



## The NEW Suffolk Children & Young People's Emotional Wellbeing Hub for 0-25 years will change how GPs process referrals for mental health services

### Background

The [Emotional Wellbeing Transformation Plan](#) for East & West Suffolk sets out how by 2020 it will improve children and young people's emotional wellbeing and mental health by transforming services, changing the landscape in which services operate and upskilling the workforce.

A key priority in the plan was to develop a new multi-agency access point for all referrals relating to mental health and wellbeing for children and young people (0-25).

### From Monday 16 April 2018

We are pleased to announce that the new Emotional Wellbeing Hub (0-25 years) will be operational from Monday 16 April 2018 and will provide GPs with:

- A new online referral form for concerns relating to emotional wellbeing and mental health for children & young people aged 0-25 years.
- Consultation with regard to emotional wellbeing and mental health concerns for children & young people aged 0-25 years prior to referral.
- The new referral system will enable a more collaborative way of working that identifies the right course of action for successful intervention.

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### How does it work?

From Monday 16 April 2018, the new Emotional Wellbeing Hub will replace the current NSFT Access and Assessment Service for 0-25-year old's.

Access and Assessment will continue to be the point of contact for adult referrals and the Emergency Access Team will also continue to be the point of contact for all age crisis.

A new multidisciplinary team of Emotional Wellbeing Practitioners will provide therapeutic support, guidance and triage in relation to concerns about a young person's wellbeing and mental health. Completed referral forms from GPs will be triaged and handed on to the appropriate service for assessment and further work – this includes NSFT IDT, Suffolk Wellbeing, Suffolk County Council's Early Help Team, School Nursing Team and voluntary sector services.

During April we are asking all GPs to ensure that they are familiar with the new referral form process, and to contact us if they have any queries or feedback.

Following the launch with GPs, the service will be further rolled out to other professionals including schools and then to the public so that young people and families can make direct contact.

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## Benefits

Working in co-production with health and care system partners, Suffolk Parent Carer Network and young people, the key principles of the Emotional Wellbeing Hub are:

- Timely, effective response to children and young people presenting in emotional wellbeing and mental health distress
  - No bounce and no wrong door
  - Service users don't have to retell their story repeatedly
  - Consistent and responsive
  - Young people will be supported to access the services they need
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## How to contact the service

**Telephone: 0345 600 2090**

**Monday to Friday 8am – 7.30pm for consultation or advice prior to referral**

- To make a referral please complete the Emotional Wellbeing Hub referral form located on your clinical system and email it to [nmh-tr.ewh@nhs.net](mailto:nmh-tr.ewh@nhs.net) – please use a read receipt which will confirm the referral has been received.
  - If concerns relate to Eating Disorders or Early Intervention Psychosis please indicate this on the form.
  - In a Crisis (requiring a response within 4 hours) or Outside of Hours please contact the Emergency Access Team on 0300 123 1334.
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## Useful Information/Sign posting

- The new online [Emotional Wellbeing Gateway](#) can assist parents, carers, and professionals who are worried about a child or young person's emotional wellbeing. The website includes
    - Information about emotional wellbeing support.
    - Practical advice for parents and carers concerned about their child's mental health.
    - A directory of local services to support children, young people, and families.
  - The [Source](#) is a website for young people to access information, advice and guidance on issues they may face in their everyday lives.
  - **Ask the Expert** (provided by Suffolk Young People's Health Project - 4YP) provides on line 1:1 support for young people (age 12-25), Monday to Wednesday, 5 - 7pm
  - **Chat Health** is a confidential text service for young people and families provided by the school nursing team Monday to Friday 9am – 4.30pm for help about a range of issues. **Text a school nurse on 07507 333356.**
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## Any further queries

Contact:

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