

## Useful contacts - In the event of an emergency please use 999.

**FRS:** if you or a loved one are experiencing a mental health crisis, and you are registered with a GP in Cambridgeshire or Peterborough, please call the First Response Service on 111 then press option 2. This is a 24-hour Service

**PCMHS:** If you need to change your appointment with the PCMHS or have a general enquiry please call our main number 01733 748777 between 9am-5pm.

**Samaritans:** Samaritans are available 24 hours a day, on **116 123**.

**Lifeline:** Lifeline is a free, confidential, and anonymous telephone helpline service that is currently available from 2pm – 11pm 365 days of the year (usually 7pm – 11pm). The Line provides listening support and information to someone experiencing mental distress or if you are supporting someone in distress. The telephone number is 0808 808 2121.

**Psychological Wellbeing Service:** provides talking therapy, for people with mild to moderate mental health issues, including depression, anxiety, post-traumatic stress, panic attacks, phobias, or obsessive-compulsive disorder. you can refer yourself via 0300 300 0055. Lines are open for 9am to 5pm, Monday to Friday, excluding bank holidays.

**Sun Network** provides support to access mental health services.

**Mind** have a number of services to provide mental health support. They can be contacted via 0300 303 4363

**Keep your head** <https://www.keep-your-head.com/> provides information, advice and guidance on mental health and mental health services in Cambridgeshire and Peterborough

## Patient Advice and Liaison Service

The Patient Advice and Liaison Service (PALS) provides you, carers and your family with help, information, and support to resolve concerns quickly and efficiently. email PALS via [pals@cpft.nhs.uk](mailto:pals@cpft.nhs.uk) or call 0800 376 0775 (Office hours Monday to Friday)

If you require this information in another format such as braille, large print, or another language, please let us know.

### For more information

**HQ** Elizabeth House, Fullbourn Hospital, Cambridge CB21 5EF.  
**T** 01223 726789  
**F** 01480 398501

[www.cpft.nhs.uk](http://www.cpft.nhs.uk)

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# Primary Care Mental Health Service



## What is The Primary Care Mental Health Service?

The Primary Care Mental Health Service (PCMHS) is provided by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT). We provide local specialist mental health support for anyone between 17-65 years of age within Cambridgeshire and Peterborough, and to support GPs in the treatment of mental health issues in primary care.

### Our aim is:

- To improve access to prompt advice and support
- To enable you to receive help in a familiar setting
- To help deliver a more joined-up approach to your care
- To provide holistic care with appropriate evidence-based interventions.
- To ensure the right treatment in the right place at the right time from the right person based on your needs.

### How we do this?

We aim to promote a person-centred approach to physical and mental health. Your social care needs are also considered as part of this integrated approach.

The service primarily delivers assessments of your mental health either face to face, via online video appointments (using Attend Anywhere), or via the telephone. Outcomes may include, but are not limited to: -

- Signposting to other services or organisations
- Advice on treatment
- Brief interventions to help you manage mental health challenges
- Onward referrals to other services or organisations

We will support you to focus on your goals and to access your local community resources. We want to empower you on your recovery journey and as such if it is appropriate for you to self-refer to a service that we think could be helpful to you, we will fully encourage you to take this step.

### Your Consent

Your consent to our input with your care is paramount and should be obtained by your GP before they make any request for our service involvement. We may also ask for your consent to refer you to other services. Similarly,

consent to share information with these services will be requested. We will only share information with those involved in your care. You may withdraw your consent at any time.

### Who might help with my care?

- Mental Health Liaison Practitioners (MHLP) and Primary Care Mental Health Practitioners (PCMHP), who are experienced professionals from social work, occupational health, or nursing backgrounds. These practitioners conduct most assessments.
- Psychiatrists, who provide your doctor with treatment advice based on our assessments.
- Peer Support Workers, who use their lived experience of mental health challenges to help you in your recovery, based on your goals.
- Recovery Coaches, who support those of you who are transferring from Secondary Mental Health Services back to your GP and may find this transition challenging.

### How can I access the PCMHS?

All requests for our service come via your GP practice. Once the request has been made, we will contact you and either provide telephone advice or offer an assessment.

It is helpful for our team, if you have a personal answer phone message on your mobile or landline. **We will be calling from a withheld number and are unable to leave a voicemail if there is not a personalised voicemail.** Consent to contact you via text SMS messages will be requested by your GP.

Where possible face to face assessments take place in your GP surgery to provide a familiar environment and help you feel comfortable. You will be greeted by one of our practitioners for an assessment which should last approximately thirty minutes. Together you will come up with a plan for your care and consider the next steps to take.

We are available between the hours of 9-5 Monday to Friday, excluding bank holidays. We are dedicated to keeping waiting times to a minimum. To this end we may contact you if a cancellation becomes available and offer you a telephone assessment or online video assessment at short notice.