

New Southwark Rapid Response Team

As part of the Community Mental Health Transformation Programme, we are launching a new Rapid Response Team to support people experiencing a mental health crisis and presenting at a GP surgery. The aim of the team is to reduce the number of people going to Accident & Emergency in a mental health crisis by increasing support available in the community. This new offer will be available from **1 August 2022**.

What is the service?

The Rapid Response Team is made up of experienced mental health nurses. They will provide urgent mental health assessments at community bases, GP surgeries or service users' homes where indicated. The team will work alongside the Primary Care Mental Health Teams and Home Treatment Team to offer:

- Telephone triage and screening of requests for urgent assessments
- In person assessments within 72 hours where needed
- Out of hours support and advice via Consultant Connect
- Compassionate Safety Calls within 7 days of discharge from Liaison Psychiatry where service users are directly discharged back to primary care.

This service is for adults in Southwark aged 18 years or older and can only be accessed through a GP referral.

Hours of operation and how to refer

Monday to Friday, 9am – 5pm: Contact the Primary Care Mental Health Team (formerly Assessment and Liaison teams) covering your part of the borough.

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| Primary Care Mental Health team – North Southwark | Email: PCMHTSouthwarkNorthReferrals@slam.nhs.uk Phone: 020 3228 9800 |
| Primary Care Mental Health team – South Southwark | Email: PCMHTSouthwarkSouthReferrals@slam.nhs.uk Phone: 020 3228 1800 |

Monday to Friday, 5pm – 7pm:

Use the Consultant Connect mobile app – this will connect to Rapid Response workers who can provide support, advice and telephone assessment.

For support outside these hours contact the Crisis Line: **0800 731 2864**