

Sussex Mental Healthline - 0300 5000 101

- Telephone support and information 24 hours a day



If you require this document in an alternative format ie, easy read, large text, audio, braille or a community language please see the reverse of this document or contact: 01903 843274 (Text Relay calls welcome)

Sussex Mental Healthline

Telephone: 0300 5000 101

Lines open 24 hours a day, 365 days a year.

Calls made from a BT landline are generally charged at a local rate. However charges do vary and clients are advised to check with their network provider.

What is the Sussex Mental Healthline?

The Sussex Mental Healthline is a telephone service providing 24 hour support and information to anyone experiencing mental health problems including stress, anxiety and depression. The service is also available to carers and healthcare professionals.

What are the aims of the Sussex Mental Healthline?

The Sussex Mental Healthline is a 24 hour service, available to anyone concerned about their own mental health or that of relatives or friends.

- Its main aims are: To encourage callers to make choices about the way their own mental health needs may be met
- To provide immediate support for people expressing distress.



Why is the Sussex Mental Healthline needed?

Clients, relatives and carers, and other groups have all identified a personal need for access to information and support 24 hours a day.

The Sussex Mental Healthline is always open, offering you information and support. The Sussex Mental Healthline wishes to encourage carers to access our service where we can offer support, information and advice.

Who will answer the telephone?

The Sussex Mental Healthline is operated by a team of dedicated and trained operators.

Although the Sussex Mental Healthline is not a counselling service, all operators are prepared to listen and help callers to identify and clarify their immediate problems and to explore ways of coping or suggest alternative avenues of help.

What sort of information do they give?

The Sussex Mental Healthline offers comprehensive information on how to access mental health services. In addition, it provides details about a wide range of support and voluntary organisations, both local and national.

Sussex Mental Healthline operators will also send out information requested on various mental health issues - including anxiety, depression, psychosis, stress, bipolar affective disorder, obsessive compulsive disorders, support groups, advocacy services and complaints procedures.

Will my call be confidential?

Calls to the Sussex Mental Healthline will remain confidential within the services provided by Sussex Partnership NHS Foundation Trust. Electronic records will be kept for all calls.

In circumstances where a caller has or is expressing an immediate intent to commit a serious criminal act, endanger themselves, others, or when a child is at risk, the Sussex Mental Healthline will inform the emergency services.

How much will my call cost?

Call costs will vary depending on your mobile or landline network provider. Your call will cost you the same as it would cost you to call a landline number (ie, 01903 01273). Many providers will include a 0300 number in any free minute package you may have. This is the same if you ring from a mobile or landline.

Are there any restrictions in length of calls?

Calls are limited to 20 minutes, to allow maximum accessibility to the service, except in cases of extreme distress.

Sussex Mental Healthline uses Type Talk and Language Line to facilitate fair access to all.



Notes

Patient Advice & Liaison Service (PALS)

Email: pals@sussexpartnership.nhs.uk

PALS East Sussex Area Office

Tel: 01323 446042

PALS West Sussex Area Office

Tel: 01903 843185

PALS Brighton & Hove Area Office

Tel: 01273 716588

If the office is not open a confidential message can be left on the answer phone.

Customer Relations

Sussex Partnership NHS Foundation Trust,
Swandean, Arundel Road, Worthing, West Sussex, BN13 3EP

Tel: 01903 843026 **Fax:** 01903 843153

Email: customerrelations@sussexpartnership.nhs.uk

Website: www.sussexpartnership.nhs.uk

Sussex Partnership NHS Foundation Trust

Trust Headquarters,
Swandean, Arundel Road,
Worthing, West Sussex, BN13 3EP

Main switchboard: 01903 843000

Web: www.sussexpartnership.nhs.uk

Email: info@sussexpartnership.nhs.uk



Name

Address

Postcode

Sussex Mental Healthline - West Sussex

To request a translation or alternative format, tick the relevant box on the reverse and send using the freepost address.

Alternatively please phone: 01903 843274

Freepost RSHG-GEZL-RBBK
Marketing and Communications
Sussex Partnership NHS Foundation Trust
Trust Headquarters
Arundel Road
Worthing
BN13 3EP

NO
STAMP
REQUIRED



Sussex Mental Healthline - 0300 5000 101

British Sign Language

Easy Read Braille

Large print Audio

Arabic

للحصول على نسخة مترجمة، ضع علامة داخل المربع.
يرجى إدراج أسمك و عنوانك و إرسال هذه الاستمارة إلى
العنوان المبين في الخلف. لا داعي لإلصاق طابع بريدي.

Bengali

অল্পবাদের একটি কপির জন্য বক্সটিতে টিক্ চিহ্ন দিন। দয়া করে এই
ফর্মটিতে আপনার নাম এবং ঠিকানা লিখে অপর পৃষ্ঠায় দেয়া ঠিকানায়
ফেরৎ পাঠান। ডাক টিকিট লাগাতে হবে না।

Cantonese

要求一份翻譯，在方格內加剔。請填上
你的姓名和地址，並把這表格送交背頁
的地址。無需郵票。

Farsi

برای ترجمه، شکل مربع را علامت بزنیید. خواهشمند
نام و آدرس تان را وارد کنید و این فرم را به آدرس
پشت صفحه ارسال نمائید. نیازی به تمبر پستی نیست.

Urdu

ترجمہ حاصل کرنے کے لئے دے دئے گئے باکس میں صحیح نشان (ٹیک) لگائیے۔ براہ مہربانی اپنا نام اور پتہ تحریر
کرس اور ورتن کی دوسری جانب دے دئے گئے پتے پر ارسال کر دس ڈاک کا ٹکٹ لگانے کی ضرورت نہیں

Polish

Jeśli chcesz otrzymać tłumaczenie,
zaznacz okienko. Następnie wpisz
swoje imię i nazwisko oraz adres i wyślij
to na adres podany na odwrocie strony.

Portuguese

Caso pretenda a tradução, assinale a quadrícula.
Preencha com o seu nome e morada, enviando este
impresso para o endereço constante do verso. Não
necessita de selo.

Mandarin

若須一个翻译本，请在框格上打勾。请
填写你的姓名和地址并且把这张单子寄
到背面的地址。不须贴上邮票

Russian

Чтобы запросить перевод, поставьте галочку
отведенном квадрате.
Впишите Ваши имя и адрес и отправьте этот
листок по адресу, указанному на обороте.
Марка не нужна.

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