

We value your Views

Our commitment

We aim to provide a high quality service to all our patients and families. In most instances we succeed, but sometimes things can go wrong. If you are in any way unhappy with the service received from us, we would like to hear from you immediately.

Positive comments are also welcome.

Who do I complain or make comments to?

Someone close to the cause of your complaint such as one of the practitioners in Just Ask Tier 2 CAMHS. They will try to sort out your concern on the spot. If you prefer to complain or make comments to someone who is not involved in your immediate care, you can complain or comment to;

Corporate Complaints Officer

Trust Headquarters
Craigavon Area Hospital
68 Lurgan Road
Portadown BT63 5QQ

Tel: 028 3861 4150

Email: complaints@southerntrust.hscni.net

Contact Details

Craigavon and Banbridge “Just Ask” Tier 2 CAMHS

Bocombra Lodge
2 Old Lurgan Road
Portadown
BT65 5SG

Tel: 028 3839 7337

Fax: 028 3836 1968

Newry and Mourne “Just Ask” Tier 2 CAMHS

Needham House
Newry
BT34 8EQ

Tel: 028 3083 5400

Armagh and Dungannon “Just Ask” Tier 2 CAMHS

D Floor
South Tyrone Hospital
Carland Road
Dungannon
BT71 4AU

Tel: 028 8771 3486

Fax: 028 8771 3641

If you are a smart phone user you can scan the QR Code for more information on the CAMHS Service or log on to:

www.younghealthymindsni.co.uk



HSC Southern Health
and Social Care Trust
Quality Care-for you, with you



**Child and Adolescent
Mental Health Services**

Tier 2 CAMHS

**“Just Ask”
Information for Referrers**

Who are we?

Just Ask Tier 2 CAMHS provide local community mental health services to children and adolescents up to the age of 18yrs who live in the three localities of the Southern Health & Social Care Trust, Armagh & Dungannon, Newry & Mourne & Craigavon & Banbridge.

Just Ask Tier 2 CAMHS comprise of practitioners from nursing, social work and psychology disciplines.

What do we do?

Just Ask Tier 2 CAMHS acts as the interface between primary care specialist Tier 3 CAMHS.

We offer a range of therapeutic services including;

- Assessment
- Prevention/early intervention
- Individual Counselling / Therapy
- Family Work
- Group Work
- Consultation
- Training and development

Children and adolescents are usually seen at least initially with their parent or carers, but older adolescents may be offered individual appointments initially.

We do not provide a service for children and young people with a learning disability as this may be accessed through your local Learning Disability Team.

Types of Referral

Just Ask Tier 2 CAMHS accept referrals on children and young people who present with mild to moderate mental health and emotional difficulties.

- Mood difficulties
- Anxiety/Separation Anxiety
- Attachment Issues
- Self Esteem difficulties
- Mental Health and Emotional difficulties in context of family relationship
- Phobias (of significance)/Obsessional and or Compulsive difficulties
- Mild to moderate mental health and emotional difficulties associated with toileting
- Trauma, Loss, Bereavement reactions (unless better served by others or specialist services)
- Emotional difficulties relating to school
- When appropriate, behavioural difficulties with associated mild to moderate mental health and emotional difficulties.

How can a referral be made?

Referrals should be made by letter from one of the following professionals.

- General Practitioner / Family Doctor
- Social Worker
- Health Visitor
- Educational Psychologist/EWO/Teachers
- Paediatrician
- Hospital Doctor/Nurse
- Adult mental health services
- Tier 3 CAMHS
- School nurses

In all cases there will be contact with the referring agent as well as the General Practitioner.

Self referrals are not normally accepted.

For further information contact the secretary or team member at your local clinic.