

Community mental health care in Leeds

Information for service users and carers about advice and guidance



What is meant by advice and guidance?

Advice and guidance from a specialist

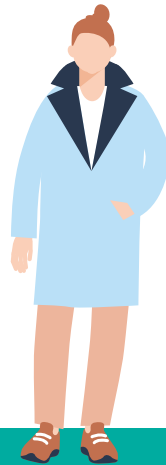
Sometimes people who are involved in your care (for example, your GP, a community pharmacist, therapist or another healthcare professional) may need to contact a specialist from the community mental health hub to ask for advice and guidance, to help make sure you are getting the best support possible.

If your GP or healthcare professional asks for advice and guidance, they should discuss with you why they have made the request, what your views and preferences are, and what they will do with the information they are given.

Why might your doctor or other health care professional ask for advice and guidance?

There are many reasons why a health professional may want to check in with a colleague about your needs and how to meet them. For example, they may need to understand more about:

- What treatment or support might be recommended for you, including medication and talking therapies.
- How your treatment or support might need to be changed if it's not working well for you.
- What to do about problems with your treatment, such as side effects, interactions with other conditions or treatments or medications not being available.
- Suitable talking therapies where there are several problems that may need a different approach.
- Which services and support to refer you to, or whether there is something else that can be done for you.



Asking for advice and guidance means that your GP or healthcare professional can provide the best care for you, using specialist knowledge, without having to refer you to another service.

This means you don't have to see different professionals unnecessarily, and the problem can be resolved quicker, by the people who already know you.

How is advice and guidance managed?

The healthcare professional who is asking for advice and guidance will need to give information about you, such as your:

- Name
- Date of birth
- Address and contact details

They will also explain why advice and guidance is being requested, with a summary of information about your current care and treatment, so that the specialist can advise appropriately. This information will be shared with the community mental health hub using a secure online system.

Your data will be recorded securely on information systems managed by Leeds and York Partnership NHS Foundation Trust (for medical and some psychological queries) or Leeds Community Healthcare NHS Trust (for psychological queries).

The specialist will view the information provided and, if required, may look at other information available on your records. They will send their written advice and guidance back to the person who requested it, using a secure online system. Sometimes the specialist and your healthcare professional may have a phone or video discussion instead.

Your GP, or the healthcare professional who requested the advice and guidance, will discuss this with you and agree how it might affect your care. You should be involved in these decisions.

Sometimes the specialist may feel advice and guidance is not suitable. This might be because more information is needed, or they think you might need additional support from the community mental health hub itself. If this is the case, you will be contacted by a member of the hub team or offered an appointment.

Your GP (or other health care professional who requested advice) will be told about this. They will not have to make another 'referral'.

What can you do if you want more information?



If you have any questions or concerns about whether advice and guidance about your care and treatment has been requested, you may want to ask your GP or the other health care professional at the practice:

- Are you asking for advice and guidance about the treatment and care I should receive?
- Why are you asking for this?
- How will it benefit me?
- Do I get a say in this?
- What will you do with the information?

More information

You can read more about transformation on the Mindwell Leeds website by using the QR code below, or search online using mental health transformation Leeds.

There is also a short video about community mental health transformation on the Mindwell Leeds website.

www.mindwell-leeds.org.uk/transforming-community-mental-health-services/



Changes to community mental health services in Leeds are being designed and delivered by a partnership of voluntary and community sector organisations, the NHS in Leeds and Leeds City Council.