**Important update from AWP regarding routine referrals**

Dear colleagues,

Thank you for your support to us in Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) to maintain urgent mental health services during the third wave of the COVID-19 pandemic by temporarily closing to routine referrals. We appreciate the support given from primary care, community colleagues such as third sector and other partners in enabling us to prioritise our work to focus on clinically urgent referrals.

Routine  referrals were temporarily suspended  on 11th January 2021 in response to significant COVID outbreaks. All referrals received from this date have been triaged by teams to determine risk and response level and for those requiring a routine response our teams have sought to provide alternative signposting/guidance during this time.  Those people with routine assessment appointments booked after this date continued with their care. This has ensured there is not a backlog of assessments that our teams need to work through.

Whilst the position for the Trust remains challenging, we have listened to feedback and the concerns raised and we will be opening to routine referrals from **Monday 15th February 2021**. BSW CCG colleagues were engaged in this process and we are grateful for their support in working with us and you all in primary care and community services. We want to work collaboratively with primary care moving forward to improve the current referral process and bridge the period between now and when the new mental health community framework model will be launched.

Included below are the contact details for the teams in your area:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **BSW Contacts** | | | | |
| **Locality** | **Team** | **Email** | **Phone** | **Team Manager/ Consultant Psychiatrist** |
| BaNES | PCLS | [awp.banespclsreferralschecked@nhs.net](mailto:awp.banespclsreferralschecked@nhs.net) | 01225 371480 | Alice Corbell  Dr Prabhakaran Naveen |
| Swindon | LD | [awp.ldhealthduty@nhs.net](mailto:awp.ldhealthduty@nhs.net) | 01793 715000 | Sharon Hambrey-Hatton  Dr Iain Jolley |
| Swindon | PCLS | [swindonpclsreferrals@nhs.net](mailto:swindonpclsreferrals@nhs.net) | 01793 835787 | Jessica Mullan  Dr Kalaiselvan Ramasamy |
| North Wilts | PCLS | [awp.pclnorthwiltsadminteam@nhs.net](mailto:awp.pclnorthwiltsadminteam@nhs.net) | 01380 731200 | Mary Hemsbury  Dr Vivianne Nzououta Ngwompp |
| South Wilts | PCLS | [awp.AC-PCL-SWilts@nhs.net](mailto:awp.AC-PCL-SWilts@nhs.net) | 01722 820372 | Polly Sturgess  Dr James McIntyre |

**Advice and Guidance**

We are keen that our GP colleagues have access to advice and guidance at the earliest time and are working with the system to identify a way of providing this in the near future.

At this current time each team offers advice and guidance via email, the email address is available to all GPs to request advice particularly regarding medication from either the PCLS Consultant Psychiatrist or Pharmacist, with responses provided within 2 working days. Clinic slots are also available for GPs to directly contact the teams Consultant Psychiatrist or Pharmacist to discuss individual cases. These slots will be bookable in advance to ensure effective use of time and will be managed by the Administration Team.  The email addresses are listed below for your reference and information:

**BANES:**                      [awp.banespclsmedicaladvice@nhs.net](mailto:awp.banespclsmedicaladvice@nhs.net)

**Swindon:**                    [awp.medsadvicepclsswindon@nhs.net](mailto:awp.medsadvicepclsswindon@nhs.net)

**North Wiltshire:**         [awp.pclnorthwiltsadminteam@nhs.net](mailto:awp.pclnorthwiltsadminteam@nhs.net)

**South Wiltshire:**        [awp.AC-PCL-SWilts@nhs.net](mailto:awp.AC-PCL-SWilts@nhs.net)

**Response Lines and support**

In response to the COVID-19 pandemic AWP set up a 24/7 Telephone Response Line to help those seeking mental health support in a timely and clinically effective way, to ensure people experiencing mental health problems are supported on the most appropriate care pathway.  This helpline remains open for all and is available via the following Freephone telephone number:

       **0800 953 1919**

Additional support for people and communities remain in place across BSW, names and contact details for these are listed below:

       Bath Mind – 0300 247 0050

       Swindon & Gloucestershire Mind - 01793 432031

       Alabera - 01722 322882

       Samaritans - call 116 123 or email [jo@smaritans.org](mailto:jo@smaritans.org)

       Campaign Against Living Miserably (CALM) for men - call 0800 58 58 58 5pm to midnight

       Papyrus - for people under 35 - call 0800 068 41 41 10am-10pm Monday to Friday, 2pm-10pm weekends, 2pm-5pm bank holidays, email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

       Childline - for children and young people under 19 - call 0800 1111

       The Silver Line - for older people - call 0800 4 70 80 90

We appreciate that this continues to be an incredibly busy time for everyone and wish to work as best we can with all partners across the health and social care system. Thank you for your understanding and support during these challenging times.