

The Wiltshire Single Point of Access Service (SPA)

The service has two main functions:

1. The SPA service is a pathway for all:
 1. Enquiries/Signposting
 2. Referrals/Request for service
 3. Consultations for Children and Young People in Wiltshire.
2. Educational support to a number of secondary schools and colleges in Wiltshire; to contribute to mentally healthy education settings.

The SPA team consist of:

Clinical Team
Manager (1.0
WTE)

Lead SPA
Practitioners (2.2
WTE)

SPA Practitioners
& SW Apprentice
(2.6 WTE)

Admin Team

The Wiltshire SPA vision:

The right help at
the right time, first
time around

Improved
experience of
services



Self-referrals from
CYP and their
families

Quicker
response times

One front door

Improved
flow

Effective signposting
and supporting
referrals to partners

The SPA aims:

We aim to gather more information to support a request for service to ensure the appropriate recommendations are made.

Improve partnership working both internal and external partners and agencies

Timely response to urgent requests for services

Improved access to services whereby CYP, Parent/Carers can speak to someone and have a voice

Seamless access to Community CAMHS teams.

Education support

Consultation

Staff Training

5hrs per fortnight

Face to Face with young
people

Student Groups

If thinking about a referral:

- Please take a look at <https://www.oxfordhealth.nhs.uk/camhs/self-care/> for more information about self-care to consider before a referral.
- Phone enquiries: 01865 903330 – Monday to Friday 9-5pm
- Online requests/referrals via our Oxford Health Website <https://www.oxfordhealth.nhs.uk/camhs/support/referral/>

