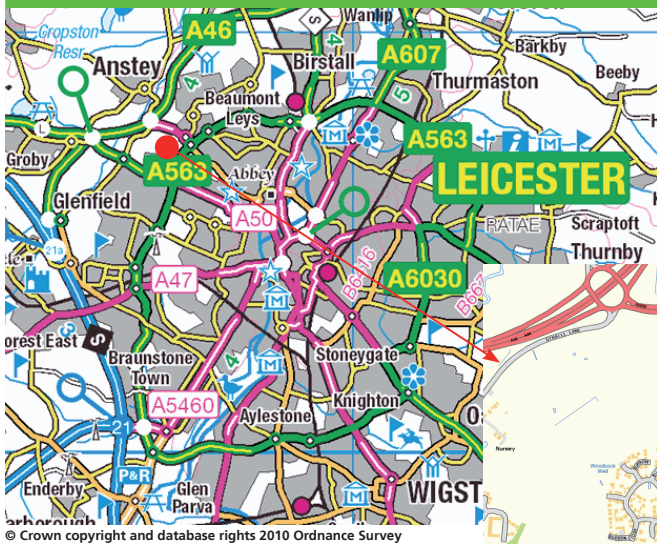


## How to get to The Valentine Centre



### Information for service users



Child And Adolescent  
Mental Health Service  
The Valentine Centre  
Gorse Hill Hospital Site  
Anstey Lane  
Leicester  
LE7 7GX

Tel: 0116 295 2992  
Fax: 0116 295 3338



The Valentine Centre is located to the north west of the city centre and is accessed on the same road as the Gorse Hill Ambulance Station off Anstey Lane. The main entrance is at the far right hand corner of the building.

The building is accessible to people with disabilities.

**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.**

#### By public transport:

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

**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.**



#### Directions from Leicester City centre

Leave the city via the A594 (Vaughan Way), head north west on the A50 (Highcross Street leading onto Northgate Street then Frog Island). Continue along the A50 (Woodgate). At the major junction, turn right onto Blackbird Road. Continue along Blackbird Road for about half a mile, then turn left onto the B5327 (Anstey Lane). At the mini roundabout take the first exit to stay on the B5327 Anstey Lane. At the next major roundabout (where the A563 crosses the B5327), take the second exit, then take the first exit at the next roundabout towards the ambulance station. You will find the Valentine Centre at the end of this road on your left hand side.

## 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.