

After an Appointment

After an appointment, professionals and patients can contact us at any time to ask questions or to get further help and support.

If a patient agrees to additional referral support, our nurse and support worker will likely refer the patient to other services that will be able to offer them additional support following an appointment with us. These services might include (but are not limited to) mental health/counselling, sexual health, GP, or the local Independent Sexual Violence Advisor (ISVA) service.

With their permission, one of our nurses will contact the patient six weeks after their appointment to check in and make sure they have been contacted by the referral services recommended for them.

Our service is available 24/7/365 days in a year.

Call now to book an appointment, make referrals, get advice and support.



0330 223 0099



The Angel Centre

South Bank Block,
St Georges House , NE11 0JT



Safety

If you have concerns about the patient's personal safety then please contact Northumberland Police for advice on IOI.
In an emergency always call 999.

Our Patients' Comments:

'The team were very helpful and caring they made sure I was okay throughout. The service I received was amazing. I was made to feel safe and cared for and constantly reassured.'

'The staff made me feel so comfortable, given the circumstances. I didn't feel judged at all and the conversations were completely relaxed and at my own pace'

The service is very professional and private, the girls are amazing, they put you at ease and explain all of the process along the way.'

Feedback

We love to receive feedback about our services, and any suggestions for improvements.

Knowing what we are doing right, and what we could do better, will help us to continue delivering excellent care.

You can leave us feedback in person at the SARC or via our email: angelcentre.sarc@nhs.net



**NORTHUMBRIA
POLICE & CRIME
COMMISSIONER**



England



Sexual Assault Referral Centre Professional Guide



0330 223 0099

www.sarcnorthumbria.co.uk



Service provided by:



Welcome to The Angel Centre SARC

We offer free, confidential healthcare, and compassionate support to adults aged 16 years and over who have experienced sexual assault or rape in Northumbria.

Our service is available 24/7/365 days a year.

 **0330 223 0099**

This guide is for agencies and professionals working within agencies such as police, health and social care, local authorities and the public sector who may wish to refer adults to the SARC or familiarise themselves with our services.

If you would like further information or training from our SARC, please get in touch by calling **0330 223 0099** or emailing us at angelcentre.sarc@nhs.net (email is monitored from 9 am – 5 pm, Monday to Friday).

Our Services:

- Immediate over-the-phone rape and sexual assault support and signposting to specialist services
- In-person rape or sexual assault crisis support and healthcare including access to medicine
- Forensic medical examinations
- For non-recent cases, we can provide telephone advice and signposting.
- Collection and storage of forensic samples
- Referrals to specialist counselling and Independent Sexual Violence Advisors (ISVA) support
- Follow-up calls after an appointment



**A SARC is a
Sexual Assault Referral Centre**

Appointment Options

Patients cannot visit the SARC without an appointment. There are a couple of options available to make an appointment.

Self-referral: This option allows patients to receive important healthcare and have evidence collected, without reporting to the Police. Patients can directly make an appointment to attend the SARC without involving the police.

Police Referral: Patients can report the assault to the Police, and the Police will gather information about their case, arrange a SARC appointment for them and bring patient to and from the SARC.

Professional Referral: Patients can also be referred to our SARC by another service (such as your GP, sexual health clinicians, charity organisations, social care and III services).

Professionals cannot contact us without the patient's consent and the SARC will ask to speak with the patient directly before booking an appointment to make sure they understand the process and feel in control of the situation.

Referrals to our SARC

All professionals can refer adults aged 16 and older to our SARC with their consent.

To understand our Professional referral process, please refer to our Professional Referral Pathway Document for adults. (Ask our team if you do not have it).

Our Professional Referral Pathway document is also available for download on the professional page on our website: www.sarcnorthumbria.co.uk

For children aged 15 and under, please contact the Children and Young People's Clinic at the Great North Children's Hospital:

<https://www.newcastle-hospitals.nhs.uk/services/great-north-childrens-hospital/children-and-young-peoples-clinic/>

You can call : 0191 282 4753

For resources, visit the helpful resources page on our website: www.sarcnorthumbria.co.uk

Before an Appointment

Patient may have been asked by our staff, or professional, to not wash their body or drink hot liquids before an appointment. This is to help preserve forensic evidence. The comfort of our patients is most important so if this has happened don't worry, they can still attend an appointment.

An appointment may last for 2 to 5 hours depending on the care and support needed, so patients may want to wear or bring some comfy clothes to change in to.

Following the assessment/examination, patients will be offered the opportunity to take a shower and change their clothes.

If you are bringing a patient to the SARC for an appointment, please try to arrive on time. If you think you are going to be early or late please contact us to let the staff know.

Forensic Medical Examination

Medical examinations are conducted by our highly skilled and compassionate sexual offence examiners.

Depending on when the incident happened, patients may be offered the option to have a forensic medical examination that includes checking for any physical injuries and collecting forensic samples. If an examination is something they are considering, it is best to contact us as soon as possible.

We offer to collect forensic samples even if the patient does not want to involve the Police at the time.

This gives patients the option to have forensic evidence if they choose to report the incident at a later date. In this instance, all samples will be stored at our SARC for 2 years.

During the examination, the nurse and crisis worker will regularly check in with the patient to make sure they are ok and want to continue. Patients are in control and can have a break or stop the examination at any point.

After the examination, patients have the option of having a shower at the SARC and we provide a care bag which has items such as shampoo and a toothbrush. We also provide clothing to change into if a patient's clothing has been taken as evidence.

The Angel Centre SARC - Sexual Assault Referral Centre