

This may result in: further sessions with the person you have just seen, or a referral to a more appropriate service or support organisation, or you may be discharged.

PMS team will let your GP and any other services involved in your current care, know that you are using the service. This will ensure everyone works together to provide you with the best service possible. The team will not discuss your case with your friends, relatives or employers, unless you request it or give your full permission to do so.

Tell us your views

If you wish to discuss any aspect of your treatment and care, please speak to a senior member of staff or to the nurse looking after you. The matrons are also available during normal working hours and they welcome your views.

You can also pick up a copy of the Trust leaflet called 'Patient Advice and Liaison Service (PALS)', which explains how you can raise concerns or give feedback on your experience at the hospital.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

Emergency Department, June 2022

Next review due: June 2024



Royal Berkshire
NHS Foundation Trust

Psychological Medicine Service (PMS)

Your referral to the mental health professionals

This leaflet has been provided to answer some of the questions you may have about the Psychological Medicine Service following an admission to the Emergency Department.

What happens when you come to the Emergency Department following an incident of self harm?

Once you have been seen by the Emergency Department (ED) team and have received any necessary medical treatment, you will be referred to the Berkshire Healthcare NHS Foundation Trust Psychological Medicine Service (PMS). PMS is a specialised mental health team based with hospital.

PMS is made up of experienced clinical nurse specialists, psychiatrists, psychologists and social workers who can help provide

advice and short-term support to people with psychosocial and mental health problems, outside of a hospital setting.

Following assessment/treatment by the medical staff, someone from PMS will come along and see you while you are in the ED.

Why you have been referred

Because you have self harmed or presented with a mental health crisis, the ED team feel you need further support from mental health professionals. The team can offer initial psychosocial assessment and support to people during a life crisis.

Talking to one of the team members gives you the chance to discuss your problems confidentially with someone not personally involved in your life. They will not judge you and will help and support you.

A letter will be sent to your general practitioner (GP) letting him/her know that you have been seen in the ED. This is to ensure he/she is in the best

position to help you later on. If you don't currently have a GP we can help you to find one and register.

What to expect

You will probably be asked about your background, family, friends, work, health and any other issues that may have a bearing on your health and well being.

This information will help them to assess your needs. This will guide them to prescribe and recommend appropriate treatment, if necessary and also signpost you to other services that would help you further.

What happens after that?

At the end of the first session they will discuss with you what they think and together you will draw up an action plan.