

## Accessibility

If you have hearing or speech difficulties you can access the helpline using the Next Generation Text Service by dialling 18001 0800 915 4644 from your textphone or smartphone app. For more information visit [www.ngts.org.uk](http://www.ngts.org.uk)

You can also contact us by SMS text. Send a brief message outlining your reason for getting in touch to 07717 989024 and you will receive an SMS text in response.

## Will my call be confidential?

Yes. Details of your call will be stored in your electronic health record, and remain confidential within Surrey and Borders Partnership NHS Foundation Trust.

However, we will inform the emergency services if you say that you are intending to either harm yourself, or others; commit a crime or place a child at risk.

Your call may also be recorded for training or monitoring purposes.

## Useful contacts

### NHS

Call: 111 (24 hours a day)  
For physical health concerns:  
[www.nhs.uk](http://www.nhs.uk)

### Samaritans

Call: 116 123 (24 hours a day)  
Listening service for your concerns:  
[www.samaritans.org](http://www.samaritans.org)

### SANEline

Call: 0300 304 7000 (4.30pm – 10.30pm)  
Specialist emotional support:  
[www.sane.org.uk](http://www.sane.org.uk)

### Safe Havens

Evening and weekend drop ins.  
For locations and opening times visit:  
[www.sabp.nhs.uk/safehaven](http://www.sabp.nhs.uk/safehaven)

If you would like this information in another format or language:

Call: 01372 216285  
SMS text: 07786 202545  
Email: [communications@sabp.nhs.uk](mailto:communications@sabp.nhs.uk)

Surrey and Borders Partnership  
NHS Foundation Trust  
18 Mole Business Park, Leatherhead,  
Surrey KT22 7AD

Tel: 0300 55 55 222  
Textphone: 020 8964 6326  
[www.sabp.nhs.uk](http://www.sabp.nhs.uk)  
@sabpnhs [facebook.com/sabpnhs](https://www.facebook.com/sabpnhs)

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Mental Health  
Services

**NHS**

Surrey and Borders  
Partnership  
NHS Foundation Trust

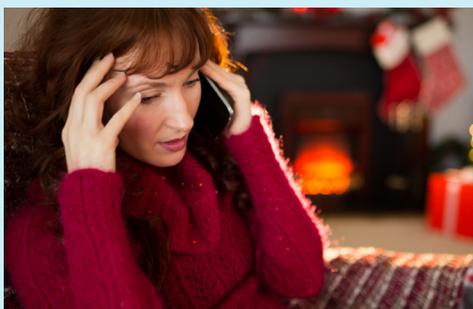


**Mental Health  
Crisis Helpline**

**Call 0800 915 4644**

**24 hour support  
for people in Surrey and  
North East Hampshire**

For a better life



## What is the Mental Health Crisis Helpline?

The Mental Health Crisis Helpline is a telephone service offering support to anyone in Surrey and North East Hampshire who is concerned about their mental health or that of a friend or relative.

Lines are open 24 hours, seven days a week. You don't need to book an appointment and calls are free of charge.

Your care co-ordinator, if you have one, will be best placed to advise on your care and support. If you're able to, please contact them during normal office hours if you feel your mental health has deteriorated or you need support.

## What advice and support is available?

If you or someone you know is experiencing emotional distress we can:

- ▶ listen to you and help you work through immediate problems
- ▶ work with you, using your crisis plan, to find ways to move forward or suggest ways of coping
- ▶ give you information about other services that may be helpful to you or the person you care for.

We can also advise you about the wide range of local and national help available, including:

- ▶ relevant mental health services
- ▶ statutory and third sector organisations e.g. helplines, support groups and networks, or advocacy services
- ▶ information on specific conditions such as stress, anxiety, depression, psychosis and obsessive compulsive disorder.



## What if I need more support?

We can connect you with other mental health services for further assessment, treatment or support, as appropriate. This may include: arranging a face to face assessment or recommending you attend our Safe Haven evening and weekend drop-in services. More information at [www.sabp.nhs.uk/help](http://www.sabp.nhs.uk/help)

## Who will I speak to?

Your call will be answered by one of our trained call handlers who are experienced in working with people with mental ill-health. They will help you access the support you may need. This may involve speaking to a qualified mental health practitioner such as a social worker or an occupational therapist.

## What happens if I ring the old 0300 number?

If you dial our previous crisis line number, beginning 0300, your call will be answered by us but you will be charged. Calls are charged at a local rate from a UK landline. Mobile costs may vary.