

Sussex Mental Healthline - Telephone: 0300 5000 101



This leaflet is about the **Sussex Mental Healthline**.

Ask someone if you need support to read or understand this information.

What is Sussex Mental Healthline?



Sussex Partnership **NHS**
NHS Foundation Trust



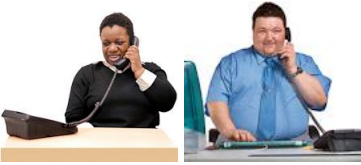


24 hours


- The Sussex Mental Healthline is a telephone service that gives support and information for people with mental health problems and their relatives and friends.
- We can help you if you are feeling stressed, anxious, or depressed.
- The service is also for carers and healthcare professionals.
- The Sussex Mental Healthline is open all day and all night.

Sussex Mental Healthline




	<h3>What do we want to do?</h3> <ul style="list-style-type: none">• We help callers to make choices about the way their own mental health needs may be met.• We give support to people who are unhappy when they phone us.
	<h3>Why do we need the Sussex Mental Healthline?</h3> <ul style="list-style-type: none">• Clients, relatives and carers, and other groups, have told us they want to get information and support when services are closed.• The Sussex Mental Healthline can offer support, information and advice to carers. We would like carers to access our service.





Sussex Mental Healthline

	Who will I talk to?
  	<p>We are a team of specially trained staff.</p> <p>We are ready to listen and help you to understand your problems.</p> <p>We can help you to work out how you can get support.</p>




	What sort of information do they give?
 	<p>We will tell you how to get mental health services.</p> <p>We can tell you about support organisations here and across the country.</p> <p>You can ask us to send you information about mental health problems, support groups and how to make a complaint.</p>

Sussex Mental Healthline

	Will anyone know about my calls?
<p>Sussex Partnership NHS NHS Foundation Trust</p>   	<p>We won't tell anyone outside Sussex Partnership NHS Foundation Trust about your calls.</p> <p>We will tell the emergency services:</p> <ul style="list-style-type: none">• If we are worried that you might hurt yourself or others• If they are worried that a child might be hurt.

	How long are the phone calls?
   	<p>Calls will be up to 20 minutes long.</p> <p>If the caller is very upset then calls can sometimes be longer.</p>

Sussex Mental Healthline

	Contact
 	<p>For help and information, contact our Patient Advice and Liaison Service (PALS)</p> <p>Phone: 0300 304 2198</p> <p>Email: PALS@sussexpartnership.nhs.uk</p>
	<p>If you want to make a complaint, please write to:</p> <p>Complaints Sussex Partnership Swandean Arundel Road Worthing West Sussex BN13 3EP.</p>