

The Tavistock and Portman NHS Trust

Information for Patients

The Tavistock and Portman NHS Trust is a mental health outpatient service as well as a leading NHS teaching institution. This booklet has been written with the aim of informing you about our Trust and what you can expect when you visit. It is written in three sections; the first gives general information about the Trust including its location and how to get here, the second gives more detailed information about what to expect when you come for help in the department or clinic to which you have been referred and in the third section you will find a report of the results of our most recent Patient Survey. We hope you will find the information given here useful. We would welcome your comments about this booklet and about your experience of coming here.

Please note that an interpreter can be provided if you require a translation of the contents of this booklet by contacting the Patient Advice and Liaison Service (PALS) officer.

Patient Advice and Liaison Officer
The Tavistock and Portman NHS Trust
120 Belsize Lane
London NW3 5BA
Tel: 0207 447 3403

Working Together

Today, patients play a greater role in shaping local NHS services than ever before. At the Tavistock and Portman NHS Trust we want to ensure that the voices of patients, their carers and the public are heard at every level of service provision. The Patient Advice and Liaison Service and the Patient Forum have both been established to deal with the concerns about the experiences of patients, their families and carers. These services can provide information and on the spot advice. They work alongside the national independent body 'Voice – the Commission for Patient and Public Involvement in Health', which sets national standards and monitors local services, helping to ensure that communities have an effective say in their local NHS.

We aim to provide a service to patients that is sensitive to the needs of different ethnic groups. Where appropriate we are pleased to provide a translator at meetings or, if current resources permit, a clinician from the same language background. Our aim is to provide a caring, effective and efficient service to our patients. We want to know when our aims have not been achieved, and welcome your comments, questions and complaints. For this purpose, we have established a complaint procedure that we hope you will find easy and comfortable to use. This procedure is based on open communication and will hopefully lead to satisfactory resolution of any problem. If you

would like more information regarding the Patient Advice and Liaison Service, the Patient Forum or the complaint procedure please contact the Patient Advice and Liaison Officer.

Confidentiality and Use of Patient Information

The Patient's Charter, the Data Protection Act and the Caldicott principles ensure the security and confidentiality of patient information. Everyone working in the NHS has a legal duty to keep information about you confidential. If you initially gave consent for us to contact your GP, the person who would be seeing you would write periodically to your GP who would also respect your confidentiality. There may sometimes be special circumstances when there is an overriding reason to share information with other professionals without your consent. It would be the practice in such circumstances for the reasons for this to be discussed with you first. If you are concerned about this or any other aspect of confidentiality please discuss this at your first appointment. The Patient's Charter and Caldicott Guidelines also outline the importance of making you fully aware that NHS staff have strictly controlled access to patient information in order to deliver, plan and manage our services effectively. This includes using anonymous information for the purpose of auditing our own services. If you would like further information regarding the use of patient information please contact the Patient Advice and Liaison Officer.

Access to Records

You have the right to see your medical records without having to give a reason. This right is subject to the judgement of the health professional responsible for your care and the consideration of safeguards for other people who may have provided information about you. In practice, patients can sometimes find reading their medical records distressing. Therefore, if you decide you want to look at your records, a clinician will be available to discuss the experience with you and any concerns that arise from it, as well as offering explanations of any forms or procedures that may not otherwise be clear to you. It is hoped that you will first feel able to discuss any concerns you may have with your clinician or failing that, the PALS Officer before making the decision to request access to your record.

Our Director of Central Services is responsible for all matters regarding access to health records. If you have any questions please contact:

Director of Central Services
Tavistock and Portman NHS Trust
Tavistock Centre
120 Belsize Lane
London NW3 5BA

You also have the right to request copies of all correspondence between those professionals who are concerned with your care. Please discuss this with your clinician, or the Department or Clinic Manager, who will be happy to help you. If you would like

further information regarding these issues please contact the Patient Advice and Liaison Officer who is based in the Tavistock Clinic

The Patient Survey

The Tavistock and Portman NHS Trust actively seeks to improve the quality of services we provide. We have a regular programme of collecting our patients' views each year through the Patient Survey. We would like to encourage patients to use the confidential survey to make comments regarding any aspect of our services. Voicing your experience in this way makes a difference: This information booklet was written in response to comments received through a previous survey.

Research in the Tavistock and Portman NHS Trust

As well as being a mental health clinic and a teaching institution, we also conduct research into a number of areas in the field of psychotherapy. Our research aims are to increase our understanding of psychological problems, and to find out the ways in which the types of therapy offered in the Trust can help people. We are very grateful to those who participate in our research (participation is entirely voluntary).

Refreshments/Telephone

The Trust has a no smoking policy that applies to both patients and staff. There is a public telephone opposite the main reception in the Tavistock Clinic. The nearest public telephones outside the Tavistock Centre are on Fitzjohns Avenue near the bus stop. There is a refreshment machine on the first floor in the Child and Family Department, but there are no refreshments available in the Portman Clinic, Adolescent or Adult departments. There are shops nearby.

Disabled and Other Special Needs

The Tavistock Clinic is wheelchair accessible and there are lifts to all floors. Unfortunately, the Portman Clinic is not wheelchair accessible. Your clinician can arrange to see you in the Tavistock Clinic if necessary. There is Braille in lifts and on the stairs. There are induction loops on the telephones. Interpreters are also available. If you have any concerns regarding accessibility please discuss it first with reception in your department and, if need be, with the Patient Advice and Liaison Officer.

Travel Expenses

If you are receiving Income Support, Family Credit or are on a low income, you may be entitled to claim back the cost of travel to and from the Trust. You can get a leaflet (H11) and claim forms from the department or clinic receptionist, Social Security offices or your GP's surgery. If you need further advice please contact reception.

Car parking

There are a very limited number of spaces in the Trust car park and these are reserved for patients with a disability or those bringing children. Parking in the nearby streets is unfortunately very limited and is Pay and Display. Please contact reception if you require further details.

Location

The Portman Clinic:

8 Fitzjohns Avenue
London NW3 5NA
Telephone 0207 794 8262
Fax 0207 447 3748.

The Tavistock Clinic:

120 Belsize Lane
London NW3 5BA,
Telephone 0207 435 7111
Adolescent Department: 0207 447 3714
Child and Family Department: 0207 447 3729
Adult Department: 0207 447 3739

The Tavistock Mulberry Bush Day Unit:

33 Daleham Gardens
London NW3 5BU
Telephone 0207 794 3353

The Monroe Young Family Centre:

33A Daleham Gardens
London NW3 5BU
Telephone 0207 431 5138

How to get there:

Nearest underground stations:

Finchley Road (Metropolitan and Jubilee lines) (about 10 minutes walk)
Swiss Cottage (Jubilee line) (about 10 minutes walk)
Belsize Park station (Northern line) (about a 15 to 20 minutes walk)

Nearest overland train stations:

Finchley Road and Frognal (Silverlink) (about 25 minutes walk)
South Hampstead (Euston Link) (about 25 minutes walk).

Nearest bus stops:

bus numbers 13, 31, 46, 82, 113, 268, C11, and 187 (all about 10 minutes walk of the Trust).

For directions from bus, train or underground to the clinic please contact reception.