

# Liaison Psychiatry



**Information for patients,  
their families and carers**

*We support people to lead independent, healthy lives*

## Who are we?

The Liaison Psychiatry Team is an urgent and emergency mental health service based at Derriford hospital.

We are a specialist service providing mental health care in a physical health setting. We support the work of clinicians working in the general hospital, enabling the Emergency Department and wards to assess and manage mental health problems as they present or arise in patients being cared for by the hospital.

We are a team of Senior and Junior Doctors, experienced Mental Health Practitioners, Nurses, Social workers and Physiotherapists.

## Who do we see?

Liaison Psychiatry provides a service for individuals aged 18 years or older, with a wide range of mental health problems including:

- self-harm
- suicidal ideation
- problems with worry or stress
- anxiety or depression
- dementia or delirium
- psychosis
- a severe mental illness, such as schizophrenia, bipolar disorder or severe depression, or a personality disorder
- the consequences of alcohol and drug use, including when co-occurring with a mental health problem
- social vulnerability that may have a mental health problem or trauma as a component or root cause, such as homelessness or domestic abuse
- difficulty coping with a physical health problem

## What do we do?

A member of staff looking after you will discuss a referral with you. If you agree to see our service, a member of the Liaison Psychiatry Team will come to greet you initially to acknowledge that your referral has been accepted. We will try to give you information on waiting times when we first meet with you.

You will then be seen privately by members of our team who will complete a full bio-psychosocial assessment. Our aim is to work in partnership with you to find ways to help. Where appropriate, we seek advice from other professionals within the team or hospital. The team will discuss self-help strategies with you and may refer or signpost you to other services. We will also want to discuss with you your ability to make choices about your personal safety.

Liaison Psychiatry is not a prescribing service and cannot admit to Glenbourne or any other hospital directly. The majority of our patients are discharged home following a professional discussion about your needs and safety. We do not cover the many outpatient clinics running in a hospital this size.

We will treat you with respect and dignity throughout and our Staff would appreciate the same courtesy. We support the NHS Zero Violence Policy.

For most people, one meeting with us is enough to help with their problems. Sometimes we see people a number of times for treatment, particularly if you are an inpatient at the hospital for any duration. Alternatively, we might refer you to another service that is able to help you. We will always seek your consent for any actions we may wish to make or suggest on your behalf.

## How we store your information

Your assessment will be documented and shared with your GP and maybe other relevant services. You are welcome to a copy if you wish. Your patient confidentiality is very important to us. Our work is stored on a secure NHS electronic system. No information will be shared outside of the NHS without your consent and that includes friends and family. The only reason your information may be shared with or without consent would be when there are identified concerns for public safety or vulnerable members of our society.

## Your Feedback is important to us

A day or two after you leave Derriford you will receive a few texts asking you about the service you received from us. We would very much appreciate your honesty. Your response is confidential and collectively used to guide the development of the Liaison Service.

If you do have an issue with any matters arising from your encounter with us or any other concerns you can contact the Patients' Advocacy and Liaison Service (PALS) at Derriford or write to Complaints and Litigation Department at Mount Gould Hospital, 200 Mount Gould Road, Plymouth. PL4 7QD

## Contacting the team

Patients are referred to our service by staff within the hospital and we see patients on the hospital wards or in the Emergency Department. Our team deliver a service 24 hours a day, 7 days a week to people who are experiencing a mental health crisis.

Patients can self-present to the service by coming to the Emergency Department at Derriford at any time. Sometimes it is a difficult place to wait but the Team will meet with you and assess you at the earliest opportunity.