

About Appointments

Even with the necessary changes in the NHS because of Covid-19, your Mental Health services are keen to stay engaged with you.

We have had to adapt how we do things in order to keep you, our staff and all our families safe.

You may be asked to connect with us in different ways and we will discuss this with you collaboratively – your views and needs will be taken into consideration. However, due to limited space we cannot continue to see everyone face to face for all appointments.

We're here
for you

Let's stay
connected

We may ask you to:

- > Meet with us by video call
- > Talk with us by telephone
- > Meet face to face, if necessary

We need you to treat all of these equally as a clinical appointment.

All new service users will be offered a face to face for their first appointment. Then we will discuss which connection options may work best. Everyone is different and so each decision is based on individual needs and circumstances – while continuing to keep you, our staff and everyone's family safe.

What if I have a comment, suggestion, compliment or complaint about the service?

- > **Talk** to the people directly involved in your care, **Ask** a member of staff for a feedback form, or Complete a form on the Trust website **www.southerntrust.hscni.net** (click on the 'Contact Us' tab)
- > **Get Involved** - help doctors, nurses, social workers and other health care staff in the planning, development and evaluation of services. Speak to the person who is responsible for your care or register online www.southerntrust.hscni.net/about/1593.htm

Tell us about your experience using the new Care Opinion Platform
www.careopinion.org.uk/info/northern-ireland

The Mental Health Forum Website
www.thementalhealthforum.co.uk



CRISIS CONTACT NUMBERS

Out of hours GP : 028 3839 9201
Life Line: 0808 808 8000
Samaritans: 116 123

 Southern Health
and Social Care Trust

Quality Care - for you, with you

MAKING THE MOST OF YOUR MENTAL HEALTH APPOINTMENT



INFORMATION LEAFLET

Face to Face Appointments

Your practitioner will contact you prior to the agreed appointment to complete a covid checklist.

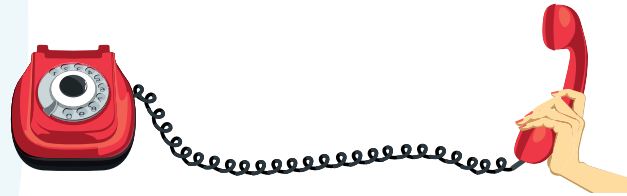
- > Please arrive for your appointment at your scheduled time
- > Where possible please attend the appointment alone.
- > In order to protect yourself and others, **it is now compulsory that you wear a face covering unless you are exempt**, whilst on our site. Our staff will be wearing face protection too.



- > If possible, please telephone the facility when you arrive using the number provided on your appointment letter and we will discuss with you what to do next. We do our best to keep our clinics running on time.
- > **Please note:** if you are more than 15 minutes late for your appointment we may have to reschedule your appointment or offer you a shorter session.

Telephone Appointments

- > Your practitioner will contact you at a pre-agreed time from a withheld number.
- > It is your responsibility to give that appointment the same importance as you would have a face to face eg - be in a private space, without distraction.
- > Please answer the phone on time.



- > Not answering the phone at a pre-agreed time may be recorded as a missed appointment. We will attempt to make contact more than once within a 15 minute window of your appointment.
- > Please ensure you are in a quiet, private space for your telephone appointment.
- > If the call is ended abruptly by you and we are concerned about your wellbeing, we will attempt to phone you back, if there is no reply we may need to contact next of kin or carer to ensure your safety.

Video Appointments

- > We will pre-arrange your call with you
- > You will receive an email or text message inviting you to attend your appointment.
- > It may be helpful to log in 10 minutes early so you can check your sound, video etc.
- > If you are having trouble connecting, please phone the telephone number on your appointment letter.
- > Please ensure a quiet private space with no one else in the room. You will also need a good internet connection and comfortable lighting.
- > If you are having difficulty with any of these please discuss with your practitioner.



Cancellations

Please cancel in advance using telephone number provided on your appointment letter. Where possible an alternative appointment will be offered.



**Promoting Hope,
Opportunity and
Personal Control**