



Information for friends,
family and carers

Concerns about Safety Panel

Please note: The Panel is **not an emergency or crisis service**. If you think there is an immediate risk or danger, please contact the CRISIS team on **0800 129 9999**



Berkshire Healthcare
NHS Foundation Trust

What is the Panel for?

- Opportunity for friends, family members or carers to raise their worries or concerns about the patient's care and/or treatment, specifically related to safety.

Who makes up the Panel?

- Senior members of Berkshire Healthcare and independent staff based on their expertise and experience, including clinical and medical representatives.

Who can contact the Panel?

- Friends, family members or unpaid carers who provide help and support to an individual accessing Berkshire Healthcare mental health services.

What is the referral criteria?

- The patient must be accessing Berkshire Healthcare Mental Health services
- You're concerned about risk or unmet need linked to discharge
- You're worried that a lengthy or protracted admission is causing harm
- You're anxious about the patient deteriorating from a safety perspective and you feel your concerns have not been heard.

When should I contact the Panel?

- After you have spoken to the Ward or service team responsible for the patient but feel your concerns have not been heard or understood

How do I contact the Panel?

- Scan the QR Code and complete the self-referral form.
- Call **0118 904 3467** or email PALS@berkshire.nhs.uk if you require help with the form.
- Within 48 hours* of receiving your referral form, we'll contact you to agree a date & time to meet

* Working days Monday - Friday



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