

# EPA Gaining Experience Program

## Report

On May 4-16, 2015 I had my observationship visit at Norwich and Norfolk University Hospital. This visit was possible due to support of the EPA Gaining Experience Program. I have selected this program because of an opportunity to familiarize myself with the modern mental health services in the UK and to consider the ways for developing similar services in my country. In this respect my visit to Norwich was extremely useful and fruitful. I can observe the mental health care provision for different users as well as to learn more about contemporary approaches in community mental health. My colleagues from hosting institution were very friendly and tried to do their best to address my professional interest. Especially I would like to emphasize very kind and supportive attitude of prof. Julian Beezhold, who did his great efforts to make my visit very useful and pleasant.

Dr. Beezhold developed special program which included visiting both out-patient and in-patient services as well as home services.

The program included:

- 3 days at Crisis Resolution Team Hospital
- 1 day at Acute Inpatient Service with Dr Ikhlas Fadiella and Dr Siw Jones
- 1 day at Early Intervention Service with Dr.Hannah Nearney
- 1 day at Old Age Psychiatry Service with Dr Yasir Hameed

Along with my attention towards service organization I was very interested in patients diagnostics and treatment. With this regard I had an opportunity to participate in case presentations, meetings including the meeting with patients and their family members. Also I was allowed to see medical records and treatment plans.

As a head of the emergency/crisis unit my scientific focus was related to crisis interventions. It was very important to see cooperation between primary care and specialized services. In my view the referral system was very effective and it could be implemented in my country. In addition I have got more information about multidisciplinary teamwork and become acquainted with various team members including psychiatrists, psychiatric nurses, psychologists, occupational therapists and social workers.

In my turn I shared information about National Mental Health Center where I work and told my colleagues about mental health reform occurring in my country. Our discussions were very useful in terms of generating ideas on developing mental health services in Azerbaijan. When I came back to my country I informed the National Mental Health Center administration and my colleagues about visit and discussed ways of implementing some approaches I had observed in Norwich. Also I brought a lot of materials including scales, forms, guidelines which may be used in Azerbaijan.

I am deeply thankful to Dr Beezhold and his family. Who kept in touch with me during my stay in Norwich. We spent a weekend together and had wonderful day in Blickling House. It was one of the beautiful day in my life, I found very kind people. Also I learned much about English traditions and customs and of them was hospitality.

In addition I do appreciate very kind assistance of EPA Gaining Experience Program staff and especially Zhanna Zhussupova and Athina Swietochowski who promoted my participation in this wonderful program.