We value your views

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.

Positive comments are also welcome.

Who do I complain or make comments to?
Someone close to the cause of your complaint or comment such as one of the practitioners in Just Ask Tier 2 CAMHS. They will try to sort out your concern on the spot. If you prefer to complain or make comments to someone who is not involved in your immediate care, you can complain or comment to;

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

Addresses

“Just Ask” Tier 2 CAMHS  
Bocombra Lodge  
2 Old Lurgan Road  
Portadown  
BT65 5SG  
Tel: 028 38 397337  
Fax: 028 38 361968

“Just Ask” Tier 2 CAMHS  
Needham House  
Newry  
BT34 8EQ  
Tel: 028 3083 5400

“Just Ask” Tier 2 CAMHS  
D Floor  
South Tyrone Hospital  
Carland Road  
Dungannon  
BT71 4AU  
Tel: 028 8771 3486  
Fax: 028 8771 3641

October 2010
**Who are we?**

*Just Ask Tier 2 CAMHS* 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.

*Just Ask Tier 2 CAMHS* comprise of practitioners from nursing, social work and psychology disciplines.

**What do we do?**

*Just Ask Tier 2 CAMHS* acts as the interface between primary care and specialist Tier 3 CAMHS.

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**

*Just Ask Tier 2 CAMHS* accept referrals on children and young people who present with mild to moderate mental health and emotional difficulties.

- Mood difficulties
- Anxiety/Separation Anxiety
- Attachment Issues
- Self Esteem difficulties
- Mental health and emotional difficulties in context of family relationship
- Phobias (of significance) / Obsessional and / or Compulsive difficulties
- Transitional Adjustment difficulties
- Mild to moderate mental health and emotional difficulties associated with toileting
- Trauma, Loss, Bereavement reactions (unless better served by others or specialist services)
- Emotional difficulties relating to school
- When appropriate, behavioural difficulties with associated mild to moderate mental health and emotional 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
- Health Visitor
- Educational Psychologist/EWO/Teachers
- Paediatrician
- Hospital Doctor / Nurse
- Adult mental health services
- Tier 3 CAMHS
- School nurses

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.