

MEDIA RELEASE

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Call for views on plans for out-of-hours support line

Leicestershire Partnership NHS Trust (LPT) plans to launch a new out-of-hours telephone service to provide 24-hour support for people receiving care from community-based mental health teams.

The proposed new service will ensure people have a single telephone contact number for support and advice if they need help urgently inside - or outside - normal office hours.

Plans for the new out-of-hours service were developed as a result of feedback from service users being cared for by community-based mental health teams across Leicester, Leicestershire and Rutland. And the Trust is asking service users and their carers for their views on the proposal.

Chris Crane, LPT's acute assessment and recovery service manager, explained: "Our service users have told us they are not always clear about where they can call at weekends or evenings to speak to someone if they have a concern about their mental health.

"We are responding with plans for the introduction of a telephone helpline providing support outside normal 9am to 5pm office hours.

"By diverting calls from their community mental health team base to the new service, we hope to make it more straightforward for people who use our services. They will need only one telephone number to call for support at any time. Calls will be answered out of hours by a qualified mental health practitioner.

"We are asking people who use our services to tell us if this is how they want their service to work."

You can share your views by [completing a survey form](#), available to download from www.leicspart.nhs.uk or collect in person from your community mental health team base.

Alternatively you can complete a short online survey at

<https://www.surveymonkey.com/s/WPWD9D9> The closing date is **30 July 2014**

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NOTES TO EDITORS Leicestershire Partnership NHS Trust (LPT) provides a range of health and wellbeing services mainly for people living Leicester, Leicestershire and. Trust serves a population of one million, has a budget in excess of £282 million and employs approximately 5,400 staff. For more information visit www.leicspart.nhs.uk For further information contact: Sheila Ashton, communications manager, Leicestershire Partnership NHS Trust, Tel: 0116 295 0042, E: sheila.ashton@leicspart.nhs.uk