



# Forward into recovery service

## Patient information leaflet

Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@ntw.nhs.uk](mailto:complaints@ntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.  
You can provide feedback in the following ways:
  - the quickest way for you to do this is to complete our short online survey at [www.ntw.nhs.uk/poy](http://www.ntw.nhs.uk/poy)
  - complete a Points of You survey, available on wards, reception areas or from staff.
  - some areas of the Trust have electronic feedback touch screens, staff can help you to use these.

## Our aims

- We aim to ease anxieties, promote independence and smooth discharge from our community treatment team.
- We intend to introduce belief and hope in your personal recovery journey.

## Who is forward into recovery for?

This service is for people who are open to the community treatment team who have reached a period of relative stability with their mental health and treatment and preparation for transferring them back to the care of their GP has begun.

Ideally people will want to engage in recovery focused piece of work which can help build/ maintain a meaningful life.

## What we can offer?

Individual, mutually agreed goals. At our first meeting we can create a personal care plan, this could include:

- Wellness recovery action plans I stages to wellness,
- Signposting/support linking in with local support services in the community,
- Education around illness,
- Carers support
- Access to peer support workers,
- Refreshing skills previously learnt e.g. mindfulness,
- Health promotion advice,
- Support and monitoring of medication.

We offer monthly, clinic based appointments for an agreed frequency of time, however no longer than a period of 6 months. Appointments are within the hours of 9-5 and shall usually last no longer than 1 hour.

You are more than welcome to attend alone or accompanied by someone.

### **How am I referred?**

Professionals involved with your current care from our team can refer you to our service.

### **What will happen next?**

Following a referral being accepted you will receive a letter to offer you an appointment or informing you that you have been placed on the waiting list. A nurse or occupational therapist will then meet with you and identify how our appointments could be useful for you.

### **What will happen if I become unwell?**

If you become unwell whilst in our clinic, we would hope that with our support, your strength and resources we are able to prevent a significant deterioration. In the case that this does occur you are able to contact our clinical contact worker during Monday- Friday 9-5 on 0191 287 5300 and discuss your difficulties. Your care will be reviewed at the earliest opportunity and as a team we will support you accordingly.

Should you find yourself in a mental health crisis outside of our operating hours you could call the initial response service on 0303 123 1146.

### **What happens after my appointments have ended?**

On completion of our appointments you will be able to continue your recovery journey with hopefully increased confidence. You should already have an understanding of all other services that could support you. We shall discharge you and your care will be overseen by your GP. Should you require support from our services again in the future you will need to re-visit your GP and they can re-refer you.