

## Contact us

Additional Role Reimbursement Scheme (ARRS)  
Kingswold Civic Centre, High Street  
Bristol BS15 9TR

**Tel:** 01173 546500

**Email:** [awp.bnssgmhparrs@nhs.net](mailto:awp.bnssgmhparrs@nhs.net)

**BSL Video Relay** [www.awp.nhs.uk/bslcontactus](http://www.awp.nhs.uk/bslcontactus)  
and ask for the AWP switchboard 01225 731731  
to connect you to our number.

For information on AWP services visit [www.awp.nhs.uk](http://www.awp.nhs.uk)

## Praise and complaints

Please use the QR code to provide any feedback. For complaints please contact your surgery.

## Other language and formats

Please ask if you need this information in another language or another way (such as large print, audio).

## Local helplines

**NHS 111** option 2 available 24/7 for urgent mental health support

**Samaritans** 116 123

**MIND** 0300 102 1234

**SHOUT** – 24/7 Mental Health Support – text 85258

Lead: Clinical Services Lead Administrator for ARRS (BNSSG)  
Leaflet code: 143 AWP  
Date: March 25  
Review due: March 28



## Mental health practitioners (MHP) in BNSSG



**Information for patients,  
carers and professionals**

High quality, compassionate care

## The role of the Mental Health Practitioner

***Are you experiencing mental health challenges that you want to talk about? Are you worried about how your mood or mental health is affecting your daily life?***

The mental health practitioner (MHP) can work closely with you and the GPs in your practice. The service is jointly funded by the GP practice and Avon and Wiltshire Mental Health Partnership NHS Trust.

The MHP could be a Mental Health Nurse, a Social Worker or an Occupational Therapist.

## What we offer

The support the MHP provides is a one off conversation with signposting and techniques to manage how you are feeling.

Appointments are face to face, or by telephone.

This will be a supportive conversation where you can discuss your mental health and help you understand and explore your own needs, your experiences and what might be affecting you.

The next steps may include referrals to specialist services, further information and/or advice, and sign posting to the other services.

In some cases, the MHP may offer further appointments, providing brief interventions that can include:

- Strategies for managing mental health difficulties
- Techniques for managing anxiety and low mood
- Safety planning
- Learning problem solving skills
- Understanding and managing emotions

## What we are not able to offer

The MHP is not able to offer counselling or longer term interventions.

The MHP role is not an emergency or diagnostic service.

## Who we see

The MHP sees anyone over the age of 18 with mental health difficulties, unless you have a confirmed diagnosis of dementia or are already being supported by a Recovery Team, Early Intervention Team, Psychological Therapies or other secondary mental health services.

In this case, the MHP will direct you to your care team.

## How to access our service

Please contact your surgery reception team or speak to your GP.

## Patient Feedback



*'I was referred really quickly to the service and felt at each appointment I was given time to talk things through without feeling rushed. MHP has really helped me to focus on what is important to me and finding balance in my life.'*