

# Initial Response Team (IRT) Northumberland Information for referrers

Shining a light on the future





## Introduction

The Initial Response Team support people to access the right to help to resolve their current difficulties. The team provides practical advice, emotional support from qualified nursing staff and when appropriate, routing to the right service.

The service provides 24 hour access to mental health care and treatment via one single telephone number **0303 123 1146**. The service is for anyone living in Northumberland who feels they need urgent mental health care. This includes service users, carers and relatives.

The service is made up of clinical leads, qualified mental health clinicians and experienced support staff. The team is supported by clinicians from specialist areas of care such as:

- Children and young people's mental health services
- Learning disabilities services
- Older peoples services

The team recognise that some people need to be seen quickly and in these cases we will aim to see the person within a few hours.

## How to contact the team?

You can contact the IRT Team by calling **0303 123 1146**. The Team are available 24 hours a day, weekends and bank holidays.

## Pharmacy Medicines Information Helpline

The Trust has a helpline for confidential advice about medication. You can call the helpline between 9am and 4pm, Monday to Friday. The helpline number is 0191 223 2679.

## What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can talk to the people directly involved in your care or you can complete a feedback form.

- Feedback forms are available from Trust staff
- Customer Liaison Department Tel: 0191 2456679
- You can complete a feedback form electronically by visiting the Trust Website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (click on the 'Contact Us' tab)
- Care Managers

## Contact details

Northumberland Initial Response Team  
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