

New Children and Young People's Emotional Wellbeing and Mental Health Service in Shropshire, Telford and Wrekin

Frequently asked questions (FAQs) for families

CAMHS changes in 2026

1. What is CAMHS?

CAMHS stands for Child and Adolescent Mental Health Services. It supports children and young people with their feelings, behaviour and mental health.

2. Who provides CAMHS locally?

CAMHS in Shropshire, Telford and Wrekin is provided by Midlands Partnership University NHS Foundation Trust (MPFT). The current BeeU service will be replaced by a new service on 1 April.

3. What's changing?

From 1 April 2026, a new CAMHS model will launch. It was shaped by feedback from local families and professionals as part of the public engagement exercise led by NHS Shropshire, Telford and Wrekin (ICB) in 2025. It focuses on easier access, earlier support and more joined-up care.

4. Will my child's current care stop?

No. If your child is already getting help from BeeU, their care continues. You don't need to opt in again or be re-referred.

5. Why change the service?

Families told us they want simpler access, shorter waits, clear information, and services that work together. The new model responds to that feedback.

Getting help and access

6. How do we get help?

Contact can be made (by phone or online) for information and referrals when the new service launches on 1 April. Until then, you can contact the existing BeeU service on 0300 124 0093 (or visit [BeeU \(mpft.nhs.uk\)](https://mpft.nhs.uk) for more information). Alternatively, you can speak to your GP, your child's school, or a trusted VCSE/ local service.

7. How do families make contact?

Any professional working with your child or family can support you in making a referral. You can also contact our 24/7 mental health helpline on 0808 196 4501. The new

service is working on introducing the option for making self-referrals and more information on this will be shared in due course.

8. What happens after we contact the service?

A friendly team will listen and guide you to the right help. You won't be turned away without helpful next steps.

9. Do we need a diagnosis to get help?

No. Help is based on what you need now. Support can start early.

10. Will we have to tell our story again and again?

We're improving way we work together to ensure support is received at the right place and at the right time without you having to retell your story. We will share information within the team and with trusted partners with your permission.

Waiting times and support while you wait

11. Will waiting times get shorter?

That's a key aim. Times can vary, but the new model includes interim support (self-help tools, group support, check-ins) while you wait.

12. How can we get support while waiting?

Prior to the new service launching on 1 April, if you need to contact the existing BeeU service you can do so by calling [0300 124 0093](tel:03001240093) or visiting [BeeU \(mpft.nhs.uk\)](https://mpft.nhs.uk)

The new service will offer additional online support that provides greater choice to children, young people and families in how to access the help they, for example self-help resources. Parents and carers will also be able to access advice and guidance, while school-based support is available through the work of our Mental Health Teams (MHST). You can find out if your school is already supported by an MHST by either speaking to your school, or visiting the existing BeeU service website at [BeeU \(mpft.nhs.uk\)](https://mpft.nhs.uk) and clicking on 'Mental Health in Schools (MHST)'.

Types of support

13. What kinds of help are available?

Depending on needs:

- Advice and early help (drop-ins, workshops, online tools)
- 1:1 sessions and group sessions
- Specialist help if you need it
- Safety support if someone is at risk

14. What is "safety support"?

If a young person is at ongoing risk (for example, thoughts of self-harm) and finds therapy hard to engage with, the team will work with you and other services to help manage risk and keep them as safe as possible.

15. Will support be in person or online?

Both. The service offers face-to-face, online and outreach options to suit your family. Language support is available.

Autism and ADHD (Neurodevelopmental (ND)) needs

16. What about autism and ADHD assessments?

- Autism assessments: ages 5–18
- Attention Deficit Hyperactivity Disorder (ADHD) assessments: ages 6–18

The service will continue to improve its offer of specialist assessment and treatment where required for children and young people who have needs related to Autism and ADHD, ensuring ongoing risks are managed even if therapy is hard to engage with. Crisis support will remain available if someone is at immediate risk.

17. Do we have to wait for a diagnosis to get help at school?

No. Schools can support you now before a formal diagnosis. We can advise what might help.

Eating difficulties and eating disorders

18. What support is there for eating difficulties and eating disorders?

A Community Eating Disorder Service (for 0–18) provides assessment, family-based treatment and medical monitoring.

Early help is encouraged. Any professional working with your child or family, such as a GP or school can support you in making a referral.

19. What if I'm worried my child is physically unwell due to an eating problem?

If you think your child is medically at risk, seek urgent help: call NHS 111 or 999 in an emergency.

Help in schools and Mental Health Support Teams (MHST)

20. Will help be available in schools?

Yes. Mental Health Support Teams (MHST) are expanding to more schools, with the aim for all schools in Shropshire, Telford and Wrekin by 2030 to have one. Support includes early help, workshops and some 1:1 support. You can find out if your school is already supported by an MHST by either speaking to your school, or visiting the existing BeeU service website at [BeeU \(mpft.nhs.uk\)](https://mpft.nhs.uk) and clicking on 'Mental Health in Schools (MHST)'.

21. How will schools and CAMHS work together?

With your permission, school and health teams can share information, so plans are joined up and your child isn't asked to repeat their story. We will work with other services

providing support within schools to ensure that a child's care is coordinated and they have the right support in place to meet their needs.

Ages and moving into adult services

22. What ages does the new CAMHS service support?

The new service covers from birth to 25 years old. This helps young people move more smoothly into adult services if needed.

23. How does the move to adult services work?

Planning starts around age 16, with a transition plan agreed with your young person. Where needed, support can be offered to young people up to age 25.

Fair access and your rights

24. Will services be fair for everyone?

Yes. We focus on easy access for all, including children in care, SEND, young carers, diverse communities and rural areas. Services will be flexible and delivered within the local community, with outreach and translation/ interpreting offered where needed.

25. What if we don't have good internet or transport?

Tell us. We're happy to chat over the phone or online via video consultation, while local venues, or outreach options are available.

26. Does it cost money?

No. CAMHS is part of the NHS and is free.

27. How is our personal information used?

We keep it private. We share it only when needed and with your permission, unless there is a safety concern.

Emergencies and urgent help

28. What if someone is in danger now?

Call 999 or go to A&E.

29. What if we need urgent advice but it's not an emergency?

You can call NHS 111 and select the mental health option (option 2). Alternatively, you can also:

- Call our Freephone 24/7 urgent NHS Mental Health Helpline - 0808 196 4501
- Text STW to 85258 to receive support for your mental health at any time of the day or night
- Email access.shropshire@mpft.nhs.uk

Feedback, complaints and getting involved

30. How can we give feedback (good or bad)?

After you have had contact with the service you will be invited to provide feedback on your experience. You can share your views in a number of ways:

- **Civica** - We are now able to send feedback requests via a text message to our service users. This service is being provided by Civica on behalf of MPFT. You may receive a text message containing a link to complete a short anonymous survey asking about your experience of our service. There is no charge for this, and the link will connect to your preferred internet provider. No personal identifiable data will be shared, and your telephone number will be handled securely once the text has been sent.

Civica will contact you via a text message to the number recorded in your patient records. The text will say it is from MPFT and include a link directing you to the survey. You will not receive a text every time you receive a service from MPFT. If you wish to not receive texts containing this link there is an opt out button on the link. Please click this to stop receiving them. [Please click here to read Civica's Data Privacy Notice.](#)

The survey is also available in other formats such as a paper survey or a QR code; these can be provided to you by the service you have seen. The team can also support you to complete this, if required.

- **Care Opinion** - You can also give your feedback about our services on the Care Opinion platform. Care opinion is a place where you can share your experience of health or care services. Please help us to know when we are providing good care or need to make improvements by telling us about your experience. Your story will be acknowledged by the team and feedback will be given to you if appropriate. [Click here to visit the Care Opinion Platform.](#)

If you provide feedback via Care Opinion it will be with your explicit consent. This means that you should read and accept [Care Opinion's Privacy Notice](#) before sharing your experience online.

- **Friends and Family Test** - All feedback and surveys we ask you to complete include the Friends and Family Test question. This is a national feedback survey for all NHS organisations. These surveys are anonymous and will ask for your feedback on the care we have provided, and the results will be published nationally on the NHS website. Please ask if you wish to give your feedback by asking for a survey, link or QR code which will take you directly to the survey page.

For more information on sharing your feedback, visit [Share Your Experience \(mpft.nhs.uk\)](#)

31. How do we make a complaint?

You can contact MPFT's Customer Services and Experience Team - [Customer Services and Experience Team \(formerly known as PALS\) \(mpft.nhs.uk\)](#)

- Telephone (Freephone): 0800 783 2865. If the team are unable to take your call please leave a message with your full name and contact number.

- Email: customerservices@mpft.nhs.uk (please include your name, contact details and brief details of your concern)

Or, contact the ICB's Patient Advice and Liaison Service - [Complaints, Patient Advice and Liaison Service \(PALS\) - NHS Shropshire, Telford and Wrekin](#)

- Telephone: 01952 580407
- Email: stw.patientservices@nhs.net

32. How can families help shape the service?

Join our surveys, forums and young people's panels. You can get involved by emailing involvement@mpft.nhs.uk

Dates and contacts

33. When does the new model start?

1 April 2026. If you are with BeeU now, you do not need to opt in again.

34. Will everything change at once?

No. Some things change now, while other parts will develop the next three years from 2026–2029.

35. Who do we contact now?

Until the single front door goes live, contact your GP, your child's school, or call the existing BeeU service on [0300 124 0093](tel:03001240093) or visit [BeeU \(mpft.nhs.uk\)](https://www.mpft.nhs.uk)