

How do I see a Mental Health Practitioner?

We do not accept self-referrals. Please contact your GP practice to book an appointment to see if a referral is appropriate for you.

If you have already had contact with the Mental Health Practitioner and wish to change or cancel an appointment you can contact Single Point of Contact (SPOC) who will pass a message onto the Mental Health Practitioner.

Single Point of Contact (SPOC)
Phone: 0333 332 6570

What if I have a comment, compliment or complaint?

We are always looking to improve patient care and experience. Your feedback is important in ensuring that our services meet the needs of the patients we serve. If you have any comments, complaints compliments or suggestions, you can:

- Speak to your Mental Health Practitioner
- Go to: www.suttonpcns.co.uk and fill in the patient feedback form.

Crisis Resources

If you find yourself in a mental health crisis, support is available:

Call the Mental Health Crisis Line (open 24/7):
0800 028 8000

Call the Samaritans (open 24/7):
116 123

Text Shout (open 24/7):
Text SHOUT to 85258 for confidential assistance in crisis.

Drop into the Sutton Crisis Café: Offer one to one support or a place to recover from a mental health crisis as an alternative to A&E.

Mon-Sun, 18:30-23:00
(last admission at 22:30)
0800 012 9082
63 Downs Road, SM2 5NR

Do you need some advice and guidance?

Are you struggling with your mental health?



Our Mental Health Practitioner Service

Providing mental health support to patients at GP Practices.

What is a Mental Health Practitioner?

Mental Health Practitioners are based in GP practices across Sutton.

We act as the first point of contact for non-crisis mental health support in your GP practice.

We also work collaboratively with other organisations including Sutton Uplift and share information to ensure continuity of care.

Whilst mental health can be complex, there are many things that can be done to support your mental wellbeing.

We work with you to help improve your mental health and wellbeing through early intervention, relapse prevention and management of mental health, using a range of approaches to achieve this.

Who can see a Mental Health Practitioner?

To see a Mental Health Practitioner, you must be over 18 years old and be registered with a Sutton GP.

What can a Mental Practitioner offer?

- An holistic assessment of your mental health needs
- Advice and supportive consultations around managing your mental health
- Signposting you to other services.
- Onward referrals to specialist mental health services.
- Support to prepare for further engagement with other mental health services.
- Support identifying relapse triggers
- Support to transition into community from secondary care

We are not a counselling or therapy service, but we can signpost you to appropriate services to receive talking therapies if needed.

We look at psychological, social, biological and environmental factors that may be impacting your mental health and support you to access other services if needed.

These services may be in your local community or provided by your NHS trust.

Please note that we are not a crisis service.

For support in a crisis please see the Crisis Resources on the reverse of this leaflet.

Our Approach

We focus on the mental and social aspects of your wellbeing.

We have an emphasis on promoting self recovery and offer a safe space to discuss your mental health.

Our approach is person-centred, non-judgemental and holistic. We actively promote self-recovery.

Appointment type and length are dependent on the needs of the patient.

Our Commitment to You

We promise to be clear and upfront with you about all aspects of your care.

We believe that honesty and transparency are the best approaches to ensure long term and sustainable recovery for our patients.

We share information about your care and treatment with other staff involved in your care, but will only share information where appropriate and necessary in accordance with GDPR.

