



**NHS**

**Birmingham and Solihull  
Mental Health**  
NHS Foundation Trust

# Asking to change a consultant, team or for a second opinion



## Request to change consultant

Should you wish to have your clinical care provided by an alternative consultant psychiatrist. In this instance you can make a request for change of consultant psychiatrist.

You should note that your clinical care will remain with the same consultant psychiatrist and clinical team whilst your request is being processed and you should attend any appointments made for you and keep taking any medications prescribed for you.

You should also note there is no guarantee your request will be granted as there may not be an alternative consultant psychiatrist who has capacity to take over your clinical care. For example, if you have requested a change of consultant psychiatrist to one who is the same gender as you, this may not be possible due to there being no consultant psychiatrist the same gender as you in the local area.

There is also no guarantee that, if a change is agreed, you will be able to see your new consultant within the same community mental health team (CMHT). Due to capacity we may need to transfer your care to another area.

You should also note that we can only accept one request in a two year period to ensure continuity of your care.

## Request for a second opinion

We would encourage you, in the first instance, to raise your second opinion request directly with your clinical team or consultant if you feel comfortable to do so.

Please ensure your reason for this request is clear. Do you have doubts about your diagnosis, or are you unhappy with the recommended treatment?

If you do go for a second opinion, it may be a good idea to take a family member or friend with you. Have a list of questions ready, so you can make sure your concerns are covered during the discussion.

If it is decided in the best interests of your health not to grant your request, the reasons will be explained to you.

A relative can make a request on your behalf, although you should be involved as much as possible in the request and you should sign the form if your relative is making the request.

## Making a request

Fill out the form on pages 5–7 in this leaflet and send it to the Trust's Customer Relations Department either by post or email. Once received the Customer Relations Department will then forward your request to the relevant clinical director or mental health team for consideration. Please allow three working days for an acknowledgment of your request.

**Address:**

Customer Relations Department  
Birmingham and Solihull Mental Health NHS Foundation Trust  
Unit 1, 50 Summer Hill Road  
Birmingham  
B1 3RB

**Email:**

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



## Request to change a consultant, team or for a second opinion

I wish to:

**change my consultant or clinical team**

Name of consultant or clinical team  
you wish to change from:

.....

**request a second opinion**

**Service user details:**

Your name: .....

Your date of birth: ..... /..... /.....

Your address: .....

.....

.....

Postcode: .....

Telephone: .....







If you have any queries regarding this leaflet, please call Customer Relations on 0800 953 0045 (available Monday to Friday, 8am to 6pm, excluding bank holidays).

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Website: **[www.bsmhft.nhs.uk](http://www.bsmhft.nhs.uk)**

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