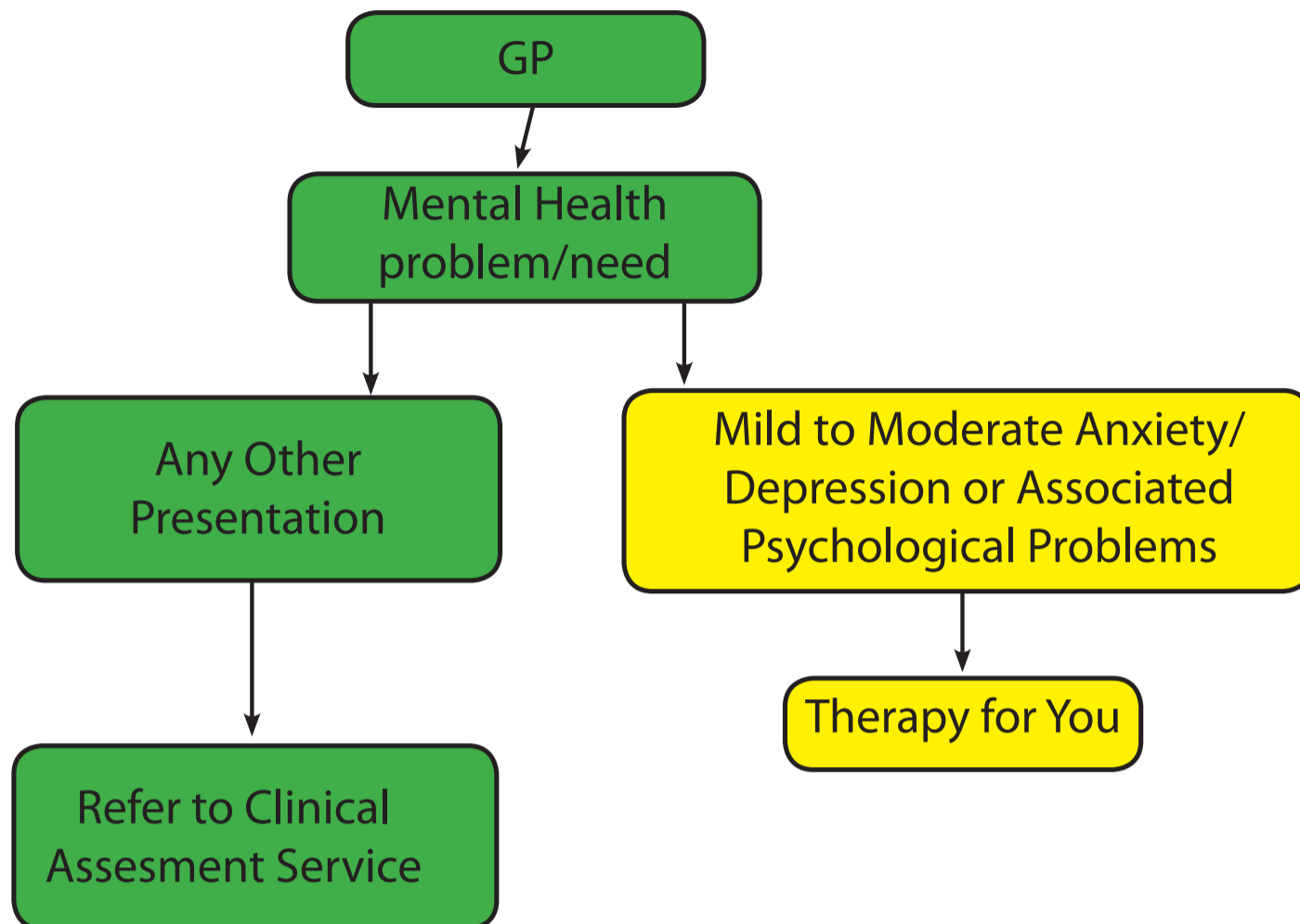


Adult, Older people, and learning disability Routine Referrals



Process – Therapy For You

- Patients to be referred to the Therapy For You service should be given a copy of the service self-assessment form. They should be asked to complete these forms at home and send them to the service using the stamped addressed envelope.
- Alternatively, completed forms can be collected from the surgery by the practice therapist.
- Patients who have any problems completing the form or wanting advice can ring the Therapy For You service on 01268 739128.
- Once the service has received the completed form the patient will be contacted. They will either be offered appropriate treatment or, where further information is required, an assessment interview to make treatment decisions.

Individuals not appropriate for Therapy for You and requiring a psychiatric assessment where clinical and risk issues are in need of specialist opinion and where the appointment can be booked at the convenience of the service user under choose and book are made to the Routine Booking Appointment Centre (RBAC) and are assessed by the relevant Clinical Assessment Service (CAS).

- Where Choose and Book is in place the service user should be given the unique booking reference number to make an appointment.
- Or to book a CAS appointment contact the service detailed below:

Clinical Assessment Service
The Lodge, The Chase, Wickford, Essex, SS11 7XX
Telephone 0300 123 0808.
Fax 01268 366360.

Process - Clinical Assessment Service

- After the Clinical Assessment Service (CAS) have processed the case it will be screened almost always the same day, or next day if received towards the end of the day.
- If the case is not for assessment, the GP and service user where appropriate will be informed within 4 working days with where appropriate, advice on future management.
- Where the case is for assessment the service user will usually be assessed within 14 calendar days.
- The GP and Service User will receive a letter confirming the result of the assessment within 11 days of the assessment.

If you encounter any problems or issues regarding the way a case is being dealt with or the way it is being communicated please Call the Contact Centre on **0300 123 0808** and ask to speak to the Manager of the relevant Community Mental Health Team, or where this does not resolve the issue, the Deputy Director for Community Services for the relevant area. (between 9-5 monday to friday)

Out of hours Call the Contact Centre on 0300 123 0808 who will put you through to the out of hours cover