

Frequently Asked Questions

Why does the clinician I see need to change?

Changes are taking place to community mental health services locally to improve the care which people receive. Clinicians will be allocated to locations rather than a diagnosis. This piece of work is taking place over a number of years. Our aim is to prevent disruption to your treatment. Therefore, we will try our best to work with you to make sure you are aware of any changes before they happen.

Will my new clinician know about my medical history?

Not everyone will experience a change in the clinicians they currently see. However, for those that do every effort will be made to ensure clinicians can 'handover' cases so they are aware of your details and current treatment. If you are assigned a new clinician there will be an opportunity to talk about your medical history in your initial appointment.

Will the new clinician change my treatment?

The clinician will act in your best interests and will advise on the most suitable treatment for you. You will be kept informed of all clinical decisions and these decisions will be discussed with you.

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Frequently Asked Questions

I trust my current clinician and don't want to change.

As we improve community mental health services clinicians will be allocated to locations rather than a diagnosis. This is so we can work much closer with services where you live, such as your GP and wider community services in your area. This may mean the clinicians involved in your mental health care changes. In instances where this is the case every effort will be made to ensure we work with you regarding this change and provide support.

Please be assured that the quality of care will not change.

I also receive physical health care treatment.

Will I experience change in this area of my care?

The community mental health transformation programme is making changes to community mental health services only. This is been led by Midlands Partnership NHS Foundation Trust. However, this doesn't mean that other services provided by the NHS won't experience change over time. You should be made aware of service changes by the organisation (Trust) which provides the service.

I am not happy with the changes to services. Who do I contact?

If you are unhappy with the service you receive you should contact our PALS team (0800 783 2865 / palsandexperience@mpft.nhs.uk) who will be happy to help you.

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