

Template charts for local resources

Statutory services

It is important for clinicians in primary care to have ready access to information about local agencies that can help their patients. The following table contains a suggested template for a simple wallchart. Alternatively, the information can be available in computer consultations. You may find it helpful to fill in the names and telephone numbers of local agencies, plus the arrangements for referral (for example, what is considered to be an emergency and the standard time to appointment for an urgent referral), enlarge and copy the chart and put it on the walls of all consulting rooms. Set a date for re-checking the telephone numbers and up-dating the charts and delegate this task to a specific person. This could be done on a primary care organization or practice basis

Local statutory services for mental health and learning disability				
	Adults	Elderly	Child and adolescent	Learning disability
Inpatient services				
Community services		Old age psychiatrist Neurologist Community resource team Day care Chiropody Incontinence nurse Clinical psychology Counselling services Therapists, eg speech and language therapy	Child and Adolescent Mental Health Clinic	Learning disability psychiatric team Occupational therapist Learning disability nurse Child development centre Toy library Physiotherapy Speech therapy Day care
Social services	Adult mental health teams ASW services	Elderly teams Occupational therapist Elderly mental health services	Child care teams Child disability teams Post-adoption teams Foster-care support teams Leaving care teams	Adult learning disability social care team Residential care
Educational services			Educational psychology service Educational welfare service Behaviour support team	
Department of Social Security				
Agreed priority groups				

Referral arrangements:				
Emergency referrals (9am-5pm Mon-Fri)				
Emergency referrals (outside working hours)				
Urgent referrals Routine referrals				

Voluntary agencies

This is a suggested template for a simple wallchart. Alternatively, the information can be available in computer consultations. You may find it helpful to fill in the names and telephone numbers of local agencies under each heading, enlarge and copy the chart and put it on the walls of all consulting rooms. Set a date for re-checking the telephone numbers and updating the charts and delegate this task to a specific person. This could be done on a primary-care organization or practice basis.

Non-statutory, voluntary services for mental health and learning disability		
Alcohol/drug support	Carer support	Ethnic support
Anxiety/stress	Depression	Parents and children
Learning disability	Counselling	Suicidal thoughts and self harm
Bereavement	Elderly support	Relationships
Welfare Citizens Advice Bureau Benefits Agency Debt Counselling	Mental Illness Mind Manic Depression Fellowship Rethink User support service	Young people