

Recovery

We are a recovery focussed team; recovery means being able to live a meaningful and satisfying life, as defined by you, in the presence or absence of symptoms. The process of mental health recovery is a unique and individual experience. People can and do recover from the most serious and long term mental health problems.

Non-Attendance

If you cannot keep your appointment please let us know as soon as possible. If you miss your appointment without telling us we may close your case.

If you no longer wish to be seen

If you no longer need an appointment please let us know as soon as possible. The appointment can then be offered to someone else.

Special requirements

Please let us know if you have any special requirements e.g. need for an interpreter, wheel chair access.

If you feel that your difficulties are getting a lot worse please make an appointment with your GP. The following helplines may also be useful:

Samaritans - Confidential support for anyone in a crisis
24 hours every day
Telephone: 08457 90 90 90

NHS 24 - National NHS helpline for medical advice outside GP working hours
24 hours every day
Telephone: 08454 24 24 24

Contact the South Community Mental Health Team for a copy of this information in

- another language
- audiotape
- braille

Borders public Information Support Site for You
www.bissy.scot.nhs.uk

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Bissy



Borders Adult Community Mental Health Service

Patient Information Leaflet

**You have been referred to the
Borders Community Mental Health
Team. This leaflet provides you
with some information on our
service.**

**South Community Mental Health Team
Hawick Community Hospital
Victoria Road
Hawick
TD9 7AH
Telephone: 01450 364314**

Who we are and what we do

Our team is made up of

- Psychiatrists
- Nurses
- Psychologists
- Occupational therapists
- Support workers
- Social workers
- MHO
- Team Manager
- Administration staff

We provide specialist help for people who are experiencing mental health problems. From time to time we have students and trainees within the team. It is your decision whether or not they are involved in your care.

Reason for referral

The person who referred you has asked us to meet you to assess your mental health and find out about your difficulties.

What to expect at your first appointment

During your first appointment you will meet one or two members of our team. The appointment will last around an hour. You may bring a friend or family member to the appointment if you feel this would be helpful. We would suggest that you do not bring children to

appointments. If this presents a problem then please contact the South Team to discuss.

At your first appointment, you may be asked about:

- your current difficulties
- your current circumstances
- your family and other relationships
- your past
- your medical history
- any medication you may be taking
- previous contact with mental health services
- any other concerns you have
- any questions that you might have

You may be worried that the discussion might be difficult or upsetting. We will try to support you to explain things in your own way and at your own pace.

If there are particular things you do not wish to discuss then let us know. You will not be asked to talk about anything that you do not wish to. After your first appointment, we will usually discuss your case at our team meeting to allow us to decide what help would best meet your needs. If we feel we can help you, below is a list of the resources that are available:

- self help materials
- medication advice
- help with the social aspects of your life, for example housing and benefits
- occupational therapy
- talking therapies
- referral to other agencies

The Community Mental Health Service may not be the most suitable service for you. If this is the case, we will try to advise you and your GP further.

Confidentiality

We will keep your personal health information confidential. If your safety or the safety of others is at risk, we may need to discuss information with other professionals. We will ask you to sign a consent to share information form to allow us to discuss the information with all professionals in the South Team. If there is any information you do not wish to be shared please let us know. A summary of your assessment will be sent to your GP. For further information, please refer to the NHS Borders short guide to confidentiality for patients.