

This space is blank in case you want to write some things down to help you plan for your appointment or remember things you discussed with your CAMHS worker.

If you want to get involved with other young people to help us make our services better, please tell us. We have an active participation group and we can arrange for young people to be involved in advising CAMHS on making improvements.

It is important that you tell us what you think

It's really important that you are happy with our service. If you think that we or any of our staff have done something really well we would love to hear about it because your comments help us to improve.

We are also sorry if you think that we haven't done something as well as we should. If this is the case please tell us as soon as possible so that we can try to put things right.

You can always speak directly to your CAMHS worker, or if you prefer, contact our patient advice and liaison service (PALS) on:

Freephone: 0800 328 7971

Email: PALS@oxfordhealth.nhs.uk

If you do make a complaint, we want you to know this will not affect the care that we provide to you.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

আপনি যদি এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরম্যাট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

જો તમને આ માહિતી બીજી ભાષામાં અથવા બીજા આકારમાં જોઈએ, તો કૃપા કરીને અમને પૂછો
यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本, 请与我们联系

নেবৰ ব্ৰতৰুটী টিচ নাটকৰাবী বিসী ভূমী ভাষা না সৰল হিঁচ চাবীচী হেঁচি তা বিবধা অব বে সাতুঁ পুহেঁ

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقے سے درکار ہیں تو براہ کرم ہم سے پوچھیں۔۔



Oxford Health
NHS Foundation Trust



CAMHS Oxfordshire SPA

Oxfordshire Single Point of Access (SPA)

Children and Young people up to 18 years old

What is SPA?

Single Point of Access (SPA) is the central point for those trying to access mental health services. You can contact SPA at any time if you have a question, concern, possible or actual need for a young person to be seen by CAMHS. We offer a safe place to talk and options to provide support.

Enquiries can be made directly by you, or you could ask your parents or a professional to contact us. You can make referrals online at our website or by phone .

SPA Opening Times

Monday	8:00am - 6:00pm
Tuesday	8:00am - 6:00pm
Wednesday	8:00am - 6:00pm
Thursday	8:00am - 6:00pm
Friday	8:00am - 6:00pm

Telephone 01865 902515

Email: oxonCAMHSSPA@oxfordhealth.nhs.uk

Web: www.oxfordhealth.nhs.uk/camhs/oxon

Excluding Bank Holiday

We aim to screen referrals coming in to Oxfordshire CAMHS Single Point of Access within 12 working hours. From our perspective the most effective way to contact us is via phone as we can talk to you directly and try to achieve the best outcomes. Please note, CAMHS can only accept referrals for young people up to the age of 18 years.

Some questions you might have ...

What will they ask me?

You will be asked some basic information such as name, age and date of birth. Then a clinician will review your questions and help you decide the best course of action.

Will my call be confidential (private)?

Phone calls are confidential and we will ask your permission before speaking to anyone else, unless we think you are really concerned for your welfare, in which case we would discuss that with you and make a plan. We do sometimes need to speak to other people in our team so they can help us think about what might be helpful for you

Will my referral be confidential?

We do let your GP (family doctor) know about referrals, and if a professional referred you we tell them too. We would like to talk to your parents as well, but we can think about how to do this if you are worried about confidentiality. We will always try to tell you first.

Will my friends know that I've referred myself or maybe even them? Only if you choose to tell them.

Our Third Sector partners

Ark-T Centre
Creativity Changes Lives

www.ark-t.org/



raw-workshop.co.uk



www.oxfordshireyouth.org/



www.sofea.uk.com



www.synolos.co.uk



www.traxorg.com



www.byhp.org.uk