studying in the Canterbury and Coastal area.

Who can use the service?

The service is available for all students who are aged 18+, who are registered with a GP Surgery within Canterbury and Coastal CCG who would like help with a mental health problem.

How do I access the service?

The service can be accessed through a:

1. GP Referral
2. Student support and Wellbeing Referral
3. IAPT
4. Step down from Secondary Care once stable enough to be supported in Primary Care

Make an appointment to see your GP,

therapist and/or wellbeing advisor to discuss your current problem.

Once they have decided that PCSMHS will be able to support you with your current difficulties he/she will send your details to us with a summary of your current problem.

How long will I have to wait to be seen?

Referrals are screened daily and you will be offered an assessment as soon as possible.

What kind of help is available?

We will offer an initial assessment and we will discuss with you a range of potential options. We may need to liaise with your GP or other professionals in order for you to receive the best treatment and care. We offer the following:

- Face to face treatment
- Telephone support
- Psycho-educational groups

Once we have agreed a treatment plan with you we will endeavour to support you to gain the best outcome for your mental health and wellbeing. We can also send out text reminders for further follow up appointments.

Please note that this is not an emergency service and that we are not able to offer urgent or emergency support.

If you feel that you are having a mental health crisis please contact your GP or the Single Point of Access Team on: 0300 222 0123

WHAT TREATMENT INTERVENTIONS ARE AVAILABLE?

- Assessment
- Signposting
- Guided Self-Help
- Psycho-education on a 1:1 and group basis
- Symptom management
- Medication advice and monitoring via a Psychiatrist.
- Relapse prevention
- Onward referral to appropriate services

If we feel that you need more intensive support and treatment then we will refer you onto the Community Mental Health Team within Secondary Care.

What happens if I can't attend an appointment?

If you are unable to attend an appointment then you must give as much notice as possible. Non-attendance of appointments may result in you being discharged from our service.