

## The Access Service for Adult Mental Health is:

- A telephone service that provides information, advice and guidance in relation to adult mental health issues and the available services in Shropshire, Telford and Wrekin.
- The single point of referral to all Midlands Partnership NHS Foundation Trust (MPFT) Adult (18+) Mental Health Services, including Memory Services and Crisis Response.
- The Access service is not intended to be a substitute for telephone helplines and counselling services such as the Samaritans, or other support lines. If you require counselling we can give you details of services like this.

### General Practitioners :

If following a patient consultation you require follow up with Secondary Mental Health Services, please contact the Access Team via: telephone (especially if an urgent referral) letter, email or fax, to provide relevant referral details.

- A local rate number  
**0300 124 0365**
- Available 24/7, 365 days a year.

## If you need help and advice and are already receiving our services.

- Within the hours of 9am to 5pm Monday to Friday please contact your Care Co-ordinator or the team that is providing your care.
- Outside of these hours if you are experiencing urgent mental health issues that cannot wait until usual working hours, please phone the Access Service **0300 124 0365**.

## The Access Service for Adult Mental Health is accessible to everyone.

- Including people who may find it difficult to use a telephone service for any reason.
- If you are deaf or have a hearing impairment then we would suggest contacting us via our email [access.shropshire@mpft.nhs.uk](mailto:access.shropshire@mpft.nhs.uk) If you prefer you can arrange for someone to talk to us on your behalf.
- If you prefer to speak to us in another language besides English, we can organise a face to face assessment for you using an interpreting service.

## The Access Service for Adult Mental Health

- The team has qualified staff to speak to, who are knowledgeable about different services and options.
- We will listen to your concerns with compassion and understanding and give you support and ideas about what might be helpful.
- We will help you to decide what the next steps will be and, if necessary, offer you a suitable appointment there and then.
- If you are already receiving services from MPFT, we can look up what is written on your care plan and provide advice accordingly.



Working together  
towards your recovery



*Hope*

## Useful links:

**Help for Suicidal Thoughts**  
[www.nhs.uk/conditions/suicide/](http://www.nhs.uk/conditions/suicide/)

**Samaritans**  
[www.samaritans.org](http://www.samaritans.org)  
Tel 116 123

**MIND**  
[www.mind.org.uk](http://www.mind.org.uk)

**Rethink Mental Illness**  
[www.rethink.org](http://www.rethink.org)

**SANE**  
[www.sane.org.uk](http://www.sane.org.uk)

MPFT accepts no responsibility for the content of external websites.

**MPFT Trust Web site:**  
[www.mpft.nhs.uk](http://www.mpft.nhs.uk)

**Recovery College**  
<http://recoverycollegessft.co.uk/>

If you require this information in another language, in larger print, in easy read or any other format, please contact PALS on 01785 783026 or [pals@mpft.nhs.uk](mailto:pals@mpft.nhs.uk)

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**Midlands Partnership**  
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# Access Service for Adult Mental Health

**Shropshire,  
Telford and Wrekin**

 **0300 124 0365**

 **0300 303 3425**

Produced by  
**Community Mental Health Services**