

# Milton Keynes Specialist Child and Adolescent Mental Health Service (CAMHS)

Young people  
information leaflet





### What is Milton Keynes Specialist CAMHS?

CAMHS stands for Child and Adolescent Mental Health Services. Our team works with children and young people (aged up to 18-years-old) who live in Milton Keynes. We help them to cope with feelings, thoughts and behaviours that are getting in the way of their life.



### What is mental health?

Mental health is to do with how we feel inside, how in control we feel and how able to cope we are. We usually know what we mean when we talk about physical health, but mental health is often less understood and talked about.





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### **How do I access the service?**

Everyone goes through ups and downs, but sometimes our feelings or behaviour can start to get in the way of our day-to-day lives.

If this sounds like you, the first step is usually to speak to your parents, doctor, teacher, school nurse, or an adult you trust. They'll ask you to tell them about the kind of problems you're experiencing, so that they can think about what sort of help you might need.

This might involve them contacting us and telling us what you have told them. This is called being 'referred' to CAMHS.

CAMHS does not work with all the problems young people experience. If CAMHS is not the right service for you, we might be able to help you find another person or place to help. If we are able to help, you will be offered an appointment with us.



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### **What will happen at my first appointment?**

At your first appointment with CAMHS, staff will want to get to know you, and to find out more about what life's been like for you and what is making you feel the way you do, to work out how we can help. First appointments are sometimes called an 'assessment'.

The CAMHS team have a base that they work from, but we also might be able to visit you at school or at home.



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### **Who can come with me to my appointment?**

It is important for your family or carers to be involved in your care. You can talk to CAMHS staff about who you would like to come with you to future appointments and whether you would like to speak to staff on your own.



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### **Who will I see?**

There are lots of different people in our team. This includes doctors, psychologists, nurses, primary mental health workers, and other therapists such as family therapists, psychotherapists and art therapists. When you meet with someone for the first time they will introduce themselves and explain their role to you.



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### **What sort of things will CAMHS do to help me?**

There are different treatment options called 'interventions'. These might include things such as different kinds of talking therapies or taking medicine. Which options are open to you will depend on what kind of problems you are experiencing and what we can offer.

We will work with you to agree a plan about the care you receive. This will be looked at regularly to see whether it is working or not.



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### Will people find out I'm seeing CAMHS? Who will know what I say?

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Generally the people who know you are seeing CAMHS are the person who helped you to access the service and, in most cases, your family or carers and your GP. We will ask your permission to discuss your care with other professionals (such as your school) if we need to.

CAMHS have rules about sharing your information. We will explain these rules to you. Your privacy will be respected during your time with us. Sometimes, when staff are worried about your safety, they may have to tell certain people certain things about you, even if you don't want them to. This is an important part of our job to help keep you safe. If this happens, we will talk to you about it.

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### How long will I be with CAMHS?

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This depends on the kind of problems you are experiencing. Some people only need to see CAMHS a couple of times. Others may see CAMHS for several months, or longer.

## Contact us

### MK Specialist CAMHS

Eaglestone Health Centre,  
Standing Way,  
Eaglestone,  
Milton Keynes,  
MK6 5AZ

Telephone: **01908 607 501**

Telephone referrals and advice  
line: **01908 254 375**

Website: **camhsandme.org**

### Useful websites

CAMHS&Me website:  
**camhsandme.org**

Young Minds: **youngminds.org.uk**

Childline: **childline.org.uk**

The Samaritans: **samaritans.org**



## Feedback, complaints and compliments

We are always pleased to hear what you think about our services. Sharing your views and experiences can help us to make improvements. If you have received good treatment or service and would like to thank the staff involved, please let us know by contacting the Patient Support Service (PSS) by email **feedback@nhs.net** or call **0300 013 4799**. They will make sure that your feedback is passed onto the service or individual as quickly as possible.

If you are unhappy with any part of the care you received by Central and North West London NHS Foundation Trust (CNWL) CAMHS please speak to the Service Manager or your CAMHS worker in the first instance. You can also contact the Patient Support Service if you wish to make a complaint.

### Tell us, we're listening!

We also collect feedback, complaints and compliments online. Tell us what you think at **www.cnwl.nhs.uk/feedback** then we'll share and learn from your feedback.

This document is also available in other languages, large print, Braille, and audio format upon request. Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

هذه الوثيقة متاحة أيضاً بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

## Arabic

این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت و در فرمت صوتی موجود است.

## Farsi

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেপ আকারেও অনুরোধ পাওয়া যায়

## Bengali

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

## Somali

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

## Portuguese

நீங்கள் கேட்டுக்கொண்டால், இந்த ஆவணம் வேறு மொழிகளிலும், பெரிய எழுத்து அச்சிலும் அல்லது ஒலிநாடா வடிவிலும் அளிக்கப்படும்.

## Tamil

Este documento también está disponible y puede solicitarse en otros idiomas, letra grande, braille y formato de audio.

## Spanish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formie audio.

## Polish

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

## Gujarati

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

## Turkish