We value your Comments

Our commitment

We aim to provide a high quality service to all our patients and families. In most instances we succeed, but sometimes things can go wrong. If you are in any way unhappy with the service received from us, we would like to hear from you immediately.

Who Do I Complain To?

Someone close to the cause of your complaint such as one of the members of the multidisciplinary team in the Clinic. They will try to sort out your problem on the spot. If you prefer to complain to someone who is not involved in your immediate care, you can complain to;

Southern HSC Trust  
Central Reporting Point for Complaints & Incidents  
Ground Floor  
The Maples  
Craigavon Area Hospital  
Tel: 028 38 614150  
Fax: 028 38 614151  
email: centralpoint.st@southerntrust.hscni.net

October 2010
Who are we?
Child and Family Clinics provide local community mental health services to children and adolescents up to the age of 18yrs who live in the three localities of the Southern Health & Social Care Trust, Armagh & Dungannon, Newry & Mourne and Craigavon and Banbridge.


What do we do?
We offer a range of therapeutic services including;
- Family Therapy
- Group Therapies
- Medication
- Consultation
- Hospital Liaison - in hours and out of hours

Children and adolescents are usually seen at least initially with their parent/carers, but older adolescents may be offered initial individual appointments.

We do not provide a service for children and young people with a learning disability as this may be accessed through your local Learning Disability Team.

Types of Referral
- Depressive Disorders
- Anxiety Difficulties
- Psychotic Disorders
- Eating Disorders/Difficulties
- Behavioural and Emotional Difficulties
- Fears and Phobias
- Parenting/Family Relationship Difficulties
- Trauma and Loss issues
- Attention and Activity Disorders
- Mental health difficulties

How can a referral be made?
Referrals should be made by letter from one of the following professionals.
- General Practitioner / Family Doctor
- Social Worker
- Educational Psychologist
- Paediatrician
- Primary Mental Health Workers
- Hospital Doctor / Nurse
  (including out of hours)

In all cases there will be contact with the referring agent as well as the General Practitioner.
Self referrals are not normally accepted.
For further information contact the secretary or team member at your local clinic.

Addresses
Child & Family Clinic
D Floor
South Tyrone Hospital Carland Road
Dungannon
BT71 4AU
Tel: 028 87 713494
Fax: 028 87 713493

Child & Family Clinic
Needham House
Newry
BT34 8EQ
Tel: 028 3083 5400

Child & Family Clinic
Bocombra Lodge
2 Old Lurgan Road
Portadown
BT63 5SG
Tel: 028 38 392112
Fax: 028 38 361968