If there are any omissions or suggestions, please contact Medical HR on 023 8087 4163 or by email
Jess.Lewin@hantspt-sw.nhs.uk
Lucy.Edgington@hantspt-sw.nhs.uk
Introduction

This handbook has been produced to assist Specialist Registrars whilst working on-call within Hampshire Partnership NHS Trust.

Within each section of the handbook, you will find essential details of each service in Hampshire. The handbook provides details on ASW, SHO and Consultant contact points, patient population, admission wards and police stations for each locality as well as any additional notes of reference that may be of assistance whilst being on call.

This handbook has been designed to assist you with your on-call, it is your responsibility to report or discuss any problems including appropriate calls and other concerns with the named responsible consultant. In addition, where there are on-call meetings, you are encouraged to attend to help address any anomalies.

The distribution of this handbook will be during the SpR induction day, and the final copy will be available in the future on the HR website, www.hr.hantspt.nhs.uk.

We hope that you will find this handbook useful for all your out of hours work.
Contents

- **Section 1.**  
  Adult Mental Health Service, Southampton  
  Page 4

- **Section 2.**  
  Older Peoples Mental Health Service, Southampton  
  Page 6

- **Section 3.**  
  Adult Mental Health Service, New Forest  
  Page 9

- **Section 4.**  
  Adult Mental Health and Learning Disabilities Service, North Hampshire  
  Page 11

- **Section 5.**  
  Older Peoples Mental Health Service, North Hampshire  
  Page 13

- **Section 6.**  
  Adult Mental Health, Older Peoples Mental Health and Learning Disabilities Service, Mid Hants & Eastleigh TVS  
  Page 15

- **General Useful Information**  
  Maps, Websites, Police Station maps  
  Page 17

- **Appendix**  
  General Advice for SpR’s on-call in Southampton  
  Page 24

  Example Transfer Form  
  Page 29
**Name of Service**: 1. Adult Mental Health, Southampton

<table>
<thead>
<tr>
<th><strong>Responsible Consultant</strong></th>
<th>Dr Tom Schlich AMH</th>
</tr>
</thead>
</table>
| **Patients**               | Patients aged between 18 and 65  
Patients over the age of 65 still being seen by adult mental health services may also be seen. |
| **Geographical Area**      | Patients registered with a Southampton PCT, GP or a resident of Eastleigh Southern Parishes.  
Patients presented to other Southampton services such as the police or A&E department may also be seen. |
| **ASW Contact**            | 023 8023 3344 |
| **SHO Contact**            | 023 8077 7222 bleep number 1504 |
| **Consultant Contact Point** | Southampton General Hospital switchboard 023 8077 7222  
The switchboard confirm consultant contact details daily after 5pm |
| **Admission Wards**        | Any admissions to the Department of Psychiatry must be first discussed with the Home Treatment Team to see if home treatment is a viable option instead of inpatient treatment.  
St Mary’s Ward 023 8082 5668  
Mitchell Ward 023 8082 5578 |
| **Local Police Stations or Places of Safety** | Police 0845 045 4545  
Central Police Station (Bridewell) situated at the Civic Centre  
Bitterne Police Station, Burlesdon Road, Bitterne |
<p>|                           | Not: Eastleigh, Lyndhurst or Winchester Police Stations |
|                           | The local police stations are the places of safety |
| <strong>Home Treatment Team</strong>    | Home Treatment Team 023 8029 4400 |
|                           | Team will see patients referred out of hours from A&amp;E or the inpatient wards at Southampton General Hospital and will see emergency referrals by the General Practitioner. |
|                           | Teams will not be involved with Mental Health Assessments at the police station. |</p>
<table>
<thead>
<tr>
<th><strong>Arrangements for changes to the Rota</strong></th>
<th>Any changes that are made to the rota must be reported to Tina Jennings, Admin and Site Services Manager, 023 8082 5874</th>
</tr>
</thead>
</table>
| **Special Notes**                      | • Supportive Outreach Team operates seven days a week from 9:00am to 6:00pm, the team carries a case load of patients with severe mental illness who are difficult to engage, 023 8024 1310  
• Emergency Duty Team becomes involved in all social work issues out of hours. 023 8023 3344  
• Nurse Bleep Holder is the senior nurse on the inpatients wards at the Department of Psychiatry to whom all emergency referrals should go in the first instance. 023 8077 7222 bleep number 1504 |
| **Rota coordinator and numbers**       | Tina Jennings, Admin & Sites Services Manager, Department of Psychiatry, 023 8082 5874 |
| **On-call room location and how to access it** | Located at the Department of Psychiatry, keys are kept with Security, RSH |
| **Who to contact / approach if there are problems** | Out of Hours / Urgent – contact the Consultant for advice  
Non-urgent – contact Dr Tom Schlich, Bay Tree House, 023 8079 5300 |
| **Locality Manager**                   | Trevor Abbotts 023 8082 5769 |

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Name of Service 2. Older Peoples Mental Health, Southampton

Responsible Consultant  
*Dr Norma Delany*

Patients  
Population over the age of 65 (younger patients diagnosed with dementia)  
Excludes patients over 65 under care of AMH

Geographical Area  
Patients registered with GPs from: Southampton, Eastleigh, Chandlers Ford  
Patients registered with GPs from New Forest west, waterside, Totton, Lyndhurst  
Not Lymington and beyond

ASW Contact  
Southampton City 023 8023 3344  
Hampshire County 084 5600 4555

SHO Contact  
Moorgreen Switchboard 023 8047 5520  
Woodhaven Switchboard 023 8087 4400  
SHO’s cover OPMH and AMH at Woodhaven

Consultant Contact  
Moorgreen Switchboard 023 8047 5520,  
all wards will also have the consultant on call details as these are distributed Daily by Moorgreen Hospital (MGH) switch at 4pm

Admission Wards  
Western Community Hospital  
Admits patients from west Southampton and Totton / Waterside  
Minstead Ward – Functional 023 8047 5449  
Bartley Ward – Respite 023 8047 5452  
Beaulieu Ward – Organic 023 8047 5545

Moorgreen Hospital  
Admits patients from east Southampton and Eastleigh, Chandlers Ford  
Willow Ward – Organic 023 8047 5217  
Linden Ward – Functional 023 8047 5252  
Allington East – Challenging Behaviour 023 8047 5342 (No direct acute admissions)
Local Police Stations or Places of Safety

Southampton Area
Bridwell: Civic Centre, Southampton
Shirley: 390 Shirley Road, Southampton
Bitterne: 30-32 Bursledon Road, Southampton
Lyndhurst: Pikes Hill, Lyndhurst
Eastleigh: Leigh Road, Eastleigh

Home Treatment Team

Teams from AMH will see patients with self harm/functional mental illness in SGH casualty

Arrangements for changes to the ROTA

To be arranged with SpR colleagues. Inform DOP and MGH switchboards which will BOTH keep a master copy of the Rota

- Patients with delirium go to SGH
- In most cases, patients are seen first at home / rest home before being admitted
- Patients who do not require urgent assessment out of hours can be seen the NEXT WORKING DAY by the relevant consultant team. Ring Moorgreen or Western Hospital at 9am next working day to arrange.

Special Notes

- For patients who are physically unwell, home support can be arranged by telephoning the Rapid Response Team on Telephone No: 023 8083 3444
- To arrange an ambulance to bring a patient to hospital, telephone: 0845 688 880
- Medical notes are available after hours by contacting the relevant hospital. If recently discharged, they will also be known to the ward.

On-call Rota

Southampton AMH and OPMH

Rota coordinator and numbers

Tina Jennings, Admin & Sites Services Manager, Department of Psychiatry 023 8082 5874

On-call room location and how to access it

Located at the Department of Psychiatry, where Security holds the key.
Who to contact / approach if there are problems such as inappropriate calls

For OPMH Dr Norma Delany 023 8047 5478
For AMH Dr Tom Schlich 023 8079 5300

Locality Manager  Trevor Abbotts 023 8082 5769

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Name of Service: 3. Adult Mental Health, New Forest Locality

Responsible Consultant: Dr Redwan El-Khayat

On call Rota: Mid and West Hants AMH/OPMH

Patients: Excludes patients over 65 (unless still under care of AMH)
Excludes patients under 18 (except in exceptional circumstances in liaison with CAMHS, or if care already taken on by AMH)

Geographical Area: All GP Practices in New Forest PCT

ASW Contact: EDS Hants 0845 600 4555

Consultant Contact Point: Woodhaven Switchboard 023 8087 4400

Admission Wards and Bleep holder arrangements:
- Winsor ward (acute adult mental health) 023 8087 4480
- Ashford ward (psychiatric intensive care unit)

The bleep holder receives calls from GP’s who will allocate to the SpR or CRHT as appropriate

SHO Contact: Woodhaven switchboard 023 8084 4400

Local Police Stations or Places of Safety:
- Hampshire Police 08450 454545
- Lyndhurst Police Station: Pikes Hill, Lyndhurst

Home Treatment Team: CRHT for New Forest based at Woodhaven 023 8087 4415

Arrangements for changes to the Rota:
- Via Woodhaven reception 023 8087 4400
- Arranged with colleagues

Special Notes:
- Copies of previous discharge summaries held on Winsor ward
- When bed is not available in catchment area, contact senior nurse duty bleep holder at Woodhaven to arrange a bed elsewhere (via Woodhaven reception 023 8087 4400)
Rota Coordinator and Numbers
Dr Roger Palmer, Anchor House 023 8086 8886

On-call room location and how to access it
Located at Woodhaven, ask at reception

Who to contact if there are problems
Dr Roger Palmer, email roger.palmer@hantspt-sw.nhs.uk
Dr Redwan El-khayat, email Redwan.el-khayat@hantspt-sw.nhs.uk

Locality Manager
Peter Smith 023 8087 4464

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**Name of Service** 4. *Adult Mental Health and Learning Disabilities – North Hampshire*

<table>
<thead>
<tr>
<th><strong>Responsible Consultant</strong></th>
<th><strong>Dr Paul Warren</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Patients</strong></td>
<td>Patients from 18 – 65 plus patients aged 16 – 18 who are no longer in full time education (this also includes people with learning disability)</td>
</tr>
<tr>
<td><strong>Geographical Area</strong></td>
<td>Patients registered with Practices within the North Hants PCT plus those registered with the Whitchurch Practice plus those registered with Berkshire Practices but residing in Hampshire</td>
</tr>
<tr>
<td><strong>ASW Contact</strong></td>
<td>Hampshire Social Services EDS 0845 600 4555</td>
</tr>
<tr>
<td><strong>Consultant Contact Point</strong></td>
<td>North Hampshire Hospital Switchboard 01256 473 202 (not Parklands Hospital)</td>
</tr>
</tbody>
</table>
| **Admission Wards**        | Hawthorns 1 and Hawthorns 2 at Parklands Hospital  
                              And bleep holder arrangements  
                              All admissions to be arranged via the CRIS (CRHT) team 01256 376 426 |
| **SHO Contact**            | Via North Hants Hospital Switchboard 01256 473 202 |
| **Local Police Stations or Places of Safety** | 136 Place of safety within Parklands Hospital for patients who are not intoxicated or aggressive, otherwise Police Stations at Basingstoke and Alton |
| **Home Treatment Team**    | Crisis Resolution Intervention Service (CRIS) available 24/7 via North Hampshire Hospital Switchboard  
                              GP calls go straight to CRIS team |
| **Arrangements for changes to the Rota** | Rota organised by Dr Paul Warren – any changes to be notified to Dr Warren (01256 376 426) and North Hampshire Hospital switchboard |
| **Special Notes**          | Includes guidelines for admission when a bed is not immediately available in appropriate catchment area Access to other specialist services e.g. CAMHS, Forensic |
Most issues can be resolved by discussion with CRIS including bed management, accessing PICU placements and follow up arrangements for patients assessed as not needing admission.

**Locality Manager**  
Kerry Beakes 01256 376 316

**Notes:**

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### Name of Service

**5. Older Peoples Mental Health Service, North Hampshire**

<table>
<thead>
<tr>
<th>Responsible Consultant</th>
<th><strong>Dr Paul Warren</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients</td>
<td>Population over the age of 65 from within the North Hampshire Area</td>
</tr>
<tr>
<td>Geographical Area</td>
<td>Patients registered with GP’s from central Basingstoke</td>
</tr>
<tr>
<td>ASW Contact</td>
<td>Contact the EDS 0845 6004555</td>
</tr>
<tr>
<td>SHO Contact</td>
<td>Contacted via North Hampshire Hospital switchboard 01256 473202</td>
</tr>
<tr>
<td>Consultant Contact Point</td>
<td>Contact via North Hampshire Hospital switchboard 01256 473202</td>
</tr>
<tr>
<td>Admission Wards</td>
<td>The Beeches 5 for Dementia patients 01256 376441</td>
</tr>
<tr>
<td></td>
<td>The Beaches 3 for functional patients 01256 376432</td>
</tr>
<tr>
<td></td>
<td>Can be contacted via the clinical bleep holder 1301</td>
</tr>
<tr>
<td>Local Police Stations or Places of Safety</td>
<td>Basingstoke Police Station 0845 045 4545</td>
</tr>
<tr>
<td></td>
<td>Alton Police Station 0845 0454545</td>
</tr>
<tr>
<td>Home Treatment Team</td>
<td></td>
</tr>
<tr>
<td>Arrangements for changes to the Rota</td>
<td>Contact Dr Paul Warren at CRHT Parklands Hospital on 01256 376426</td>
</tr>
<tr>
<td>Special Notes</td>
<td></td>
</tr>
<tr>
<td>On-call Rota</td>
<td></td>
</tr>
<tr>
<td>Rota coordinator and numbers</td>
<td>Contact Dr Paul Warren at CRHT Parklands Hospital on 01256 376426</td>
</tr>
<tr>
<td>On-call room location and how to access it</td>
<td>Parklands Hospital reception</td>
</tr>
</tbody>
</table>
Who to contact / approach if there are problems such as inappropriate calls

Dr Nick Sorby at Parklands Hospital on 01256 376450

Locality Manager Jane Nicholas at Parklands Hospital on 01256 376406

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<thead>
<tr>
<th>Name of Service</th>
<th>6. Adult Mental Health Service, Older Peoples Mental Health and Learning Disabilities, Mid Hants &amp; Eastleigh TVS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible Consultant</td>
<td><strong>Dr Michael Humphreys</strong></td>
</tr>
</tbody>
</table>
| Patients | All patients aged 18 and above on an on-call basis  
Patients over 65 are covered together with Learning Disability clients. |
| Geographical Area | Patients within the appropriate localities, either registered with a GP presenting at RHCH casualty or detained under Section 136 of the Mental Health Act (most likely in Winchester North Walls Police Station, Eastleigh Police Station but also occasionally at Andover Police Station and Whitchurch Police Station). |
| ASW Contact | Emergency Duty Services Hampshire 0845 600 4555 |
| SHO Contact | Via Switchboard RHCH, Winchester 01962 863535 |
| Consultant Contact Point | Via Switchboard RHCH, Winchester 01962 863535 |
| Admission Wards | Hardy Ward – Male beds  
Austen Ward – Female beds  
Stefano Olivieri Unit – Older Peoples Mental Health |
| Should the admission of any patient be required, reference should first be made to the Crisis Resolution Home Treatment Team as this is a developing service in this locality. Contact point and facilities may change but it is expected that the Duty Bleep holder at Melbury Lodge will have contact details, 01962 825 507. |
| Local Police Stations or Places of Safety | Police 0845 045 4545  
Winchester North Walls Police Station  
Eastleigh Police Station  
Andover Police Station  
Whitchurch Police Station |
| Home Treatment Team | Crisis Resolution Home Treatment Team 01962 825721  
Bleep holder filters GP calls to SpR/CRHT as appropriate |
| Arrangements for changes to the Rota | Both Switchboard, RHCH (01962 86353) and Switchboard, Melbury Lodge (01962 825 507) and on-call bleep holder must be notified if changes are made at short notice. |
NB: Melbury Lodge switchboard manned from 8:00am to 6:00am

Special Notes
Colleagues must at all times be aware of the Trust’s Safe-Work Policy and under no circumstances undertake any assessment out of hours on their own.

On-call Rota
AMH/OPMH for Mid Hants rota available at Switchboard, RHCH 01962 86353 and switchboard, Melbury Lodge 01962 825507

Rota coordinator and numbers
When the rota is complete, individual colleagues are responsible covering and notifying of changes.

On-call room location and how to access it
Night Porter at Melbury Lodge holds key. When unavailable, contact duty bleep holder via switchboard 01962 825 507

Who to contact / approach if there are problems
Duty Consultant or during normal working hours Associate Medical Director, Dr Michael Humphreys 01264 358 180

Locality Manager
Melvin Daniels 01962 825 401

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General Useful Information

Map of Hampshire

Useful Websites

Finding sites:

AA route planner  www.the.aa.co.uk

Multi map  www.multimap.com

Trust location website (with links to multimap)  http://www.hantspt.nhs.uk/find-our-services

Organisations:

Social Services  www.hants.gov.uk
Hampshire Ambulance Service  [www.hampshireambulance.nhs.uk](http://www.hampshireambulance.nhs.uk)

Hampshire Police  [www.hampshire.police.uk](http://www.hampshire.police.uk)

Wessex Deanery  [www.wessexinstitute.nhs.uk/](http://www.wessexinstitute.nhs.uk/)

**Trust sites:**

Hampshire Partnership NHS Trust  [www.hantspts.nhs.uk](http://www.hantspts.nhs.uk)

HR Website  [www.hr.hantspt.nhs.uk](http://www.hr.hantspt.nhs.uk)

This can also be accessed via the Hampshire Partnership Trust Website [www.hantspt.nhs.uk](http://www.hantspt.nhs.uk) by clicking on the left hand column.

Development and Training Website  [www.training.hantspt.nhs.uk](http://www.training.hantspt.nhs.uk)
Police Stations

Basingstoke Police Station:

http://maps.google.com/

Do a search on Basingstoke Police Station address which is:

London Road, Basingstoke RG21 4AD
Lyndhurst Police Station:

http://maps.google.com/

Do a search on Lyndhurst Police Station address which is:

Pikes Hill Lyndhurst Hampshire SO43 7NR
Winchester Police Station:

http://maps.google.com/

Do a search on Winchester Police Station address which is:

West Hill, Romsey Road, West Hill, Winchester, SO22 5DB
Eastleigh Police Station:

http://maps.google.com/

Do a search on Eastleigh Police Station address which is:

Leigh Road Eastleigh SO50 9DG
Andover Police Station:

http://maps.google.com/

Do a search on Andover Police Station address which is:

South Street Andover SP10 2ED
ON CALL ADVICE FOR SPECIALIST REGISTRAR IN ADULT MENTAL HEALTH SOUTHAMPTON

General Information

The specialist registrar rota provides a senior on call rota that is supported by a consultant on call. The on call is provided from home and the SpR is required to be contactable from 17.00 hours to 9.00 hours on weekday nights and 0.900 hours on a Saturday until 9.00 hours on a Sunday and similarly 9.00 hours on a Monday for the allocated duty days. The on call rota is drawn up in advance and usually covers a three month period. A reminder is sent out weekly to the doctors who are on call.

Safety

1. Safety is paramount. The duty SpR should not undertake Mental Health Act assessments at a patient’s home alone and must always be accompanied by at least the ASW. Similarly prior to such home visits, the SpR should have considered with the ASW, whether police backup is required which will be organised by the ASW.

2. Any patients seen at the A&E Department must be seen in a safe area in the A&E Department and should not be seen in a secluded area to which is no easy access to other A&E staff. The duty SpR should always have available an easy means of leaving the area or to call help if a patient becomes aggressive during an assessment.

3. Whilst it may seem that assessments in police stations should always be safe, it is nevertheless true that patients seen at the police station are often agitated and very aroused. Prior to the interview with the patient, the SpR in an interview room and should consider whether a police officer’s presence is required throughout.

Name of Service: Adult Mental Health

Patients

The rota is for patients between the age of 18 to 65 years. Very occasionally, a patient over the age of 65 who is still being seen by adult mental services may also be seen.

Geographical Area

The rota covers out of hours service for mental health emergencies for patients registered with a Southampton PCT GP or a resident of Eastleigh Southern Parishes. The rota also covers patients from outside of this catchment who have presented to other services in Southampton such as the police or the A&E Department.
Local Police Stations or Places of Safety

The police can request a Mental Health Act assessment for people detained at Central Police Station (the Bridewell) or Bitterne Police Station. This rota does not cover patients detained at Eastleigh, Lyndhurst or Winchester Police Stations. The local place of safety for the purposes of Section 136 of the Mental Health Act 1983 is the local police station, ie the Bridewell or Bitterne Police Station.

The Home Treatment Team

All emergency referrals out of hours and at weekends are first assessed by the Home Treatment Team. The Home Treatment Team will then decide, based on the assessment, whether the patient requires admission to a psychiatric bed or whether the patient requires home treatment by the Home Treatment Team or whether the patient can be discharged back to the care of the GP. The Home Treatment Team is available seven days a week, 24 hours a day. The Home Treatment Team will not be involved in Mental Health Act assessments at the police station. The team will see every patient referred out of hours from A&E or the inpatient wards at Southampton General Hospital and will see emergency referrals by the General Practitioner.

SHO Contact

1. There is always a duty SHO on the rota
2. The SHO covers the inpatient wards the Department of Psychiatry. The duty SHO will be responsible also for admitting patients to the Department of Psychiatry. In most instances, if the duty SHO needs advice, and if there is a duty SpR on call, he or she will contact the duty SpR in the first instance.

Consultant Contact

There is always a duty consultant on call and he or she is available for advice to other members of the on call team but particularly the duty SpR. Occasionally, duty SpR's may be hesitant about calling the duty consultant for advice but they must do so in all instances where the duty SpR needs advice. All consultants that are on call would much rather be called at an early stage to help resolve problems, give advice and are keen that they are contacted when appropriate.

The duty SpR should confirm with switchboard at Southampton General Hospital at 5.00pm that they have commenced their on call duty and that switchboard have contact details including the SpR's home telephone number and the mobile number used by the SpR.

As the duty SpR will be involved in Mental Health Act Assessments, it is a requirement that she is approved under Section 12 (2) of the Mental Health Act 1983.

The duty SpR must liaise with the duty consultant if he or she has doubts on the best course of action in relation to any on call problems.
Admissions

Any admission to the Department of Psychiatry must first be discussed with the Home Treatment Team to see if home treatment is a viable option instead of inpatient treatment.

The Nurse Bleep Holder

The nurse bleep holder is the senior nurse on the inpatient wards at the Department of Psychiatry and all requests for emergency referrals whether it is from the police, from the Emergency Duty Team, Southampton General Hospital or from local GP’s should go to the nurse bleep holder in the first instance, who will then contact the relevant individuals. Consequently, the nurse bleep holder will be aware of your movements and in particular should be aware if you are undertaking Mental Health Act assessment. The nurse bleep holder is also aware of the bed state and should be contacted if the duty SpR has to arrange an inpatient admission after initial discussion with the Home Treatment Team to see if home treatment is preferable. The bed finding is done by the nurse bleep holder and if no bed is available in Southampton, then the nurse bleep holder will arrange for a bed to be found elsewhere within Hampshire Partnership Trust. The nurse bleep holder should also be contacted if the duty SpR wants to get hold of psychiatric notes for patients that are due to be assessed or wants to get information from the computerised data base (currently EPEX) which also contains some risk information. It is important that wherever possible, assessment should be done armed with information in the form of previous notes or information from EPEX.

Supportive Outreach Team (SOT) – (Assertive Outreach Team)

This team operates seven days a week from 9.00am to 6.00pm. The team carries a case load of patients with severe mental illness who are difficult to engage.

ASW Contact

There is an Emergency Duty Team (EDT) which covers Southampton and is the out of hours social work team. The EDT becomes involves in all social work issues out of hours, including child protection work and also provides approved social workers (ASW). If a Mental Health Act assessment is required, e.g. in the police station, then the police will initially contact the EDT, who will then contact the duty SpR via the nurse bleep holder. It is the duty of the ASW to organise a second medical recommendation where required and to organise police back up in those situations where potential violence is anticipated; equally the ASW is responsible for organising the transport of a patient to hospital following the assessment.

Common On Call Problems

1. Mental Health Act assessments - These may occur in a number of settings but most commonly at the police station following a Section 136. The most common police station to be called is the Bridewell, situated at the Civic Centre but occasionally, this may also occur at Bitterne Police Station, Bursledon Road, Bitterne. Other less common areas for Mental Health Act assessments include the A&E Department at
Southampton General Hospital, patient’s home and rarely inpatient wards at Southampton General Hospital. It is a good practice where possible to do Mental Health Act assessments jointly with the ASW and certainly Mental Health Act assessments at the police station should always be done with the ASW. Similarly where appropriate, the second medical doctor should also be available at the assessment, although in practice this may not always be possible. In the case of a Mental Health Act assessment, the duty SpR should always be contacted by the ASW before such an assessment is considered and before such an assessment is undertaken. The duty SpR should obtain further information on the patient’s background where available in the form of psychiatric notes or EPEX by contacting the nurse bleep holder.

2. **Telephone Advice** – The duty SpR may be contacted by a number of different people for telephone advice. Principally, this will be by the duty SHO or the Home Treatment Team or the nurse bleep holder. Very occasionally, advice may be sought by the SOT or by a GP. The advice will often relate to issues of risk assessment and risk management and advice about treatment, including pharmacological advice. The SpR should therefore be familiar with Rapid Tranquilisation Guidelines for inpatients. In the vast majority of instances, telephone advice will be sufficient but occasionally it may be that the duty SpR will believe that a Mental Health Act assessment is required and should then contact the EDT so that the ASW can set this up. Rarely the SpR may feel that he or she needs to make a clinical assessment of patients that have been seen by the SHO or the Home Treatment Team. The duty SpR should however not undertake assessments of patients referred by a GP as these should be assessed instead initially by the Home Treatment Team unless the GP is requesting a Mental Health Act assessment in which case the GP needs to initially go via the EDT. The duty SpR should consider whether the pharmacist on-call would be better placed to give advice in certain situations.

3. **Keeping records** – The duty SpR should keep a record of telephone advice given so that this can then be filled in the appropriate notes and if a patient has been seen for a Mental Health Act assessment but has not been admitted to hospital, then a letter should be done and forwarded to the patient’s GP at the earliest possible opportunity to keep the GP updated with a copy where appropriate to mental health professionals currently involved in that patient’s appropriate care. If a patient has been assessed by the duty SpR and is to be admitted, then it is important that the duty SpR ensures that information relating to the assessment, as well as recommendations relating to initial treatment and observations are communicated to the nurse bleep holder and if he/she is awake, the duty SHO. ASW’s who are transporting the patient with the Mental Health Act papers, may also be prepared to take the written material completed by the SpR to the designated hospital.

**A&E and Liaison:** The duty SpR is not responsible for assessing patients at A&E or the inpatient wards at Southampton General Hospital unless such patients have first been assessed by the Home Treatment Team. The SpR is then likely to only become involved because a Mental Health Act assessment is required or because the patient is particularly complex and a telephone discussion has not been sufficient to address the issues that have thrown up by the Home Treatment Assessment.
Important Information to Have to Hand

1. It would be helpful to have to hand a copy of this advice document as well as a copy of the Maudsley Prescribing Guidelines, the Hampshire Partnership Trust Rapid Tranquilisation Guidelines, a BNF, a Code of Practice and an A-Z map of Southampton.

Useful Telephone Numbers

<table>
<thead>
<tr>
<th>Dialling</th>
<th>Internal dialling</th>
<th>External</th>
</tr>
</thead>
<tbody>
<tr>
<td>Switchboard</td>
<td>100</td>
<td>80777222</td>
</tr>
<tr>
<td>A&amp;E</td>
<td>6220</td>
<td>80796220</td>
</tr>
<tr>
<td>St Mary’s Ward</td>
<td>2668</td>
<td>80825668</td>
</tr>
<tr>
<td>St Mitchell’s Ward</td>
<td>2578</td>
<td>80825578</td>
</tr>
<tr>
<td>Mayflower Ward</td>
<td>2577</td>
<td>80825577</td>
</tr>
<tr>
<td>Emergency Duty Team (EDT)</td>
<td>2548</td>
<td>80825548</td>
</tr>
<tr>
<td>Home Treatment Team</td>
<td></td>
<td>80233344</td>
</tr>
<tr>
<td>Assertive Outreach Team (SOT)</td>
<td></td>
<td>80294400</td>
</tr>
<tr>
<td>Police</td>
<td></td>
<td>08450454545</td>
</tr>
<tr>
<td>Pharmacist On-Call</td>
<td></td>
<td>via switchboard</td>
</tr>
</tbody>
</table>

The Nurse Bleep Holder can be reached on bleep number 1504
Example Transfer Form

Below is an example of a Transform form to be filled out by the person in charge, which provides a comprehensive transfer summary to accompany the patient to the receiving hospital.

**Details of Transfer Form**

<table>
<thead>
<tr>
<th>New / Known Patient (Please circle)</th>
<th>Admitting Ward:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname:</td>
<td>Forename:</td>
</tr>
<tr>
<td>Preferred name:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>Telephone Number:</td>
</tr>
<tr>
<td></td>
<td>Date of Admission:</td>
</tr>
<tr>
<td></td>
<td>Time of Admission:</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>Date &amp; Time of Transfer:</td>
</tr>
<tr>
<td>GP:</td>
<td>Consultant:</td>
</tr>
<tr>
<td></td>
<td>NHS Number:</td>
</tr>
<tr>
<td>Care Coordinator:</td>
<td>CMHT:</td>
</tr>
<tr>
<td></td>
<td>Telephone Number:</td>
</tr>
<tr>
<td>Transfer discussed with Consultant/SpR</td>
<td>Yes/No</td>
</tr>
<tr>
<td>Name of Consultant / SpR:</td>
<td>…………………………………</td>
</tr>
</tbody>
</table>

**Next of Kin Details**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Telephone No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Relationship:</td>
<td></td>
</tr>
</tbody>
</table>

**Reasons for Admission:** Informal / Section Please State: ……………
(Please list main objectives of admission, length of stay, level of observations required)
Diagnosis: .................................................................

**Process Since Admission** (Level of Observation)

**Current Medication:** (Please List name of drug, strength, dosage and frequency)

**Accommodation:**
Do they have accommodation to return to? Yes / No (if no, please give details)

**Risks:** (Please complete as much detail as possible)
Any history / current risk of self harm or of Harm to others? Yes / No (if yes, please give details)

Any history / current risk of damage to property? Yes / No (if yes, please give details)

Risk of absconding? Yes / No (if yes, please give details)

Any advice on immediate management? Yes / No (if yes, please give details)

Any child protection issues? Yes / No (if yes, please give details)
<table>
<thead>
<tr>
<th>Question</th>
<th>Yes / No (if yes, please give details)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any substance misuse or problems with alcohol?</td>
<td>Yes / No (if yes, please give details)</td>
</tr>
<tr>
<td>CPA Review?</td>
<td>Yes / No</td>
</tr>
<tr>
<td>Nearest relative / Next of kin informed of transfer</td>
<td>Yes / No</td>
</tr>
<tr>
<td>Name of Person completing this form:</td>
<td>..........................................</td>
</tr>
<tr>
<td>Date:                     ......................................</td>
<td></td>
</tr>
</tbody>
</table>