



Sheffield Primary and
Community Mental Health Service



Primary & Community Mental Health Service (PCMH)

Are you an adult living with serious mental illness who would like help with managing symptoms, a difficult situation, or moving forward?

If you are **NOT** currently on the waiting list for or receiving treatment from another NHS mental health service, we may be for you.

Provided by

Sheffield Health and Social Care NHS Foundation Trust
Primary Care Sheffield
Sheffield Mind

Who is this service for, and what does it do?

If you are not currently on the waiting list for or receiving treatment from Sheffield Talking Therapies Service (formerly IAPT) or a specialist mental health team we may be for you.

Our teams work locally with your GP surgery to offer:

- A range of choices
- Physical health checks
- Help with diet, exercise, sleep & quitting smoking
- Help to join community group activities
- Help to improve your mental wellbeing
- Skills and information courses
- Medication reviews & advice
- Employment support
- Advice and signposting to other services

For more information please visit www.gpmentalhealthsheffield.nhs.uk

Accessing Our Service



STEP 1: Ask your GP

Speak with your doctor to arrange an initial conversation with a member of the team.



STEP 2: An initial conversation with us

Your appointment will be a confidential 30 minute phone call booked by your GP practice. The date and time will be sent to you via your preferred contact method.

Before your appointment, you will receive a survey to help map your journey with us at www.reqol.org.uk.

Your initial conversation will be with an experienced Mental Health Nurse, Occupational Therapist or Social Worker with training in assessing mental health to understand your current needs. It is not part of your treatment but a way to make sure you can get the right help. We know that talking about your situation may be difficult. You only need to tell us what you feel comfortable with sharing. We are keen to hear what you would like us to help you achieve.

Please be ready for our call and find a safe, quiet space to talk if your appointment is virtual. We only have 30 minutes available to understand your situation.



STEP 3: Recommendations

At the end of your initial conversation, you will receive recommendations for your next steps. You may be offered one of the following options:

- To work with one or more professionals from our team to plan your treatment. You will be given information of what to expect from the services, and an estimate of when this is likely to start.
- To be provided with information about local support services you can access yourself, when you're ready.
- To be referred or supported to access somewhere better placed to meet your needs. The outcome of this request will be fed back to your GP.



STEP 4: Treatment

You will have an agreed number of sessions with one or more of our staff team in the NHS or with our community partners. All help we offer is based on evidence about what meets the needs of people with Serious Mental Illness. During your treatment, you will be asked to fill out a short survey to let us know how you feel. Your answers help us see how treatment makes a difference to your quality of life.



STEP 5: Feedback

We'd appreciate feedback so we can improve. You will receive a text with a link to some questions. Please spare 5 minutes to complete this and help us improve.

If you miss your initial conversation and would like to rebook, please speak to your GP.

If you need to reschedule the call or have special requirements, please contact our admin team on 0114 226 4526 or email us at Sct-ctr.pcmht-admin@nhs.net.



If you need urgent mental health support, please use the following contacts who are available 24 hours a day, 7 days a week:

NHS 111 Available 24 hours a day, 7 days a week.



Samaritans 116 123 - a non-judgemental listening service available 24/7.

SHOUT Text 'Steel' to 85258 - a text support service for anyone struggling to cope with their mental health available 24/7.



Sheffield Support Hub

mhm.org.uk/sheffield-support-hub
Support face to face, by telephone, email, or video consultation.

Where there is immediate risk of harm to you or anybody else, please **call 999**.

If your mental health is affecting your **physical health**, please talk to your GP.

