



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Patient Information Leaflet

Primary Care Mental Health Support Service

Mental health is just as important as physical health, and the two are closely linked.

We all have times when we feel down, stressed or anxious. When this happens, there are many things that we can do to look after ourselves and to improve our wellbeing. We can:

- **connect** with others, for example by talking
- **keep learning**
- **take notice** of what's going on for us and around us
- **be more active**
- **give** – giving to others can improve our wellbeing as well as helping others

What is the Primary Care Mental Health Support Service?

The Primary Care Mental Health Support Service (PCMHSS) is for people of any age who are seeking help with stress, emotional distress and common mental health issues. These include depression, anxiety, problems adjusting to a change in your life, and relationship issues. We may help you by:

- **Assessment or Initial Consultation.** This means talking with you so that we understand your needs and can offer you the right help for you.
- Offering you **information and advice**
- **Directing** you to other services and resources in your community to help you to get the right help from the right person in the right place
- Providing **psychological interventions**

Psychological interventions: The matched care approach

We aim to match the care that we provide to your needs. Psychological interventions that we offer include:

- supporting you to access and use self-help materials, including self-help books and computerised therapy programmes
- telephone support
- a range of highly effective classes to help you learn new approaches to manage your difficulties
- one-to-one talking therapy.

Feedback from people who have benefited from PCMHSS input

'Knowing that there are others in the same boat as you really helped and the support was great'

'It helped me to see that I am not alone and was listened to, it has made me stronger'

'Being able to open up and recognise my feelings are normal and how to control certain feelings'

Through these different approaches you will develop awareness and skills to understand, manage and improve your mental wellbeing.

How to access the PCMHSS

To access the Primary Care Mental Health Support Service, speak to your GP who can refer you to the service.

Additionally, under our ***Road to Wellbeing*** programme, a number of PCMHSS services can also be accessed by you directly without having to go through your GP. Stress Control classes and ACT-ivate Your Life classes can all be accessed directly without GP referral. For more information about how to take a step on the ***Road to Wellbeing***, go to <http://www.wales.nhs.uk/roadtowellbeing>.

Confidentiality

We work closely with GPs and we would keep your GP informed regarding your care. Confidentiality is maintained within the Primary Care Team, unless we have concerns about safety, in which case we may need to share information with others. We would always aim to let you know before we share any private information.

Feedback, Compliments and Complaints

We welcome feedback from people who access the PCMHSS, and would invite you to tell us about your experience of the service, good or bad, either informally or through email, phone or letter.

PCMHSS staff will do their best to ensure that your experience of the service is positive. However, if at any time you feel unhappy with the care you have received you have a right to raise a concern. In the first instance, if you feel able to do so, please raise your concern with a member of staff at the time and they will do their best to put it right immediately.

You can raise a concern or provide feedback on your experience of the service by:

- Emailing us at:
Puttingthingsright.ABHB@wales.nhs.uk
- Phoning our Customer Contact Centre on 01495 745656
- Writing to:

Judith Paget, Interim Chief Executive, St Cadoc's Hospital,
Lodge Road, Caerleon, NP18 3XQ

