

How to get to Artemis House - Westcotes House Site



Information for service users



Child And Adolescent
Mental Health Service
Artemis House
Westcotes House Site
Westcotes Drive
Leicester LE3 0QU
Tel: 0116 2952900
Fax: 0116 2952899



Westcotes House is a large dark brick Victorian House set amongst trees on the Western side of the City. It is next door to Westcotes Health Centre which is a modern building on Fosse Road South.

The building is accessible to people with disabilities. Please let us know before your appointment if you need disabled access so that we can make sure your appointment takes place in the most appropriate room.

By public transport:

For full up-to-date information, please ring Traveline on 0871 200 2233

Directions from Leicester City centre

Head out of the City on Saint Augustine Road via St Nicholas Circle (signposted Hinckley A47). Keep going straight (past the Narborough Road exit to your left) onto the A47/King Richards Road. At the traffic signals turn left onto Fosse Road Central. Pass straight over the crossroads (Hinckley Road), then take the third right into Westcotes Drive. The driveway to Westcotes House is on your right.

Free, but limited on-site car parking is available located directly in front and at the side of the building. Disabled parking is also available.

Families who are in receipt of benefits may be eligible for reimbursement of bus fares. Please bring proof of eligibility and bus tickets to the appointment.

Important additional information for CAMHS patients

We welcome your feedback

In order to improve our service we have recently installed some new touch screen equipment in our reception areas. They are there so that you can tell us about your experience of using our service.

There are two questionnaires.

Questionnaire 1 please take a few minutes to complete the service user feedback questionnaire at any appointment that you attend.

Questionnaire 2 At your first and six month follow up appointment or on discharge please also complete The Health of the Nation Outcome Scales for Children and Adolescents (HONOSCA) questionnaire, which gives us information about the progress you think is being made in helping things to get better.

Your feedback is important to us. If you have any difficulties, our receptionist will be happy to help you.

Service User Forums

From time to time we like to engage with our service users to ensure your experience is a good one, occasionally we meet to discuss issues that may arise. If you would be interested in helping us with this we would like to hear from you, please give our receptionist your details.

Appointments

If you are unable to attend a CAMHS appointment please contact us immediately so that the appointment can be offered to another client

Text Messaging Appointment Reminder Service

Your child is currently on the caseload of the Child and Adolescent Mental Health Service. To improve waiting times at our clinics and to reduce wasted appointments slots, we would like to send appointment reminders to you via text message to your mobile phone.

If you would object to receiving such appointment reminders please contact us on the telephone number on your letter. These would be sent at no cost to yourself. If we do not hear from you within 14 days we will assume that you are happy to receive appointment reminders by text message.

Please ensure the reception staff have your correct address, school and GP details plus an up to date mobile number.

Smoke Free

Please remember that Leicestershire Partnership NHS Trust is a "smoke free" organisation. What that means is that when you attend for your appointment, you will not be allowed to smoke in Trust buildings OR grounds. In addition, the Trust has a commitment to supporting those who wish to reduce or stop smoking, through the provisions of Nicotine replacement Therapy, as well as advice and guidance. If you would value the Trust help on this matter please ring 0116 295 4141 or 0845 0452828.