Visiting the hospital
Princess Royal University Hospital
Farnborough Common
Orpington
Kent BR6 8YN

Buses:
61, 336, 353, 402, R2, R3 and R4

Trains:
The nearest train station is Bromley South. Buses 61, 261 or 358 go to the hospital. From Orpington station you can catch bus 61 or 358.

Parking:
There is a pay and display car park on the hospital site.

Accessibility:
The hospital is easily accessible for people with mobility problems.
Introduction
This leaflet explains what you can expect from your assessment with the Mental Health Liaison Team at Princess Royal University Hospital. It gives you details about the team and how they can help you.

About the Mental Health Liaison Team
We are a team of experienced mental health professionals who provide assessment, advice and information to people with mental health problems, receiving medical treatment via A&E or other wards at the Princess Royal University Hospital. We are the link between the general hospital and mental health services.

Our team includes:
- a team manager
- six registered mental health nurses
- one part time senior clinical psychologist
- one part time occupational therapist
- one staff grade psychiatrist (duty doctor out of hours)
- a team administrator
- two consultant psychiatrists.

Questions
If you have any questions for the team, you can write them down here to remind you.

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Your opinion matters
We welcome your views on the services we provide. If you would like to comment, make suggestions or make a complaint, please ask to speak to our team administrator or team manager.

You can also speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number on 0800 917 7159.
If you are unable to resolve your concerns or would like to take the matter further, please contact:
Head of Complaints
Oxleas NHS Foundation Trust
Pinewood House, Pinewood Place
Dartford, Kent DA2 7WG
**You can also phone the complaints office on:**
Tel: 01322 625751 or email: complaints@oxleas.nhs.uk

Useful contacts
- Oxleas Urgent Advice Line – 0845 608 0523
- Samaritans – 0845 790 9090
- Manic Depressive Fellowship – 0845 634 0540
- Mental Health Foundation – 020 7803 1101
- Saneline – 0845 767 8000
- Royal College of Psychiatry – www.rcpsych.ac.uk/publications.aspx

We aim to:
- talk to you about any mental health problems you may have and discuss with you what support and treatment (if any) you might need
- refer you to appropriate mental health services if required – this may include intensive home-based treatment or admission to a mental health unit if there are serious risks to yourself or others
- liaise with your GP and/or other services involved in your care, including your community mental health team if you have one
- provide information about other services that might be helpful to you (eg drug and alcohol services, MIND, Citizens Advice Bureau, Samaritans)
- provide advice and information regarding mental health and wellbeing to you and your relative or carer.

What to expect from an assessment
You will meet with one of our team in a private and confidential space. You will generally only meet with us on one occasion. We will carry out a thorough assessment of your mental health needs. We may want to speak to your relative or carer but will ask your permission before doing so.
This will include asking you about:
- your current thoughts and feelings
- risks to yourself or others
- current social circumstances
- how you are managing day to day life
- any history of mental health problems.

We may also ask you about your childhood and any traumatic experiences you may have had. With your consent, we may ask you to complete some questionnaires or basic tests of different thinking skills.

Following the assessment we will inform you about any treatment we are referring you for and provide advice and information (if relevant) about your mental health. Information will be recorded on our electronic records system. This system is completely confidential and no one will access this unless they are involved in your mental health treatment.

We are not able to offer routine mental health appointments in A&E, help you obtain housing or provide support for benefits reviews. We do not offer follow up appointments.

How to contact us
You can contact the Mental Health Liaison Team by calling our administration staff on 01689 880000 from 9am to 5pm Monday to Friday. If you need immediate help due to mental health or medical problems then please consider using your GP or if you currently use mental health services, your care coordinator. If it is a medical emergency and out of normal working hours then please contact EmDoc (emergency doctor) via your GP’s phone number who will advise further.

Confidentiality
All staff are required to abide by a strict code of conduct on confidentiality. We may share some information with other staff who do not work for Oxleas NHS Foundation Trust. An example of this may include GPs and social services employees. If you are from outside the London Borough of Bromley we may need to contact services in your own borough to gain further information. When considering who may see information about you, our staff use the following principles.

- Seek consent from you to share information
- Only share information with those who need to know in order to provide good quality care
- Share the minimum information necessary to ensure good quality care and your safety.