Service Experience Desk
The Service Experience Desk (SED) is the central point of contact for all concerns and enquiries, whether these are formal or informal, complaints, compliments or suggestions. We welcome any comments you may have on the services we provide.

How to contact SED:
Tel: 0300 555 0535 (Free from a BT Landline) or 01384 325014
Fax: 01384 324567  Email: SED@dwmh.nhs.uk
Address: SED, Second Floor, Trafalgar House, 47-49 King Street, Dudley, DY2 8PS

Useful Contacts
Walsall Service User Empowerment (SUE)
Unit 1, Talisman House, 47 Bath Street, Walsall, WS1 3BX
Tel: 01922 644983 or email: walsallsue@supanet.com
www.walsalldisabilityforum.com

Support Association for Mental Health (SAMH)
Henry Lautch Centre, Bushey Fields Road, Dudley, DY1 2LG
Tel: 01384 366537 or email: supportassociationfmh@hotmail.co

Dudley Independent Mental Health Advocacy
Dudley Advocacy, Dixons Green Road, Dudley, DY2 7DJ
Tel: 01384 456 877 or email: info@dudleyadvocacy.org
www.dudleyadvocacy.org

VoiceAbility – Black Country IMHA Service
Offices 21 & 26, Evans Easyspace Ltd,
Direct 2 Industrial Estate, Roway Lane,
Oldbury, B69 3EG.
Tel: 01902 255015 or email: bc.imhadvocacy@voiceability.org

Legal Rights for Informal Patients
Your rights and responsibilities as an informal patient
Who is an informal patient?
An informal patient is someone who has agreed to come into hospital for assessment and treatment of a mental health condition or someone who was detained under the MHA but the section has ended and they have remained on the ward. You have the same rights as those admitted to hospital with a physical condition. This leaflet explains your rights whilst in hospital.
Some patients are detained under the Mental Health Act 1983 and are known as ‘formal’ patients; there is a separate leaflet describing their rights.
Soon after admission, you will receive information about the roles and responsibilities of the staff who will be caring for you, ward facilities and relevant hospital policies.

What are my rights regarding care and treatment?
You have agreed to come into hospital to receive care, treatment or therapy and we will involve you at all stages in this. During your stay you will be allocated a named nurse who will co-ordinate your care.
You should be given all the information you need in order to make a decision about treatment. This should include what the treatment is, what it will achieve, any likely side effects and what alternatives there are.
You will not be given any treatment without your agreement. If you do agree to treatment you can change your mind at any time. You may wish to discuss your treatment with friends or relatives. However, they cannot consent to treatment on your behalf.

What observations will be used?
We usually observe patients hourly to ensure their well-being and safety. We may do this more often if we feel that it is appropriate. If you have any concerns regarding our observation processes, you can discuss these with your named nurse.

Can I leave the hospital?
Where ward exit doors are locked, there may be a number of reasons for this. However, it is certainly not to prevent you from leaving and you have a right to request them to be opened to allow you to leave.
As an informal patient, you are not held against your will: you have the right to leave the ward or hospital at any time. The only exception is if you are subject to the Mental Health Act.
We are responsible for the safety and care of all patients, so you should always tell a member of staff when you are leaving the ward or hospital. If we are concerned that you may harm yourself or others, we will discuss our concerns with you, but if you still want to leave, we may consider using the Mental Health Act to detain you.
If you are discharging yourself, then - following any further discussion with you on the merits of self discharge - you will be asked to sign a Discharge Against Medical Advice Form, but you are not obliged to sign this form.

How do I access my health records?
You have the right to see or be given a copy of your mental health record whether it is held on paper or electronically.
If you want to see your records, contact the manager where you are receiving your care. If you are unsure who this is, your named nurse will help you.