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
- Contact our Patient Advice and Liaison Service (PALS) – details below
- Contact the Complaints Team – details below

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.

Patient Advice and Liaison Service PALS)
For information or advice about CPFT services or to raise an issue, contact the Patient Advice and Liaison Service (PALS):

T Freephone 0800 376 0775
E pals@cpft.nhs.uk

Complaints
If you wish to make a complaint about the care or treatment provided to you or someone you know, please do not hesitate to contact our Complaints Team:

T Freephone 0800 376 0775
E complaints@cpft.nhs.uk

If you are in mental health crisis, dial 111 and press option 2
What is the First Response Service (FRS)

The First Response Service supports people experiencing a mental health crisis. The First Response Service provides 24-hour access, seven days a week, 365 days a year, to mental health care, advice, support and treatment. By calling 111, and selecting option 2, you will be put through to a member of the FRS who will speak to you and discuss your current mental health needs.

Who can use FRS?

Anyone who lives in Cambridgeshire - which includes Cambridge, Peterborough, Huntingdon, Wisbech and the surrounding areas - who feels they need urgent mental health care. This includes service users, carers, family and friends. You can contact us direct. You do not have to have used any mental health services before. You can also be referred by your GP, social care professional or a voluntary organisation.

When should I call FRS?

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you should contact FRS. Examples might include:

- Mood changes – different to how you usually are
- Withdrawing – from people (close family, friends or work colleagues)
- Not taking care of yourself like you usually would
- Having increased thoughts about your life not being worth living
- Excessive worry
- Feeling out of control
- Feeling unable to cope
- Changes in the way you think
- Unusual ideas
- Hearing voices or seeing things that others can’t
- Thinking about harming yourself or someone else.

What will happen when I call FRS?

A Telecoach - psychological wellbeing practitioner - will answer and quickly assess your needs

Telecoaches are experienced in talking to people in distress and provide guidance to help you manage the situation and your feelings. They have information on all the health, social and voluntary services available to support you. They will refer or make an appointment if it is needed. They may decide to need urgent support. In this case they will ask a First Responder from our team to visit you as soon a possible.

What will the First Responder do?

First Responders are mental health nurses and social workers

They visit you wherever you are in your time of crisis, at whatever time of day, sometimes with a member of the emergency services. They provide support to help you manage your feelings. Some can prescribe medication. They can also refer you to a Sanctuary, a safe place run by mental health charity Mind in Cambridgeshire that offers people short-term practical and emotional support between 6pm and 1am.

First Responders provide the best possible action for you at the time. They aim to keep you at home with support, working with you to develop a crisis management plan. If you are extremely unwell they may recommend you are admitted to hospital.

The FRS team is supported by clinicians from specialist areas such as:

- Children’s and young people’s mental health services
- Learning disabilities services
- Older people’s services.

What about confidentiality?

Everyone who works in the FRS works to very strict rules about confidentiality, although there may be instances where it’s necessary to share information with other professionals. If you have any concerns about confidentiality, please talk to a member of staff. We will keep a record of your contact with our service and also provide your GP with a summary of your contact with us.

Interpreters

If an interpreter is needed, please let us know and we will arrange this for you.