

Service User Network (SUN) Greenwich

Information for service users



SUN is a network of group members that provides crisis support, information, practical advice and coping skills.

The group sessions are jointly run by group members and mental health professionals.

The service is for individuals living in the London Borough of Royal Greenwich who may:

- have difficulties managing their emotions
- find it difficult to maintain relationships
- feel misunderstood by family and friends
- feel isolated or lonely
- have struggled with thoughts of self-harm or suicide.



What happens in the group?

- Meet people who may have similar difficulties to you
- Develop the skills to understand overwhelming emotions
- Feel supported when you are experiencing difficult situations
- Develop new coping skills to deal with crisis
- Ongoing membership without the need for regular attendance
- Be involved in the development of the service
- Be part of a supportive community group

How do I join?

If you are over 18 and receiving support from an Oxleas mental health service in the borough of Royal Greenwich, you can refer yourself to SUN by:

- 1) Emailing the team at oxl-tr.greenwichsungroup@nhs.net asking to join SUN.
- 2) The team will email you asking for some additional information to help us process your referral

- 3) Once we have confirmed you are eligible we will respond by sending you more information about the service and invite you to book onto your first SUN group.

In the group, existing SUN members will explain how SUN works. They may describe their own experiences and you will be invited to share your own. You will be supported to create a crisis and support plan.

Once you have attended SUN your membership is ongoing, even if you have been discharged from your Oxleas mental health team. In the SUN groups, members can attend whenever they feel that they need support. You can choose to attend as often as you like, and you will always be welcome.

When and where?

The groups run in Woolwich twice a week, for two and a half hours including breaks and are held in:

**Clockhouse Community Centre
Defiance Walk
London SE18 5QL**

Tuesday 1.30pm-4.00pm

Friday 10.00am-12.30pm

Contact us

Greenwich SUN Service

Ferryview Health Centre

27 John Wilson Street

Woolwich

London SE18 6PZ

Tel: 0203 889 5210

Email:

oxl-tr.greenwichsungroup@nhs.net

Confidentiality

All staff abide by a strict code of conduct on confidentiality and only share information in order to provide good quality care. We usually discuss this with you first.

Your opinion matters

We welcome your views on the services we provide. PALS is a free, confidential service which helps patients, families and carers deal with any concerns about our treatment and care.

Monday to Friday 9am to 5pm
(answerphone available)

Email: oxl-tr.pals@nhs.net

Tel: 0800 9177159 (freephone)

Raising concerns

Your complaints, comments and suggestions help us improve the services we provide.

Email: oxl-tr.complaints@nhs.net

Tel: 01322 625751

Accessible information

If you'd like information in your own language, large print, audio or in easy read or other formats, we can arrange this. Please speak to a member of staff.

Oxleas NHS Foundation Trust

Pinewood House

Pinewood Place

Dartford

Kent DA2 7WG

Tel: 01322 625700

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