

Feedback

If you have complaints or compliments about the service you are receiving please contact:

Your key worker,

or

the clinical manager of the Community Mental Health Team

or

the administration officer, Southern DHB Quality, Risk and Education Department.
Phone: (03) 214 5738,

or

Patient Affairs office phone (03) 470 9533,

or

Health and Disability Advocacy Services South Island Phone: 0800 377 766

The Southern Rivers Community Mental Health Team aims to provide clinically competent, culturally safe and confidential services that respond to peoples' mental health needs focusing on strengths and goals as we work towards recovery

Contacts

Address: **Gore Office**
6 Irwell Street
PO Box 105
Gore
(03)208-0299

Clutha Office
24 Clyde Street
PO Box 46
Balclutha
(03)419-0440

Phone: 0800 44 33 66

Web: www.southerndhb.govt.nz

If you are in a crisis and need urgent assistance please phone the Southland Mental Health Emergency Team or the Emergency Psychiatric Service (Otago) who provide 24 hour a day, 7 days a week service on:

0800 467 846

Mental Health, Addictions & Intellectual Disability Service

Southern Rivers Community Mental Health Team

Monday to Friday
8:30am – 5:00pm

"Better Health, Better Lives, Whanau Ora"

The Southern Rivers Community Mental Health Team

The Southern Rivers Community Mental Health Team provides a range of specialist mental health services in the Gore and Clutha Districts. A multidisciplinary team of health professionals provide a range of services for people aged 18 years and over who have been diagnosed with a significant mental illness.

Members include:

- ⇒ Nurses
- ⇒ Nurse practitioner
- ⇒ Psychologists
- ⇒ Psychiatrists / medical staff
- ⇒ Social workers
- ⇒ Occupational Therapist

To assist with your recovery we also access:

- ⇒ Needs assessors
- ⇒ Child Adolescent and Family Services
- ⇒ Consumer advisors
- ⇒ Alcohol and other drug counsellors
- ⇒ Family advisors
- ⇒ Maternal mental health staff
- ⇒ Māori mental health staff

Appointments will be at Community Mental Health Team offices, and/or when appropriate in your home or workplace.

Referrals

These can be received from your GP and other health professionals. It is our preference that your GP is informed so that both services are involved with your treatment.

Assessment and Treatment

Once your referral has been accepted an assessment will be completed and a treatment plan will be developed with you and your family/significant others, with a focus on your strengths.

We encourage you to bring a support person, or we can arrange to have a Māori Health Worker present who is available for tangata whaiora.

If there is any change in your health/situation or medications please inform your key worker. If you are unable to attend an appointment, please let us know as soon as possible.

It is essential that people do not present for appointments under the influence of alcohol or non-prescribed drugs.

Support and Education

Support and education are provided to consumers, their family/caregivers and/or community groups.

Discharge from the Service

Regular reviews of individual progress are held and where applicable discharges are planned to ensure sufficient support is available in the community.

General Information

- ⇒ Information collected is treated in a confidential manner. In the case of significant risk to yourself or others, some essential information may have to be shared with other treatment services etc.
- ⇒ Some confidential data is entered on an electronic database as a requirement of the Ministry of Health, for service planning purposes.
- ⇒ You may receive a voluntary questionnaire asking for comments about the service received. Your responses help us to improve our service.
- ⇒ Students have clinical placements with our team. Permission is obtained before a student is involved with treatment. You have the right to decline student involvement.
- ⇒ This is a free service but medication prescribed by a psychiatrist may incur a charge at the pharmacy.
- ⇒ The Southern DHB is a smoke free site. If you require help stopping smoking please ask your treatment team.