

Information for families and carers of our patients



Welcome to our service

We understand that supporting a loved one with mental health needs can be challenging. Our General Adult Psychiatry service is here to provide care and support for both patients and their families and/or carers.

A little about us

Psychiatry UK is a specialist national provider of online psychiatric services for both NHS and private patients. We have extensive experience in assessing and supporting adults, children and young people with a range of mental health conditions.

We were founded in 2012 and have since supported over 200,000 people. We continue to listen, learn and improve our services, with a strong focus on providing care that is respectful, inclusive and patient-centred.

Quality and experience



Rated **Good in all areas** by the Care Quality Commission (CQC).



96% of patients rated their care as 'Good' or 'Very Good' in our Friends and Family Test (FFT) feedback (past 12 months).



A team of **800+ specialist clinicians** across our psychiatry services.



All our doctors are **GMC-registered** and have worked, or continue to work, in the NHS.



Our assessments are **NICE-compliant**, follow recognised diagnostic criteria (DSM-5) and are **approved by the NHS**.



All appointments are delivered **online**, allowing patients to attend from a familiar and comfortable environment.



A dedicated **patient support team** to guide and assist patients and their families or carers throughout the patient journey.



Booking an appointment

We believe that everyone should have access to psychiatric care when they need it most.

With the patient's consent, family members and carers can book a 25-minute appointment with one of our psychiatrists to discuss concerns, treatment options and support strategies.

The standard rate for these appointments is **£180.00**.



To book an appointment, please contact our patient support team via **Live Chat** or by telephone: **0330 124 1980 (Mon-Fri 8am-6pm)**.

Please note: All our clinics are virtual. We do not provide fact-to-face consultations.

What to do if your loved one's mental health deteriorates significantly

Please be aware that we are not an emergency service.

If the situation is urgent, you can:

- 1 Contact the patient's GP for an urgent appointment.
- 2 Contact your local NHS crisis service. Dial NHS 111 and select the mental health option.
- 3 Go to the nearest A&E, or dial 999.
- 4 Out of Hours; Contact your local Emergency Duty Team (Social Services).
- 5 Visit NHS mental health support.



Helpful resources

Carers UK

Carers UK offers information, advice and support for carers in the UK.

[Click here](#)

Mind

Mind provides advice and support to empower anyone experiencing a mental health problem.

[Click here](#)

Rethink

Rethink offers information and support for people affected by mental illness.

[Click here](#)

RCPsych

The Royal College of Psychiatrists provides information about common mental illnesses and mental health problems.

[Click here](#)

Samaritans

The Samaritans provide confidential emotional support 24/7 to those experiencing distress or despair.

[Click here](#)

NHS

NHS Mental Health Services provide useful information including how to find local support

[Click here](#)



How can I get in touch?

Please contact our patient support team via **Live Chat** or by telephone: **0330 124 1980**.

The team is available Monday to Friday, 8am to 6pm.

