



**Cumbria, Northumberland,  
Tyne and Wear**  
NHS Foundation Trust

# **Initial Response Team (IRT) Northumberland and North Tyneside**

## **Information for referrers**

## 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 **0800 6522 861**. The service is for anyone living in Northumberland and North Tyneside who feel 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 **0800 6522 861**. The Team are available 24 hours a day, all year-round including 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 5pm, Monday to Friday. The helpline number is 0191 245 6604.

## 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
- ask a member of staff for a feedback form, or complete a form on the Trust website [www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department on 0191 245 6672

- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/yourvoice](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

### **North of Tyne**

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

## Contact details

Northumberland and North Tyneside Initial Response Team  
St George's Park  
Morpeth  
Northumberland  
NE61 2NU

Telephone: 0800 6522 861

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