

## Action plan

You were seen today (date): ..... by: .....

Name: .....

Job title: .....

Your plan: .....

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If you require translation services or a copy of this document in another language, audio tape, Braille or larger print, please contact [bsmhft.commsteam@nhs.net](mailto:bsmhft.commsteam@nhs.net) or call 0121 301 1298.

## Feedback

We welcome any suggestions you have, Please send your comments, concern, compliments and complaints to:

### Customer Relations:

Tel: 0800 953 0045

Email: [bsmhft.customerrelations@nhs.net](mailto:bsmhft.customerrelations@nhs.net)

## Confidentiality

Information held by the service is treated in accordance with Birmingham and Solihull Mental Health NHS Foundation Trust's confidentiality policy, which is available at [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk). Please contact us if you would like more information.

## Further Information

For more information, please visit our website at [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)



# Liaison psychiatry service

Information leaflet for service users,  
supporters and carers

## What is the liaison psychiatry service?

Liaison psychiatry is a specialised mental health service provided by Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT). We work in different hospitals to support patients during their assessment, diagnosis and treatment.

## What does the service offer?

We offer a compassionate, person-centred and non-judgemental service to patients suffering from mental health problems aged 16 and over, who are attending A&E or are inpatients in hospital. We work with other services such as Change Grow Live (CGL) who are experienced at working with adults of all ages.

## Why is mental health support important?

Mental health support is important because:

- 1 in 4 people will experience some form of mental health condition in their lifetime
- mental health disorders such as depression, anxiety, alcohol addiction and memory problems are very common in general hospitals. Research has shown that they are often not recognised or treated

- 2 in 3 older adults admitted to a general hospital have or may develop mental health issues during their admission
- untreated mental health issues can lead to longer hospital admissions and poorer overall physical health in hospital inpatients.

## How can I access the service?

The hospital staff caring for you may feel that it would be helpful for you to be visited by a member of the team. They will usually discuss this with you first.

## What happens after I am referred?

We will visit you to do an initial assessment. During this, we will discuss any concerns you have. You can also have a family member or carer with you for support.

Together we will work through what further help you may need and draw up a plan of care. This is the action plan attached to this leaflet.

We will also continue to offer support and advice to you and your medical team whilst you are in hospital. Where appropriate we may also arrange further support for when you are discharged from hospital.

We will inform your GP of the agreed action plan and speak to other healthcare professionals where appropriate and with your permission.

## Who is the service run by?

The team is made up of nurses, psychiatrists and psychologists.

## Helpful numbers and websites\*

**Citizen's Advice Bureau**  
03444 111 444  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**National Debtline**  
0808 808 4000  
[www.nationaldebtline.org](http://www.nationaldebtline.org)

**Reach Out Recovery – support for domestic abuse, homelessness and addiction**  
0121 227 5890  
[www.changegrowlive.org](http://www.changegrowlive.org)  
[www.aquarius.org.uk](http://www.aquarius.org.uk)

**Relate – the relationship people**  
0300 100 1234  
[www.relate.org.uk](http://www.relate.org.uk)

**FRANK – confidential drugs info and advice**  
0300 123 6600  
[www.talktofrank.com](http://www.talktofrank.com)

**Alzheimer's Society**  
0300 222 1122  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**Age UK**  
0800 055 6112  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

**Carers Direct**  
0300 123 1053  
[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

**Samaritans – emotional support service**  
Freephone: 116 123  
[www.samaritans.org](http://www.samaritans.org)

**MIND – mental health charity**  
0300 123 3393  
[www.mind.org.uk](http://www.mind.org.uk)

**CRUSE – bereavement care**  
0808 808 1677  
[www.cruse.org.uk](http://www.cruse.org.uk)

**Shelter - Birmingham**  
0344 515 1800  
[www.englan.shelter.org.uk](http://www.englan.shelter.org.uk)

**Forward Thinking Birmingham**  
0300 300 0099  
[www.forwardthinkingbirmingham.org.uk](http://www.forwardthinkingbirmingham.org.uk)

**Sifa Fireside**  
0121 766 1700

**Search for services across the West Midlands**  
Visit: [www.the-waitingroom.org](http://www.the-waitingroom.org)



Alternatively, scan the QR code on the right to search for the health and wellbeing services on your smart phone.

Leaflet 9 Partner zone is available on request from the liaison psychiatry service or can be downloaded from [www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk).

\* The external organisations listed are independent of BSMHFT and are provided for information purposes only. BSMHFT will not be responsible for any advice or treatment provided by these organisations.