



# YOUR RIGHTS

## within the Mental Health Support Team

### Choice

It is always your choice to access the support provided by MHST and we will give you opportunities to make choices about your care with us.

### Consent

Consent is you agreeing to something e.g. you might consent to 1:1 sessions with us or for your information to be shared. It is only true consent if you fully understand what it is you are agreeing to. The MHST does things with you, not to you.

### Confidentiality

What you say to MHST staff is private unless we think you or someone else is at risk of harm. If we need to break confidentiality, we will try to talk to you first about why, and involve you in how we share that information.

### Complaint

Your feedback is important to us - whether it's positive or negative. You have the right to complain if you are unhappy with something about MHST, and no one should treat you differently if you make a complaint. Information on how to give feedback is printed overleaf.



# Would you like to give feedback about the support you've received from the Mental Health Support Team?

If you're unhappy about something or you had a really great experience we want to know! You can tell us yourself or you can ask a trusted adult or friend to help you.

You can talk to the member of staff in person, talk to another member of staff that you know and feel comfortable with, or you can:

**EMAIL** [mhstenquiries@otrbristol.org.uk](mailto:mhstenquiries@otrbristol.org.uk)  
title your email 'Compliment' or 'Complaint'

**CALL** **0117 403 8735**  
We're here 9-5pm Mon – Fri, but you can always leave a message

**WRITE** MHST, 2 Horfield Road, Bristol, BS2 8EA  
(please include your contact details in your letter)

We will take your feedback seriously. If you have made a complaint we investigate this and we'll do our best to put things right. If you're not happy with what we do we will pass the complaint onto a senior manager.

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The Mental Health Support team is a partnership project between OTR and AWP which means you can also contact the NHS Patient Advice and Liaison Service (PALS) with positive feedback, comments or concerns about our service.

To contact PALS:  
Call: 01225 362900  
Free phone: 0800 073 1778  
Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

Or write to PALS at:  
Complaints Manager, AWP NHS  
Trust, Bath NHS House,  
Newbridge Hill, Bath, BA1 3QE.

Find out more about PALS at <http://www.awp.nhs.uk/advice-support/pals>