



Reshaping Adult Community Mental Health Services

Information for service users and carers

Improving lives

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Introduction

This leaflet explains how we are reshaping our adult community mental health services in Bexley, Bromley and Greenwich. It tells you the new name of your service and where you may receive treatment. The changes will help improve the quality and care that you receive. These changes come into effect from 28 September 2015.

What is changing?

We will work more closely with GPs to provide a joined-up approach to people's physical and mental health needs and to make sure that all service users are offered appropriate and timely support and treatment.

We want to provide a faster and more responsive service by:

- improving waiting times for service users
- ensuring that the right clinician is available at the right time
- ensuring that anyone in crisis is promptly and appropriately seen by the Crisis Team.

How will the changes affect you?

These changes are to improve the services we provide causing as little disruption to you as we can.

All existing service users will continue to receive a service.

For most people there will not be any change (other than to the name of the service) but for some people, there may be a change to your clinician and/or a change to where you are seen.

If you are currently seen in your own home, this will continue in the new service.

Where you will be seen will depend on where your clinician will be based and also where you live.

Details of the changes are currently in development but you and your carers will be told of any changes in person during September.

Your appointments

We will continue making appointments until September 2015. Your named contact person will meet with you during September to confirm the date of any future appointments you may have after September 2015.

What the new services are called

We have changed the names of the services to make them easier to understand.

The following table lists the name changes to the services.

Current service name	New service name
Intake & Liaison Team (ILT) Liaison & Intake Team (LIT) Short-term Intervention Team (SIT)	Locality Mental Health Service
Greenwich Psychotherapy Service Bexley Psychotherapy Service	Locality Mental Health Service
Assertive Outreach Team (AOT) Recovery Team	Locality Mental Health Service
Early Intervention in Psychosis (EIP)	No change
Bromley Women's Service	No change
Greenwich Approved Mental Health Professional (AMHP) Service	No change
Dispersed Intensive Supported Housing (DISH)	No change
Improving Access To Psychological Therapies (IAPT) (Time-to-Talk)	No change

Where you will be seen

For some service users, where you are seen will change from the end of September, the changes are as follows:

Bexley		
If you live in Bexley, the following change will apply:		
Where are you currently seen?	This will change to	From when?
Bexleyheath Centre, Emerton Close Bexleyheath Kent DA6 8DX Tel: 020 8301 9400	Erith Centre, Park Crescent Erith Kent DA8 3EE Tel: 01322 356100	End of September 2015

Bromley		
If you live in Bromley, the following changes will apply:		
Where are you currently seen?	This will change to	From when?
2 Blean Grove London SE20 8QU Tel: 020 8676 8250	Yeoman House 65 Croydon Road London SE20 7TS Tel: 020 8659 2151 Or	End of September 2015
Stepping Stones 38 Masons Hill Bromley Kent BR2 9JG Tel: 020 8466 2500	Orpington Community Mental Health Centre 1-6 Carlton Parade Orpington BR6 0JB Tel: 01689 892300	End of September 2015
The Bromley Women's Service will be moving to a new location. Details of this will be confirmed in August.		

Greenwich

If you live in Greenwich, you will either be seen at:

Where are you currently seen?	This will change to	From when?
Ferryview Health Centre, 27 John Wilson Street, London SE18 6PZ Tel: 020 8319 5500	Ferryview Health Centre, 27 John Wilson Street, London SE18 6PZ Tel: 020 8319 5500	End of September 2015
The Heights, 68 The Heights, London SE7 8JH Tel: 020 8269 4110	Or The Heights, 68 The Heights, London SE7 8JH Tel: 020 8269 4110	

Dates for you to note

How you will be informed

During your next appointment in August you will have an initial discussion about the changes and an opportunity to talk through this leaflet.

During August

If you do not have an appointment booked in August you will be sent a letter with this leaflet explaining any changes that will affect you.

There will be open information sessions for service users and carers.

August to end of September

During September you will have a follow up discussion with full details of any changes for you.

Throughout September

**New service starts
28 September 2015**

Further information

For more information about the changes please speak to a member of your clinical team.

Your opinion matters

Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide.

If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number on 0800 917 7159.

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality.

We will only share information with those who need to know in order to provide good quality care. Occasionally there may be exceptions to this, for example to support a clinical audit or to monitor the quality of care provided. We will usually discuss this with you beforehand.

This information can be provided in alternative formats (such as; different language, easy read or large print versions) upon request.

September 2015