

Confidentiality

NHS Blackpool (NHSB) has a duty to keep your information confidential. However, if staff have any concerns about your safety and wellbeing or that of a member of your family, they have a duty of care to pass the information on to the appropriate agency.

Access to Healthcare Records

We will share with you the information that we collect. However, if you wish to have access to your records, please write to the Information Governance team at the address below. Release of records is subject to the conditions set by the Data Protection Act 1998 and a small charge is usually made.

Zero Tolerance

You should treat NHS staff and other patients with respect – if you abuse people you may be prosecuted.

Patient, Client and Carer Satisfaction

In order to maintain our high standards, you may be asked to complete a simple satisfaction questionnaire. The information obtained will be used to monitor patients', clients' and carers' satisfaction with the service we provide.

Comments, Compliments and Complaints

If you wish to comment on any aspect of our service, please let a member of staff know or write to: **The Customer Care Team, NHS Blackpool, Blackpool Stadium, Seaside Way, Blackpool, FY1 6JX**

This information is also available in other formats and languages.



Contact **NHS Blackpool** on **01253 651200**

Or email: leafletinfo@blackpool.nhs.uk

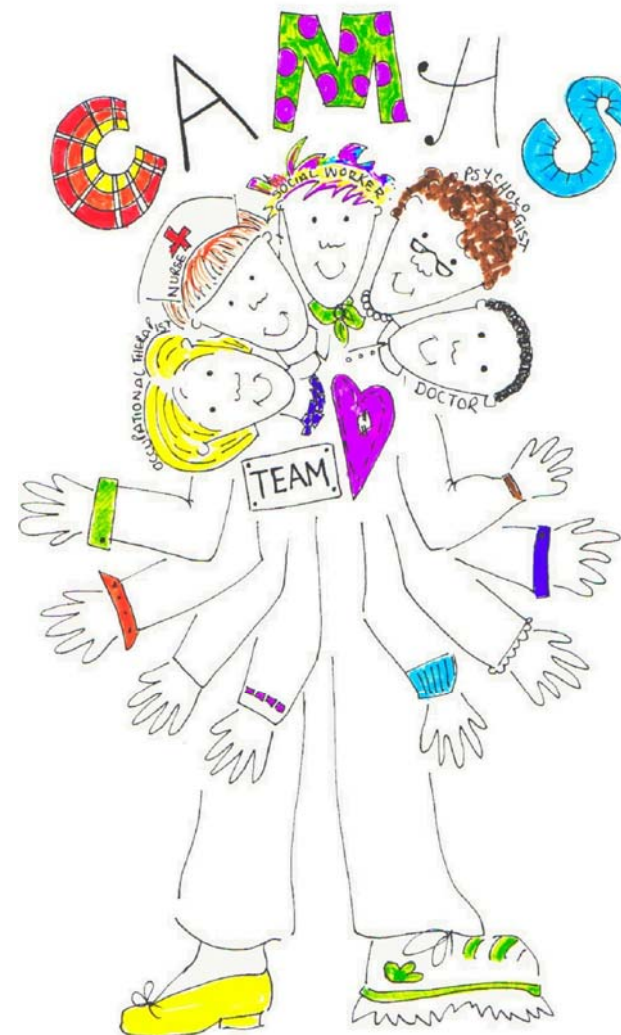
Website: www.blackpool.nhs.uk

For additional support or advice, please contact the **Patient Advice and Liaison Service (PALS)** on **01253 655589**

We encourage and appreciate feedback on our leaflets. If you would like to make comments on this publication please telephone **01253 651277** or email leafletinfo@blackpool.nhs.uk

If you need advice on health you can call **NHS Direct** on **0845 4647**

Issued by **Community Health Services**



Introduction to CAMHS

The Child and Adolescent Mental Health Service

Health... at the heart of life in Blackpool



Welcome to CAMHS

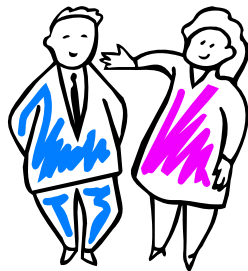
We are the Child and Adolescent Mental Health Service for Blackpool. We hope this leaflet will help you understand a little bit more about CAMHS.

Who we are, what we do and why we would like you to come and see us.

Who are the CAMHS team?

We are a group of people made up of:

- Doctors
- Nurses
- Psychologists
- Support workers
- Play therapists
- Social workers
- Occupational therapists



We are trained to listen to children and young people who may be experiencing a range of feelings and behaviours which you may not understand and might be causing some problems at home, school or with your friends.

Why am I coming to CAMHS?

You will have been asked to come to CAMHS because one of the following people will have thought it will help if you come and talk to us.

- Doctor
- School nurse
- Social worker



How long will my appointments take?

Each appointment will last up to one hour.

What will happen at my first appointment?

Your first appointment is called a 'Choice appointment';

This is when you will talk to a member of the CAMHS team and together we will choose whether you would like to come and see us again, and for us to decide who is best in our team to help you.

We may also discuss how many appointments you may need.

What happens next?

If we think it's best for you to come and meet us again you will be given a second appointment, this is called a 'Partnership Appointment';

At this appointment you will meet the person who will work with you and your family while you are coming to CAMHS and together you will decide...

- How often to meet
- What support you need
- What you will be doing at your appointments

What will I do at my appointments?

Some of your appointments may include your family; these could be either Family Sessions or Family Therapy sessions. Other appointments, you may come on your own when you and your CAMHS worker may do many different things including;



- Artwork
- Talking / counselling
- Play therapy + Problem solving



What happens until then?

Until your appointment some people find it helpful to keep a diary or to try out different things to help you cope like sport or art activities.

You can also find help and advice on several websites such as:

www.bbc.co.uk/headroom
www.youngminds.org.uk

Where is CAMHS?

CAMHS is based at:



Whitegate Health Centre
150-158 Whitegate Drive
Blackpool, FY3 9ES

Phone Number 01253 657166



We look forward to seeing you and hope this leaflet has helped