

**The Children and Young People's (CYP)  
Mental Health Triage & Navigation  
Service for LLR**

DHU Healthcare  
Anstey Frith Building  
County Hall  
Leicester Road  
Glenfield  
Leicester  
LE3 8HD

0300 1000 409

[dhu.patient-experience@nhs.net](mailto:dhu.patient-experience@nhs.net)



## How did we do?

Please send any comments or suggestions either by scanning the QR code or email us at [dhu.patient-experience@nhs.net](mailto:dhu.patient-experience@nhs.net) or call the Patient Experience Team on **0300 1000 404** option 2, 9am-5pm Monday - Friday if you prefer to have a chat about this.

Leaflets and other information are available on request in other formats (for example, large print, easy read, Braille or audio version) and languages. We also have access to translating and interpreting services.

[dhuhealthcare.com](http://dhuhealthcare.com)



# MYSELF REFERRAL

LEICESTER, LEICESTERSHIRE & RUTLAND



**Free, Safe and Confidential  
mental health support is  
available**

**Take control of your mental health  
journey and get support today!**



[MySelfReferral-LLR.nhs.uk](http://MySelfReferral-LLR.nhs.uk)

# What is the Children & Young People's (CYP) Mental Health Triage & Navigation Service?

**CYP Mental Health Triage and Navigation is a service that helps young people in Leicester, Leicestershire & Rutland access the right non urgent mental health services for their needs.**

## What is mental health?

It is how we feel. We all have mental health all of the time, some days good, some days not so good. Everyone can feel a bit down sometimes, and although most of the time we can get the help we need from friends and family, sometimes we need a bit more support. This is where our service can help.

## How do I get help?

If you think you or your child or young person could benefit from support with mental health, please either:

### 1. Visit [MySelfReferral-LLR.nhs.uk](https://www.myselfreferral-llr.nhs.uk)

If you have mental health concern you can find information and self-refer by visiting the [MySelfReferral-LLR.nhs.uk](https://www.myselfreferral-llr.nhs.uk) website (except neurodevelopmental disorders, eating disorders or substance misuse. Please contact your GP Surgery to make an appointment to discuss these conditions).

### 2. Contact your GP

Your GP can make a referral into our service if this is right for your needs. A referral gives us the information we need to help us decide what kind of service would be most helpful to you.

## How do I get help if it's urgent?

If you or your child or young person have taken an overdose or are in imminent danger of physical harm, attend A&E or call 999.

Contact the 24/7 Mental Health Central Access Point (CAP) on **0808 800 3302** for urgent help. The CAP is not an emergency service.

## What information will you share?

This is a confidential service provided by DHU Healthcare. We will normally only share your information if we refer you to CAMHS or the Early Intervention Service to make sure they have the right information to help them understand your needs. We will also let your GP or the person who referred you to our service know what we recommend for you.

## What happens next?

If we need to, we will get in touch with you by phone to find out more and discuss options. We will try to avoid this so you don't have to tell your story to different people.

We don't meet people face to face. Once we've decided which service we think best meets your needs, you'll get a letter from our service to let you know.

This could be a referral to an NHS service, or we might tell you how you can access other types of help, such as free online counselling or through a voluntary organisation such as ADHD Solutions. No one service is 'better' than another – they all provide support for different needs. We try hard to find the best service for you.

## What can I do while I am waiting to hear from you

We want to make sure you get the help you need, as fast as possible. There is information and free resources on our [MySelfReferral-LLR.nhs.uk](https://www.myselfreferral-llr.nhs.uk) website that might help while you wait.

## Will I always get a referral to CAMHS?

No. Our services will consider a range of services available to find the best service to meet your needs..

