

Tower Hamlets GP's
Referral Process to the Tower Hamlets
Crisis Assessment Team
for Urgent face to face mental health
assessments

The following presentations must be seen in A&E:

- If the person in crisis is under the influence of alcohol or drugs
- If the person in crisis has symptoms of acute psychosis
- If the person in crisis is presenting with acute agitation with aggressive behaviour
- Actual or active thoughts of self-harm
- Actively suicidal

•The Crisis Assessment Team (CAT) can offer and/or facilitate the following:

•A biopsychosocial assessment and crisis safety plan

•Referral to the Crisis Therapy Service

•Referral to the NMHT (GP notification will be sent)

•Home Treatment Team referral

•Referral to non-statutory organisations

•Signposting

•Referral to the Together (Crisis) Cafe

•Admission to a Tower Hamlets Mental Health bed

Phone the Crisis Assessment Team in the first instance on:

111 press option two (crisis line)

or

0207 771 5811 (professional line)

To discuss the presentation and possible options including direct bookable Crisis Assessment Team appointments

And then

Email patient contact number, NHS number and reason for referral details to:

Elft.nel111-cat@nhs.net

A Mental Health Practitioner will triage and process the referral and will contact the person in crisis directly to arrange a time to be seen either at the Crisis Hub or in the community

If further information is required, the Mental Health Practitioner will contact the referrer directly

Patients can also self refer by calling

111 press option two (Crisis line) or by calling 111 and select option 2

PLEASE ENSURE and confirm the patient has a contactable number

We aim to make contact within 4hours