

What is the CYP Mental Health Triage & Navigation Service?

Our team consists of highly trained Children & Young People (CYP) mental health clinicians and support staff who assess the needs of children and young people based on the information provided in a referral from a GP, other healthcare professional or a CYP.

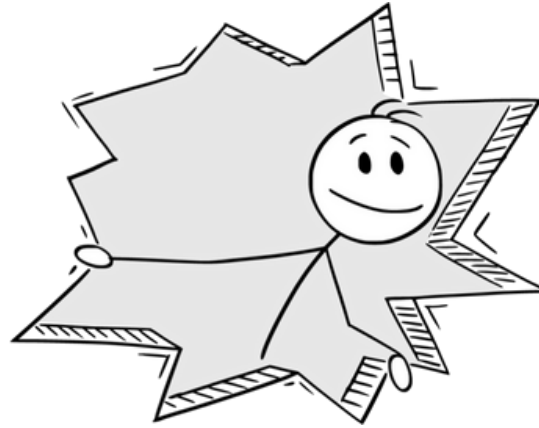
We then recommend the best service available from a range of options, which may include services from the NHS, local authorities, or voluntary organisations.

What we do

- We assess the needs of CYP based on referral information and recommend the best available services for the individual.
- We may refer to CAMHS or the Early Intervention Service if necessary.
- Providing detailed information in the referral helps us provide the most appropriate service.
- We prefer to communicate by telephone when clarification is needed or when discussing referral options.

What we don't do

- We do not offer face-to-face assessments or meetings with CYP.
- We do not gather information requested in the referral form over the phone.
- We do not provide medication advice.



CYP Mental Health Triage & Navigation Service for LLR

DHU Healthcare
Anstey Frith Building
County Hall
Leicester Road
Glenfield
Leicester
LE3 8HD

0300 1000 409

dhu.patient-experience@nhs.net



The Children and Young People's (CYP) Mental Health Triage & Navigation Service in LLR

Information for Primary Care providers helping young people and their families

How to make a referral

GP Practices can either refer by PRISM or if clinically safe advise a CYP to self refer. Triage is based on the information provided in the referral. Please gather as much information as possible from the young person and/or their family. The Healthcare Professional initiating the referral must have assessed the CYP and wherever possible please speak direct to the CYP.

Please gain consent from the CYP/family and ensure that contact details are up to date. It is important that we know who to contact and how.

1. GP PRISM

SystemOne Practices

Please complete the PRISM template CYP Mental Health Triage & Navigation Service and refer electronically via SI.

1. Please check that our service is on your 'Share In Rules list as follows: CYP Mental Health Triage & Navigation Service – 568852832100–Anstey Frith, Glenfield
2. Please select YES to 'Automatically record sharing out/ share record
3. Please select YES to 'Automatically record sharing in/view shared record

Please finalise the PRISM template before sending as we cannot refer on to other services without this. Please do not task referrals.

EMIS practices

Please complete the PRISM template CYP Mental Health Triage & Navigation Service and email the form using a secure account to dhu.cyps1service@nhs.net

2. Self-referral pathway

CYP can refer themselves if they have mental health concerns (except neurodevelopmental disorders, eating disorders, substance misuse or a mental health crisis) via the www.myselfreferral-llr.nhs.uk website.

What conditions are included in a GP PRISM referral?

- All other mental health concerns
- Neurodevelopment concerns for secondary aged children (supporting schools information must be attached or indicated within SI)
- Please consider whether a referral to adult mental health services would be more appropriate for 17 year olds not already known to CAMHS

What are not included?

- Eating Disorders – please use existing PRISM form
- Neurodevelopment concerns for primary aged children – please refer to Community Paediatrics
- Urgent or crisis referrals – please contact the LPT all ages mental health CAP
- Requests for medication advice
- Referrals with a missing or incomplete PRISM form
- Purely safeguarding or social care referrals
- Emailed referrals from a SystemOne practice
- CYP already under the care of CAMHS or Early Intervention Service

What happens next?

We review all referrals and refer or signpost CYP into the service that best meets their needs, including:

- Signposting to online counselling (Kooth) and other online resources
- Signposting to voluntary sector organisations Signposting to Local Authority Children's Services (Early Help)
- Referral to the Early Intervention Service
- Referral to CAMHS services

The team may contact you or the CYP/family if we need further information and we will also inform you and the CYP or family by letter the outcome of the referral. We aim to do this within 2 working days.

Please follow up progress with a confirmed referral to Early Intervention Service or CAMHS direct with those services.

I have already referred a CYP but have now received more information about the CYP before receiving a discharge letter from T&N

Please wait for the discharge letter with the outcome of the initial referral unless you feel that the additional information could change the outcome.

We aim to triage and discharge within 2 working days if you need to contact us before this please ring 07917 275074 or 07917 275283 (non patient facing numbers are not for sharing with the public).

What if the young person need to be seen urgently?

This is not an urgent or emergency service. Please contact the LPT all ages Mental Health Central Access Point on 0800 800 3302 for 24/7 urgent advice.

Will clinical advice be available if I need it via telephone?

No. CYP Mental Health Triage & Navigation Service cannot offer on-the-spot advice for presenting issues.

