

Any Other Useful Information

If you are in crisis with your mental health or require immediate help, you should contact your local crisis line:

Newham - 0800 073 0066

Hackney - 0800 073 0006

Tower Hamlets - 0800 073 0003

We care, we respect, we are inclusive.

ELFT_v2

Who to contact if you are unhappy with our service (PALS/Complaints)

We will not share any information that you give us without discussing this with you first and getting your consent. The only exception to this is if we consider that your life or the wellbeing of someone else could be at risk.

We welcome feedback about our services so please contact the Patient Advice and Liaison Service on Freephone 0800 783 4839 or email: elft.pals@nhs.net.

If you are not happy with the service and your treatment, please speak to the service manager to try and resolve this, or contact the PALS team.

If you wish to make a complaint, you can:

☎ 0800 085 8354

@ elft.complaints@nhs.net

Write to: Complaints and PALS Manger, FREEPOST RTKB-ESXB-HYYX, Trust Headquarters, 9 Alie Street, London, E1 8DE.

This service is delivered in partnership with:



Information & Referral Details for the East London Ocean Service



Offering Compassionate Emotional Support for Those Living Through Birth Trauma and Birth Loss



We care
We respect
We are inclusive

Who are We?

OCEAN is a specialist integrated mental health and maternity service in City & Hackney, Newham and Tower Hamlets providing support for women and birthing people who are affected by birth trauma and loss.

Who we Help

We offer support to individuals who are experiencing significant mental health difficulties, arising from, or related to, their pregnancy or birthing journey.

This may include difficulties arising from:

- Repeated unsuccessful IVF treatment
- Pregnancy loss (including miscarriage at any stage and termination of pregnancy)
- Birth trauma
- Baby loss
- Severe fear of childbirth (Tokophobia).

The Ocean service is only able to offer support to mothers and people who have given birth at this time. Family members, including partners who require mental health support should contact the East London Talking Therapies service. Full details can be found online at <https://www.elft.nhs.uk/get-help-emergency>

How we Help

- Therapeutic care that integrates psychological support and specialist midwifery
- Peer support
- A mix of one-to-one and group support.



Referral to Ocean

You are welcome to self-refer or speak to your GP and/or other health professionals who can submit a referral for you.

Referral forms can be found on our website:

OCEAN MENTAL HEALTH SERVICE – EAST LONDON

<https://www.elft.nhs.uk/services/ocean-mental-health-service-east-london>

Tel: 020 3222 8047

Email: elft.eastlondonocean@nhs.net

We are open from 9.00am – 5.00pm Monday to Friday (excluding all UK Bank Holidays).

Please note we are not a crisis service and there is a waiting time to access our services.

If OCEAN is not the most appropriate service, the screening clinician can signpost and advise on services better placed to offer support.

If you are a service user with lived experience and would like to get involved in helping to shape OCEAN or perinatal services, please contact Rachael Buabeng email: rachael.buabeng@nhs.net.

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