

Your opinion matters

Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) by ringing the freephone number on **0800 9177159**.

If you are unable to resolve your concerns or would like to take the matter further, please write to:

Complaints and PALS Manager

Oxleas NHS Foundation Trust
Pinewood House
Pinewood Place
Dartford
Kent
DA2 7WG

01322 625751
oxl-tr.complaints@nhs.net

oxleas.nhs.uk

Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality. We may share some information with other staff who do not work for Oxleas NHS Foundation Trust. Examples may include associated GPs and social services employees.

When considering who may see information about you, our staff use the following principles:

- only share information with those who need to know in order to provide good quality care.
- share the minimum information necessary to ensure good quality care.

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Oxleas
NHS Foundation Trust

Oxleas
NHS
Improving lives

16-17 Service

Greenwich Time to Talk

oxleas.nhs.uk

TIME
TO
TALK
GREENWICH



Greenwich Time to Talk 16-17 Service

Are you aged 16-17 years? Are you experiencing low mood, stress or worry? Do these difficulties interfere with work, school or your relationships? Greenwich Time to Talk for 16-17 year olds may be able to help.

The 16-17 Service

One in four people experience difficulties with anxiety and/or low mood at some point in their lives.

We provide talking therapies for 16-17 year olds who have been experiencing low mood and/or anxiety (stress), and who would like help to overcome these feelings.

We work with young people from all backgrounds and respect differences in ethnicity, race, gender, sexuality, culture, religion, education and physical ability.

Who can access the 16-17 Service?

Anyone aged 16-17 years, who lives in Greenwich and/or has a Greenwich GP.

How can we help?

We will be guided by you. Everything that you say will be confidential (i.e. we will not tell other people unless we are concerned about your/other people's safety).

Lots of young people say they feel 'stuck' or 'trapped' by their anxiety or low mood. We help to find alternative ways of thinking and behaving to gradually break free from these traps.

How can you get help from the 16-17 Service?

- You can talk to your GP and they will contact us to arrange an appointment with you.
- You can complete our referral form online by visiting our website oxleas.nhs.uk/gttt
- You can also contact us directly on **020 3260 1100** oxl-tr.greenwichtimetotalk@nhs.net

If English is not your first language we will use professional interpreters to help you.

Where is the 16-17 Service?

We are based on Eltham High Street and some GP surgeries in the Borough of Greenwich.

The 16-17 Service works in partnership with Greenwich Early Intervention CAMHS (Child and Adolescent Mental Health Services) team.

Other useful information

Young Minds
youngminds.org.uk

The Point
Help and advice for young people
royalgreenwich.gov.uk

Family Action
family-action.org.uk

Saneline: 0300 304 7000
6pm – 11pm, every day of the year

Child Line: 0800 1111
(free to call from UK landlines and mobiles 24 hours, 7 days a week)

Greenwich Time to Talk is not a crisis service, but if you are feeling suicidal there is help.

Samaritans helpline: 116 123
Free to call from UK landlines and mobiles 24 hours, 7 days a week

Oxleas Urgent Mental Health Advice Line: 0800 330 8590
(24 hours, 7 days a week)

Queen Elizabeth Hospital A&E Department
Stadium Road, SE18 4QH
or call **999** and ask for help.