

Updated: 3 November 2014

Questions and answers

Keep an eye on www.bristolmentalhealth.org where we will regularly update these 'frequently asked questions'. If you have a specific question about your care, please speak to your care co-ordinator or the person providing your care. You can also sign up for our regular newsletter by following the link on our website.

Will I see different people?

Some people will see changes in their care team but as the changes are being introduced gradually, your care co-ordinator or another member of your team will discuss any changes affecting you. No major changes will happen without you being involved in advance. We will ensure that a full handover happens in any case where you may need to see a different member of staff.

Where will I see them?

The new services will respond to the feedback which showed that many service users want to be seen closer to their homes or in community settings which are connected to wider health and social care services, such as GP surgeries and community centres, and in their own homes. Any changes in your service will be discussed with you first. It is important you attend appointments as usual for now. Your care co-ordinator will work with you if you have concerns about travelling to a different site.

What do I do if I have a mental health crisis?

You, a member of your family or a friend should call the Bristol crisis line on 0300 555 0334. The line is open 24 hours a day, seven days a week and calls are answered by specially trained mental health staff who will make sure you quickly get the help you need.

I have heard AWP services are moving out of Gloucester House, Petherton Resource Centre and Brookland Hall, is this true?

The North Bristol Assessment and Recovery Team will move to a new wellbeing centre in November 2014. From 27 November 2014, the new address for the North Bristol Assessment and Recovery Team will be:

Community Mental Wellbeing Centre
The Greenway Centre
Doncaster Road
Southmead, Bristol
BS10 5PY

The new telephone number will be 0117 354 7300.

The centre will be open from 8am to 8pm. For a short time some appointments may also take place at Gloucester House.

The Inner City and East Bristol and South Bristol Assessment and Recovery Teams are aiming to move from their existing bases after spring 2015.

We anticipate that roughly a third of visits will take place in community settings such as GP surgeries, a third in people's homes and a third in new community mental wellbeing centres. Changes will be discussed with individuals as the details of the transition to the new approach are finalised.

What will be different?

The new services have been designed to respond better to your needs and to draw on the expertise of a wider range of organisations. The services you receive will still meet the high standards required by NHS commissioners and will be regularly monitored and evaluated.

The changes will help us to improve access to a wide range of psychological therapies by increasing the number of skilled practitioners available.

All services will aim to demonstrate that they have the psychological and emotional wellbeing of service users and carers at their heart – from how you are greeted by a receptionist to how clinicians engage with you. Specialist staff will provide training and support across services to ensure this happens. We will also provide better support to GPs so that they in turn can provide better support to you.

When will this happen?

The changes started to be phased in from October and will not be completed until February/March so that transition arrangements are carefully refined and implemented. As we are introducing the changes gradually, your care co-ordinator or another member of your team will keep you updated and answer any questions.

Will I be able to finish my course of therapy?

Everyone will have the opportunity to complete therapy they have started.

Why is this happening?

The changes follow a three-year consultation regarding mental health services in Bristol and how they can be improved. Bristol Clinical Commissioning Group oversaw the consultation and drew up a new system for services based on comments received from service users, carers, GPs, voluntary sector groups and others. Although you may not personally have given your views during the consultation, a wide range of service users and carers gave their comments.

I've heard about a new role called a recovery navigator, what's this?

A recovery navigator will work with service users to give support and advice about how to plan their recovery. The primary focus will be on making sure each person's recovery takes place at their pace and in the best way for them. Recovery navigators will work in assessment and recovery services. This new role will be phased in from autumn 2014 dependent on which GP practice you are registered with. All service users will be assigned a recovery navigator by spring 2015. We will keep you informed about this process and when you will be introduced to your new recovery navigator in a planned meeting. Some service users will also have a care co-ordinator.

I've heard about a new role called a dementia navigator, what's this?

A dementia navigator will work with people and their carers and families. They will act as the key contact for help, support, advice and information. Dementia navigators will be linked to GP practices to ensure joined-up care is delivered and will work with people to ensure everyone using the service has their own wellbeing plan.

How will people access the services?

In addition to the Bristol crisis line, we have set up a contact point for all new referrals accessible via

your GP. If you have used services in the past you are now able to self-refer through this contact point or contact your recovery team directly.

Who do I talk to if I've got a problem with my care or the changes?

You can speak to your contact in the service – either care coordinator or another member of the team. If the issue cannot be sorted out locally, you can also contact the PALS team on freephone 0800 073 1778 or awp.pals@nhs.net