



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 **07867 908582** 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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