

Frequently Asked Questions

Single Point of Entry: Te Kuuwaha o te Whakaora Hinengaro Triage Service for Adult Community Mental Health Services

Q. How do I access specialist mental health services

A. Contact SPOE on **0800 920 092** for all general enquiries. They will be able to help you find out what mental health services are available and how to access them.

Q. Can I refer myself to a specialist mental health service?

A. You are welcome to call SPOE on **0800 920 092** and, if it is a psychiatric emergency, you will be referred straight to the Psychiatric Emergency Service. Otherwise, self referrals are not accepted and you will be asked to see your GP in the first instance.

Q. What if I can't make my appointment?

A. Whenever possible a SPOE staff member will arrange your assessment appointment directly with you with a phone call. Every effort will be made to ensure this appointment is convenient for you. However, if you are unable to make the time you can phone SPOE to arrange another appointment.

Q. What if I get worse while I'm waiting for my appointment?

A. You, your GP or a family member can contact SPOE to give an update on your circumstances and options will be discussed to help you. These options could include arranging an emergency assessment or moving forward your appointment.

Q. Who can my family talk to?

A. Your family members can contact SPOE for general information.

Q. What are SPOE's hours of operation?

A. The SPOE service operates from 8.00am – 6.30pm, Monday to Friday. Outside of these hours, Psychiatric Emergency Services will respond to this phone number.

Q. What services are covered by SPOE?

A. SPOE manages all adult general referrals for the Greater Christchurch area – this includes referrals currently sent to north, south, east and west Adult Community Psychiatric Services, Psychiatric Emergency Services and Totara House. If referrals for other services are received, they will be forwarded to the appropriate service.

Q. I am a GP – what are the benefits of SPOE for me?

A. SPOE makes the referral process easier and quicker. With SPOE, the CDHB now has a greater range of options for responding, with referrals triaged daily and classified as 'emergency', 'urgent', 'routine', or consult/opinion only'. A single, centralised point of entry also means greater consistency, more equitable waiting times, better monitoring between referral and assessment, and greater integration with GP liaison staff.

Q. Will the entry criteria to specialist mental health services change?

A. The entry criteria will continue to be reviewed regularly but SPOE will not be changing the current entry criteria.

Canterbury

District Health Board

Te Poari Hauora o Waitaha