

Brookvale Youth Mental Health Service

Information for young people



Key points



We help young people who might have mental health problems.



Mental health problems can mean that you are finding life difficult and stressful.



We will talk to you to find a way that we can help you.

What is Brookvale?

Brookvale Youth Mental Health Service is available to young people aged 14-18 years living in Southampton. We are a team of:

- doctors
- nurses
- psychologists
- therapists.
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We help young people manage their mental health needs through talking therapies and other specialist support.

Why would I need to visit Brookvale?

Everyone can experience times in their life that can be challenging and stressful. These experiences can be emotionally difficult and can affect your mental health and wellbeing.

You may have been referred to Brookvale by your GP, teacher or another professional to our service. We will then contact you to make an appointment when it suits you.

Throughout your contact with us, you will always be involved in choices and decisions to do with you. We will make sure that every step is taken to give you a service that is as warm, reassuring, personal and uncomplicated as possible.

What will happen when I attend for my appointment?

At your first appointment, we will talk about how we can:

- support you to improve your mental health and wellbeing
- help you to make choices and decisions that will support and encourage positive wellbeing and reduce worries and concerns related to life challenges
- provide you with information about other services which you may find useful.



Key points



You can bring someone with you.



If you want to talk to us before you come you can telephone us on 023 8058 6154



We keep everything you tell us confidential unless we tell you otherwise.

Can I bring someone with me to my appointment?

Yes. You may wish to attend the appointment with a parent, carer or trusted adult. You will also be able to talk to us on your own if you would like to.

Can I talk to you before I come for my appointment?

Of course. We understand that you may be a little anxious or worried about visiting us and what to expect. Please give us a call if you would like to talk to us before your visit. Our number is 023 8058 6154.

We are here to help you manage the difficulties that you may be experiencing. We are very welcoming and friendly and we are always ready to listen.

Is everything we talk about kept confidential?

Absolutely. We assure you that we will respect your confidentiality, unless we feel that it may be unsafe to do so for either yourself or other people.

We will always respect your privacy and dignity and assure you that the information you and your family provide will be treated with respect.

Only professionals working with you and your family will be able to gain access to the information you provide.

We will only use the information with your consent and in your best interests. We will always explain to you the reasons why sharing information may be helpful.

Contact us.

We welcome suggestions on how we could improve the service we provide to you.

We are open Monday to Friday from 9am to 5pm.

Our address is

30 Brookvale Road
Portswood
Southampton
SO17 1QR

Telephone: 023 8058 6154


Please tell us how you feel about the services we provide.

If you have a compliment, concern or complaint please contact the Patient Advice and Liaison (PALS) and Complaints Services on **0800 013 2319** or **Snhs.solentfeedback@nhs.net**
Alternatively, visit: **www.solent.nhs.uk/contact-us**

www.solent.nhs.uk

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