

## Single point of access

York and Selby Child and Adolescent Mental Health Services are providing a single point of access for children and young people referrals from 30<sup>th</sup> January 2017.

The single point of access has been introduced to simplify access for referrals and service users; allow the service to work to a single operating model; make best use of our expertise and that the needs of service users are met by the most appropriate service.

The Single Point of Access aims to provide

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- Advice prior to referral
- Initial response to young people/ parents / carers within 24 hours
- 30 minute telephone assessment for all routine referrals
- Face to face assessment within four weeks of referral
- Assessment feedback to service user and referrer within five days
- Four hour response for urgent referrals.

Referrals and requests for advice can be made as follows:

Clinical advice via: 01904 615345

Electronic referrals: [tewv.camhsspaysorkselby@nhs.net](mailto:tewv.camhsspaysorkselby@nhs.net)

Postal referrals will still be accepted at Lime Trees CAMHS, 31 Shipton Road, York YO30 5RE.

Please note referrals and advice required 'out of hours' remains unchanged.

The primary contacts regarding this service improvement are:

Angie Casterton, Clinical Nurse Specialist Email: [angela.casterton@nhs.net](mailto:angela.casterton@nhs.net) telephone 01904 615338 or 07984886848 and John O'Brien, team manager Email [j.o'brien@nhs.net](mailto:j.o'brien@nhs.net) telephone: 01904 615300