

**Your feedback**

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 Psychiatry Service.

If you wish to make a compliment, raise a concern or make a complaint about the liaison psychiatry service please contact;

Customer Services Department

Livewell Southwest

Crownhill Court

Tailyour Road

Plymouth

PL6 5DH

Telephone: 01752 435201

Email: [customerservicespch@nhs.net](mailto:customerservicespch@nhs.net)

Website [www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)

If you need information in a different language or format, please contact Customer Services Department.

If you do not feel up to making a complaint, someone else can complain on your behalf if you are happy for them to do so. Alternatively, The Advocacy People is an independent advocacy service that can provide support and guidance for you:

Telephone: 0330 440 9000

Email: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

Web: [www.theadvocacypeople.org.uk](http://www.theadvocacypeople.org.uk)

## Liaison Psychiatry



Information for patients,  
their carers and families in Plymouth.

Name.....

Date.....

## Supporting service users, their carers and families

Liaison psychiatry recognises the importance of working collaboratively with the carers and family of the individuals referred to the service.

Carers and family members are often a vital source of care and support for those referred to liaison psychiatry.

We are able to listen and take note of any information or concerns you wish to share.

## Information about the service

Liaison Psychiatry 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 for individuals aged 18 or older.

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.

## Who we are

The service is run by;

- Psychiatrists
- Junior Doctors
- Mental Health Practitioners
- Administrators

## What the service does

Liaison Psychiatry offer;

- An assessment of your mental health needs.
- Signposting to relevant services or referrals to other teams.
- Short term treatment, advice and support while you are admitted to hospital.
- Support and advice for carers.

A member of staff looking after you will discuss a referral with you and ask for your consent to see our service. You will 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. 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 mental health inpatient facilities. The majority of our patients are discharged home following a professional discussion about your needs and safety.

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.

