

## Self help Groups and Helpline Support Available:

### Beat Eating Disorders (Beat)

Beat is the leading UK charity for people with eating disorders and their families. Beat provides help lines for adults and young people, online support and a UK-wide network of self-help groups to help people beat their eating disorders.

**B-eat:** 084 5634 1414

**Website:** [www.b-eat.co.uk](http://www.b-eat.co.uk)

**Youthline:** 084 5634 7650

**TXT:** 077 8620 1820

### Overeaters Anonymous

These are local OA groups for people with compulsive eating or other eating problems in Southampton or Chichester.

**Tel:** 075 0713 3933

**Website:** [www.oagb.org.uk](http://www.oagb.org.uk)

### Samaritans

Open 24 hours for those experiencing despair, distress or suicidal feelings.

**Tel:** 023 9269 1313 or 08457 90 90 90

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

### Off the Record

counselling support and information for young people age 11-25

250 Fratton Road PO1 5HH

**Tel:** 023 9281 5322

Please tell us how you feel about the services we provide.

If you have a compliment, concern or complaint, please raise this in the first instance with the team providing your care. If you are unhappy with the outcome please contact

Patient Experience Service on

**0800 013 2319 or email**

**[soc-pct.schpatientexperience@nhs.uk](mailto:soc-pct.schpatientexperience@nhs.uk)**

Alternatively, visit:

**[www.solent.nhs.uk/contact-us](http://www.solent.nhs.uk/contact-us)**

If you would like support through the NHS Complaints Process, please contact

South East Advocacy Projects on

**0845 600 8616**

 *sign up today*

To become a member of Solent NHS Trust, please visit **[www.solent.nhs.uk/membership](http://www.solent.nhs.uk/membership)**



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# Portsmouth Eating Disorders Service

Better health, local care 

**Portsmouth Eating Disorders Service provides a range of interventions for people over 17 with an eating disorder who are registered with a Portsmouth GP.**

## **What does the Eating Disorder Service do?**

We provide assessment and treatment for people with Anorexia Nervosa, Bulimia Nervosa, Binge Eating Disorder and variants of these conditions.

We offer a range of treatments including individual and group therapy, family work and intensive help with eating. Therapy offers a safe environment in which to explore how your eating disorder developed and impacts on your life, as well as strategies for recovery.

Eating disorders can have significant consequences for your health. Therefore, we will work closely with your GP to help keep you well.

Where possible we will try to help your recover with outpatient therapy. If inpatient treatment is required we will recommend an admission to a specialised eating disorders unit. You would be encouraged to visit the unit first (which is usually local) and be given every opportunity to discuss your questions or concerns.

If you have other mental health problems such as depression, anxiety or significant risk from your eating disorder, we will work closely with professionals from the Adult Mental Service at St Mary's Hospital (if you are over 18) or Child and Adolescent Mental Health Service (if you are 16-18) to support you and your family.

## **Who is the service for?**

Our service helps anyone from any age over 17 with features of anorexia, binge eating disorder or bulimia nervosa. If you are 16 to 17 you may be treated in our service or in the Child and Adolescent Mental Health Service according to which service best suits your needs. We do not provide treatment for compulsive eating or obesity.

## **How will I be referred?**

Wherever possible we encourage people to discuss their problem with their GP or a mental health professional who can make a referral. If you are over 17 you can also refer yourself.

## **What happens then?**

Following a referral we will assess how quickly you need to be seen. You are likely to be sent a questionnaire. Once this has been returned to us we will invite you for an assessment to discuss your concerns and whether treatment could help you.

If you do not have treatment with our service we can explore other options with you.

## **Families and partners**

It may be helpful for your close relatives (usually parents or partners) to attend appointments but we will discuss with you. When needed we can offer support and information to close relatives.

There is also a local Carers Service, contact 023 9275 6780 or 851864.

## **When is the service available?**

The service is available Monday to Friday 8:30am to 4:30pm excluding bank holidays. If you need support with breakfast we may ask you to come in earlier.

## **Waiting Times**

You will be sent a questionnaire within 5 working days of receipt of your referral and asked to return it. Once we receive this if you would like to be seen you will be sent an appointment within 15 working days. We always aim to see people as soon as we can.

## **Urgent Referrals**

If we are asked to assess you urgently we will offer this within three working days to patients in Portsmouth Hospitals or seven days to outpatients.

## **Financial Help with Travel Costs**

If you are on benefits such as Income Support you may be eligible for a refund for your travel costs. Please contact the helpline on 0845 850 1166

### **You can find us at**

**The Bluebell Rooms**  
Kingston Crescent  
Surgery  
92 Kingston Crescent  
North End  
Portsmouth  
PO2 8AL

**Tel: 023 9262 7762**