

Community Children and Young People's Service

Newcastle, Gateshead, Northumberland, Sunderland and South Tyneside



Information for young people

Shining a light on the future

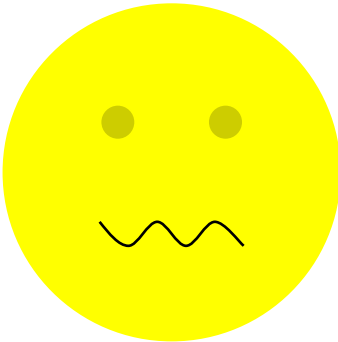


Welcome



You have been given this leaflet because you have been referred to the Children and Young Peoples' Service (CYPS).

We have different professionals who all work together to help children and young people who are having problems with their emotional or mental health.



We know that sometimes young people worry about coming to see us but we are here to help. This leaflet should help answer some of the questions that you might have.



Some people find it useful to write down any questions they might have. If you would like to do this there is a space at the end of this leaflet.

What is mental health?

Mental health is about how we think, feel and behave.

Many children and young people have a mental health problem sometime in their lives.

Where will I be seen?



You might get an appointment at one of our clinics, at home or somewhere near where you live like your GP surgery or school.

We will try hard to find somewhere to suit you and do what is best for you.

Who will I see?



We have a large team of staff who each have different jobs. They all work together to help you when you need them.



We might meet you on your own, with your family or other people who are involved in your life.

If you don't want some people to be involved we will take notice of this but there might be some reasons why they have to be involved. If this happens we will talk to you about it first.

Confidentiality



The information you give will be kept between you and the people you are working with, unless they think that you or someone else might be at risk. If we need to tell someone else we will talk to you about it first.

This will be explained to you at your first meeting but if you are worried then please speak to one of the team about it.

What if I can't make my appointment?



We will try to make sure that appointments are at a time and place to suit you.

If you are unable to make an appointment please ring and let us know as soon as you realise.

Newcastle and Gateshead: 0191 246 6913

Northumberland: 01670 394 256

South Tyneside and Sunderland: 0191 566 5500

If the service is not available and you need to speak with someone in an emergency, please telephone **0844 811 5522** where your call will be directed to the appropriate person.

Some useful information



There are a lot of websites and helplines that offer help and support. Most of them are free to use and might help you to understand more about problems you have.

Patient Advice and Liaison Service (PALS)

Advice and support to patients, their families and carers, providing information on NHS services, listen to concerns, suggestions and queries regarding your care.



North of Tyne 0800 032 0202 (freephone)

South of Tyne 0800 328 4397 (freephone)

Childline

A free and confidential telephone support service for children and young people. Open 24 hours a day.



0800 11 11 (freephone)

www.childline.org.uk

Mental Health Matters

Confidential service offering emotional support. Provides information on local and national services specific to mental health. You can talk about bereavement, relationship problems, loneliness and stress. Also provides support to carers.



Newcastle: 0845 601 2457 (6pm – 6am)

Sunderland: 0800 013 0626 (5pm-9am 24 hours weekends)

Gateshead: 0800 085 1718 (5pm-9am 24 hours weekends)

Samaritans

Confidential emotional support for people who are feeling distressed, worried, confused or just need to talk to somebody.



08457 90 90 90 (24 hours a day)

Young Minds

Information about emotional wellbeing and mental health for young people. **www.youngminds.org.uk**

Contact details



Newcastle and Gateshead
Community Children and Young
People's Service
Benton House
136 Sandyford Road
Newcastle upon Tyne
NE2 1QE
Tel: 0191 246 6913



Northumberland
Community Children and Young
People's Service
Villa 9
Northgate Hospital
Morpeth
Northumberland
NE61 3BP
Tel: 01670 394 256

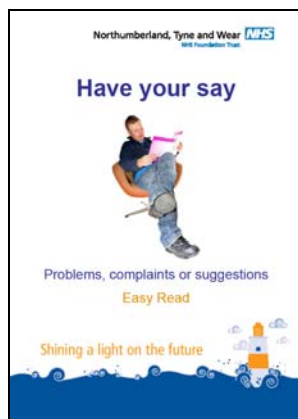


South Tyneside and Sunderland
Community Children and Young
People's Service Monkwearmouth
Hospital
Newcastle Road
Sunderland
SR5 1NB
Tel: 0191 566 5500

Website: www.ntw.nhs.uk

You can make a note of any questions or worries you might have in this space.

Problems, complaints or suggestions



Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. We will give you a leaflet about how to make a complaint.

If you think that we could improve our service then please let us know your idea.



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@ntwnhs

Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, BSL, easy read or other languages). Please contact the Patient Information Centre
Tel: 0191 223 2545

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