



Your outpatient visit to

Community Mental Health Team (CMHT)

Avenue House 43/47 Avenue Rd Acton W3 8NJ
Open 9 - 5 Mon - Fri



We hope that this leaflet will give you the information you need to help prepare you for your visit



If you need extra support or special arrangements for your visit please contact the team reception on

0208 483 1720

and we will do our best to help



Before you come to Avenue House please read your appointment letter carefully. If you need any support, please ask a family member, carer or friend.



The team is multi-disciplinary this means you may be seen by a doctor, nurse, social worker, psychologist or occupational therapist



The team uses the Care Programme Approach (CPA). This means you will be assessed and a Care Coordinator will be allocated to support you to get the right care. You will be given a copy of the care plan that is agreed.

This leaflet has been produced by the **Treat Me Right!** project in partnership with:





Your appointment

We sometimes experience delays in seeing each patient but we will try to see you within 30 minutes of your appointment time



Our staff will keep you informed of any delays



You can bring a friend, family member or carer with you. If you do not want them to be with you when you see the Doctor or team please let us know



You may be given some information in a pack about your illness. If you need help to understand this please tell our staff and we will do our best to support you.



If you have to start taking new medication you will be given information about possible side effects. Your care coordinator can help you understand this - just ask



If you are in a crisis or need urgent support **out of office hours you can call 07659 175651**. This is a pager. You will be asked for your name and phone number. A member of the team will call you back.



If you need another appointment with a member of the team, you can arrange this with the reception staff before you leave the building



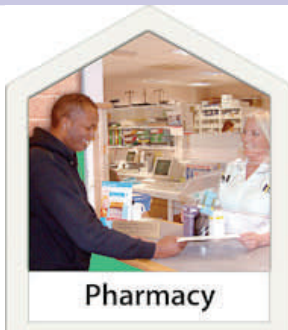
You have the right to get copies of any letters that the hospital and your GP may send to each other about you, please ask the Doctor in the clinic



All information we hold about you will not be given to anyone except your GP without your permission



We might use some of the information to make sure our services are of a high quality but we will do this without showing your personal details



If the Doctor suggests you need new medicines, they will write to your GP. If they want you to start them right away they can give you a prescription that you can take to a pharmacy or chemist



There are various water coolers placed near our clinics if you would like a drink



If you have a mobile phone it should be switched off. If you need to use your phone please speak to the reception staff



We really value your views. If you have any suggestions or complaints you can tell our reception staff



If you have a problem with the date or time of your appointment please call the CMHT reception on **0208 483 1720** where we can arrange another appointment for you



If you give us plenty of notice we can offer your cancelled appointment to someone else



Please note if you do not attend your appointment without letting us know in advance, your GP will be informed

PALS

Patient Advice and Liaison Service

If you are not happy, want to tell us something good or need to make a complaint, **please talk to the staff** or you can call **PALS on 0800 064 3330** or write to
Complaints manager, THQ, WLMHT, Uxbridge Rd,
Southall, Middx, UB1 3EU