

## 2017

### JANUARY

Thurs 5<sup>th</sup> ■ - Female 55 isolated/anxious. Tel support 20 mins

Tues 10<sup>th</sup> ■ -Female 55 isolated/anxious (2<sup>nd</sup> time ) Tel support 20 mins

Tues 17<sup>th</sup> ■ Age? Enquiry on behalf of another Tel support 10 mins

Tues 17<sup>th</sup> ■ – Male 50-60 angry and agitated Support 45 mins

Sat 21<sup>st</sup> ■ – Male 45-50 experiencing a crisis/distress situation. Support 45 mins

Wed 25<sup>th</sup> ■ - Male 40-45 anxiety/ depression awaiting OP appt. Support 30 mins  
(He contacted PLUS initially via the website)

Thurs 26<sup>th</sup> ■ Female with concerns about her brother's teenage son – he needs help but can't get it anywhere. Telephone support 20mins

### FEBRUARY

Weds 1<sup>st</sup> ■ – Male 60 in a crisis – Support 30mins

Thurs 9<sup>th</sup> ■ – Male dropped in to office agitated (2<sup>nd</sup> time) Support 30 mins

■ – Female 55 isolated/anxious (3<sup>rd</sup> time) Tel support 20 mins

### MARCH

Thurs 2<sup>nd</sup> ■ Male over 65 upset and angry about treatment – Support 1 hour

### APRIL

Wed 5<sup>th</sup> ■ - Female 50-60 trying to get help for her daughter. Phoned in morning.  
I Phoned back at 4pm and supported for 20 mins. She was fed up trying to get help from the services for her daughter "I've come up against a brick wall, nobody will help us, been trying for two years – Doctors have said ■ does not have a mental illness". I said that her and her daughter were welcome to come to office to find out about what else may be 'out there' that might help the situation.

### MAY

Tuesday 2<sup>nd</sup> 2<sup>nd</sup> Call from ■ re suicidal family member Tel support 20 mins

### JULY

Tuesday 18<sup>th</sup> Mother 55 of male in forensic ward v. angry at the MH system 20 mins  
support given

## AUGUST

Thurs 3<sup>rd</sup> [REDACTED] – Female 82 distressed re bereavement Telephone support 40mins  
Further Telephone support on 9/08 20 mins. Further action taken.  
Notes available.

Weds 23<sup>rd</sup> [REDACTED] - Male over 65 asking for help Support 40 mins  
Subsequent action taken. (Noted. Email trail & copied to R Packham)

Wed 24 [REDACTED] returned to office Support 20 mins

## SEPTEMBER

Tues 12<sup>th</sup> Female 55 - in distress regards relative – Support 30mins

## OCTOBER

Tues 3<sup>rd</sup> [REDACTED] - Male 50 – anxious – 20mins

Thurs 5<sup>th</sup> [REDACTED] - Female 65 anxious and distressed Telephone support 30mins  
[REDACTED] - Female in distress support 15-30mins

Sat 7<sup>th</sup> [REDACTED] - Female 60 in a crisis support 20 mins

Wed 11<sup>th</sup> [REDACTED] - Female 70 in distress in town support 5 mins

## NOVEMBER

Mon 6<sup>th</sup> [REDACTED] - Female 40-45 anxious and depressed Telephone support 30mins

Thurs 16<sup>th</sup> [REDACTED] - Male 59 agitated and highly emotional support 30mins

2016

**JANUARY**

Thurs 21st Call from [REDACTED]

Friday 22nd Call from a [REDACTED] – son died recently and wanted to donate

Monday 25th Call from [REDACTED]

**FEBRUARY**

**MARCH**

Thursday 3rd [REDACTED]

**APRIL**

**MAY**

Tues 10th [REDACTED] left messages on answer machine. Delivered leaflets and resources

May 19th Drop-in male in emotional distress [REDACTED] spent half hour listening, phoned Birnam ward for help but they said they couldn't

**JUNE**

**JULY**

**AUGUST**

**SEPTEMBER**

Thurs 1st [REDACTED] 2-4.30 – telephoned Dr Parolone

**OCTOBER**

**NOVEMBER**

Sat 19th Half hour supportive call to [REDACTED]