

This may result in: further sessions with the person you have just seen, or a referral to a more appropriate service or support organisation, or you may be discharged.

PMS team will let your GP and any other services involved in your current care, know that you are using the service. This will ensure everyone works together to provide you with the best service possible. The team will not discuss your case with your friends, relatives or employers, unless you request it or give your full permission to do so.

## **Tell us your views**

If you wish to discuss any aspect of your treatment and care, please speak to a senior member of staff or to the nurse looking after you. The matrons are also available during normal working hours and they welcome your views.

You can also pick up a copy of the Trust leaflet called 'Patient Advice and Liaison Service (PALS)', which explains how you can raise concerns or give feedback on your experience at the hospital.

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

RBFT Emergency Department, June 2024

Next review due: June 2026



# **Psychological Medicine Service (PMS)**

Your referral to the  
mental health  
professionals

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**This leaflet has been provided to answer some of the questions you may have about the Psychological Medicine Service following an admission to the Emergency Department or wards.**

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## **What happens when you come to the Emergency Department following an incident of self-harm?**

Once you have been seen by the Emergency Department (ED) team and have received any necessary medical treatment, you will be referred to the Berkshire Healthcare NHS Foundation Trust Psychological Medicine Service (PMS). PMS is a specialised mental health team based within the hospital.

PMS is made up of experienced clinical nurse specialists, psychiatrists, and other professionals who can help provide advice and

short-term support to people with psychosocial and mental health problems, and this can include referrals to other mental health services in the community.

Following assessment/treatment by the medical staff, PMS can carry out their own assessment to see if there is any support you may need.

## **Why you have been referred**

You may have presented to hospital in a mental health crisis, or alternatively you may have come to hospital for your physical health and been admitted to a ward. Hospital staff will have identified you may need some mental health support. The mental health team can offer initial psychosocial assessment and support as well as identifying any follow up care that may help.

Talking to someone in the mental health team gives you the chance to discuss your problems confidentially with someone not personally involved

in your life. They will not judge you and will help and support you.

A letter will be sent to your general practitioner (GP) letting them know that you have been seen in hospital and any forward plan. If you don't currently have a GP we can help you to find one and register.

## **What to expect**

You will probably be asked about your background, family, friends, work, health and any other issues that may have a bearing on your health and well being.

This information will help them to assess your needs and recommend appropriate treatment, including onward referrals.

## **What happens after that?**

At the end of the first session they will discuss with you what they think and together you will draw up an action plan.