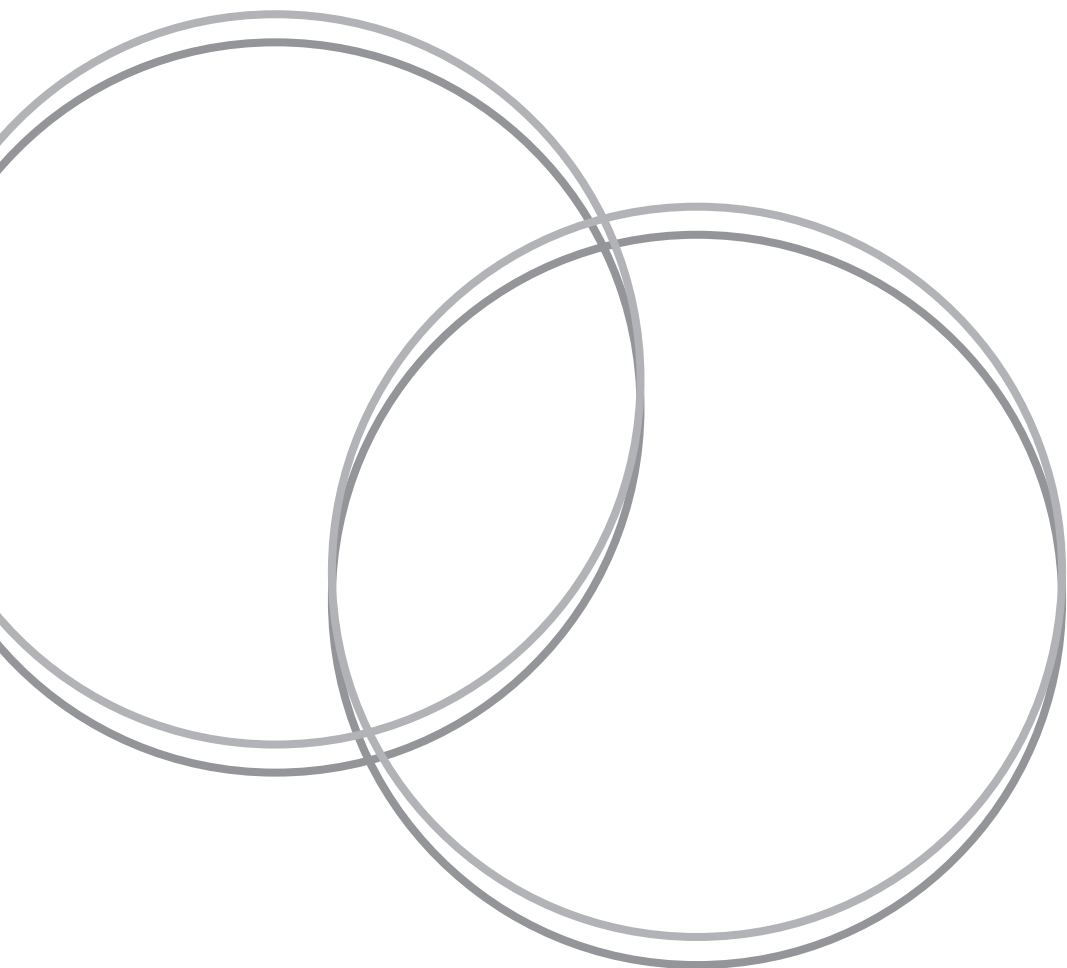




Oxford University Hospitals
NHS Foundation Trust

Mental Health

What to expect when attending the Emergency Department



What happens when you first arrive

- You will be assessed by one of our nurses and taken to a designated area in the department. You may have to wait there for a while – please be patient and let us know if you feel distressed or want to leave.
- A nurse or doctor will do a physical assessment as well as a mental health assessment.
- Depending on what has brought you to hospital we may need to do a blood test and a tracing of your heart.
- We will offer you any medical treatment you need, including your regular medication. Please tell us what you usually take.
- We may refer you to our Emergency Department Psychiatric Service (EDPS). They are specialists trained and experienced in helping people with mental health needs.

If you harmed yourself:

- We will clean and close any wounds if needed.
- If you have an injury that needs specialist involvement, we will talk to the right team and arrange the necessary care.

If you have taken an overdose:

- Depending on what you have taken we may need to do blood tests and give you treatment.
- Sometimes the blood tests can only be done a few hours after you have taken the overdose. Don't worry, we will explain everything.

What happens when you see the EDPS team?

- A mental health professional will take time to listen to you and talk to you about what happened.
- They will help you think about the best ways to manage the problems you are having.
- They can support you in writing a plan that will help you in difficult times.

Helping yourself now

- You can start thinking about things you can do when you feel distressed or overwhelmed. For example, what can you do to stay safe? Where can you find support?
- If you have an electronic device and can access the internet, the website [StayingSafe.net](https://www.staying-safe.net) will provide you with suggestions. Scan this QR code to take you directly to [StayingSafe.net](https://www.staying-safe.net)



Supporting you

- We want you to tell us if you feel anxious about being in the department, or about any treatment we are offering.
- We will always listen and support you when making decisions about your care.
- Our priority is to make sure that what we do is in your best interests.

Where else can you find help?

- **Oxfordshire Safe Haven:**

Provides a safe and welcoming space for when you've reached the point where it feels like there's no way out. They are open 365 days a year, and offer support either in person or at the end of the phone. Contact them to book same day support:

Phone: **01865 903 037**

Email: osh@oxfordshiremind.org.uk

Open: 11:30am - 9:30pm, 7 days a week

For more information visit:

www.oxfordshiremind.org.uk/support-for-you/safe-haven

- **Samaritans**

Phone: **116 123** (free 24 hour access)

SMS: **Text SHOUT to 85258**

E-mail: jo@samaritans.org (response time 24 hours)

Website: www.Samaritans.org

Feedback

If you would like to tell us anything about your experience, please speak to the nurse in charge. Alternatively, you can contact the patient advice and liaison service (PALS).

Email: PALS@ouh.nhs.uk

You can also email: feedback@ouh.nhs.uk

For more information, please visit: www.ouh.nhs.uk

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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