

## Useful numbers

**Mental health crisis** - if you or a loved one is experiencing a mental health crisis, please call the First Response Service on **111**, then press option 2. This is a 24-hour service for anyone, of any age, living in Cambridgeshire and Peterborough

**Psychological Wellbeing Service** - for anyone aged 17 and over. Call **0300 300 0055**. Lines are open from 9am to 5pm, Monday to Friday, excluding bank holidays.

## Patient Advice and Liaison Service

For information about CPFT services or to raise an issue, contact the Patient Advice and Liaison Service (PALS) on Freephone **0800 376 0775**, or e-mail [pals@cpft.nhs.uk](mailto:pals@cpft.nhs.uk)

## Out-of-hours service for CPFT mental health service users

Contact Lifeline on **0808 808 2121**  
7pm-11pm  
365 days a year

If you require this information in another format such as braille, large print or another language, please let us know.

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### For more information

**HQ** Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF.  
**T** 01223 726789  
**F** 01480 398501

[www.cpft.nhs.uk](http://www.cpft.nhs.uk)

# Prism - the new mental health service in your GP surgery



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A member of Cambridge University Health Partners

**Prism (Primary care Service for Mental health) is a new service run by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT).**

The service provides specialist mental health support for GP surgeries so that people with mental ill health can access prompt advice and support, receive help in a community setting and experience a more joined-up approach to their care.

## **Why have we set up the service?**

Prism provides early assessment, treatment and/or onward referral in the community. It supports people to focus on their goals and access local community resources.

The service promotes a person-centred approach to physical and mental health, and supports people to step down from specialist mental health services. Patients' social care needs are also be considered as part of this integrated approach.

## **Who can use the Prism service?**

Prism is for anyone aged between 17-65 years. A person may be referred on to other services, including specialist mental health services, according to need. This could include third sector services or the First Response Service.

## **Who is in the Prism team?**

Prism teams will each cover a number of surgeries and have a mix of staff. Teams will include mental health practitioners, who are trained professionals, and a healthcare assistant. They will work in partnership with the Recovery Coach Team, which is a new community service for people who are moving from secondary community mental health services back to their GP and may find this change challenging. Each team is made up of a Recovery Coach and Peer Support Workers. The Recovery Coach has been trained in coaching methods that can help people to take control of their recovery. Peer Support Workers are people who have lived experience of mental health challenges. They can support people while they work towards their goals.

## **How does a patient access the Prism service?**

The person sees their GP and a decision is made with them as to which service would be appropriate for them - this could be a referral to the Prism team. Once referred, Prism staff will make contact with the person / service user and either provide telephone advice, signposting or offer a face-to-face assessment. Patients will be contacted by SMS text with an appointment time. If you do not wish to be contacted via text message, please notify PRISM staff.

Face-to-face assessments takes place in their local GP surgery, meaning they are in a familiar environment. The Prism service aims to ensure that people get the right treatment in the right place at the right time by the right person based on their need.

## **What's the difference between Prism, the Psychological Wellbeing Service and First Response Service – are they all doing the same sort of thing?**

No, each of these services support people depending on what their mental health need is.

The Psychological Wellbeing Service (PWS) provides talking therapy, usually for people with mild to moderate mental health issues, including depression, anxiety, post-traumatic stress, panic attacks, phobias or Obsessive Compulsive Disorder. Patients can refer themselves to PWS.

Prism provides specialist mental health advice and support for people in GP surgeries to enable them to receive help in a community setting and experience a more joined-up approach to care (from a mental and physical health perspective).

The First Response Service is for patients in mental health crisis who need urgent advice and support.