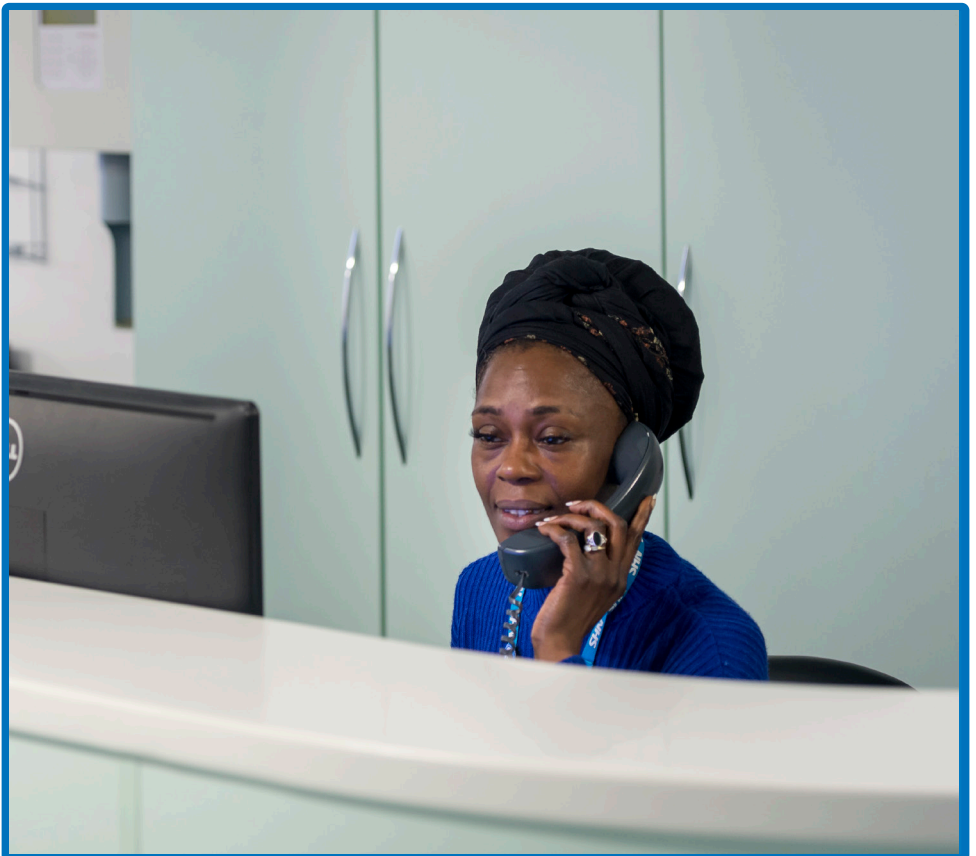




**University Hospitals
Bristol and Weston**
NHS Foundation Trust

Patient information service
Bristol Royal Infirmary
Emergency department

Services to help you



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Notes

Your GP

Your GP can refer you to a range of specialist services, including talking therapies and specialist community mental health teams.

Counselling services

Changes Bristol

0117 941 1123

www.changesbristol.org.uk

Email: info@changesbristol.org.uk

A local charity providing weekly peer support groups across Bristol. Groups are free to attend and are safe and confidential spaces where members support each other in a non-judgemental environment. Groups are run by trained volunteers with lived experience of mental health issues themselves. Anyone over 18 is welcome to attend, simply show up for the start of any meeting.

Kinergy

0117 908 7712

Mary Carpenter House, Kingswood Foundation Estate, Britannia Road, Bristol, BS15 8DB.

www.kinergy.org.uk

Kinergy are a specialist counselling service who support survivors of sexual abuse, sexual violence, or rape. It is an inclusive service and supports everyone aged 16 and up, regardless of gender, race, or sexuality.

Southmead Project

0117 950 6022

165 Greystoke Avenue, Bristol, BS10 6AS

www.southmeadproject.org.uk

Email: southmead_project@yahoo.co.uk

Southmead Project is a registered charity providing free therapeutic and practical support to adults who were abused as children or have turned to drugs, alcohol and other ways of self-harming as a consequence of that trauma. People can access the charity at its headquarters as well as at local GP surgeries and other agencies across the city of Bristol.

Self Injury Support

0117 927 9600

35 Old Market Street, Old Market, Bristol, BS2 0EZ

Email: sishbristol@gmail.com

www.sishbristol.org.uk

The SISH group is for men and women for whom self injury is an issue. The group provides a safe space in which to find support. Men and women can join the group at any time.

Meetings take place at Bristol Mind at the above address. All meetings are facilitated by an experienced facilitator.

Men and women's group (age 18+), Tuesdays 6.30pm to 8pm.

distrACT mobile phone app

Concerned about self-harming? Feeling suicidal? Not sure what to do next? Then this app is for you. The distrACT app provides easy, quick and discreet access to general health information and advice about self-harm. While the app is mainly aimed at young people in the UK, those living in other parts of the world may also find it useful.

You can download it here: www.expertselfcare.com/health-apps/distract/ or you can scan this QR code:



The Samaritans

116 123 (freephone)

37 St Nicholas Street, Bristol, BS1 1TP
www.samaritans.org/bristol

A free and confidential telephone support service for people of all ages who are feeling depressed or suicidal. Operates by phone 24 hours a day, 365 days a year.

Accepts visitors between 7.30am and 9pm at their centre at the above address.

Off the Record

0808 808 9120

Please note this number is operated Mon to Fri 2pm to 5pm.

8 to 10 West Street, Old Market, BS2 0BH

www.otrbristol.org.uk

Confidential advice and counselling service for young people (ages 11 to 25), which includes a telephone helpline, drop-in centre and one-to-one counselling.

Drop in hub opening times and locations.

Mondays 4pm to 7pm Saturday 10am to 1pm - West Street, Old Market

Wednesdays 3.30pm to 5.30pm - Armadillo Cafe, Yate.

Improving Access to Psychological Therapies

A free, confidential psychological therapies service for people experiencing anxiety, depression, trauma, obsessions, anger difficulties, stress, relationship difficulties or difficulties coping with long-term physical health conditions. It offers quick and easy access to support, advice and evidence-based psychological interventions across the South West.

For Bristol, North Somerset and South Gloucestershire, contact Vita Minds on 0333 2001893 or visit www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health/bristol-north-somerset-and-south-gloucestershire.

For Bath and North East Somerset, contact B&NES Talking Therapies on 01225 675150 or visit iapt-banes.awp.nhs.uk.

For Swindon, contact LIFT Psychology on 01793 836836 or visit www.lift-swindon.awp.nhs.uk.

For Wiltshire, contact Wiltshire IAPT Service on 01380 731335 or visit iapt-wilts.awp.nhs.uk.

For Somerset, contact Somerset Partnership Talking Therapies on 0300 3230033 or visit www.somersetalkingtherapies.nhs.uk

Avon Counselling & Psychotherapy 0117 930 4447

<http://www.acps-bristol.org.uk/>

A non-profit making professional organisation and registered charity, providing confidential counselling and psychotherapy to adults. Means-tested reduced fee available for those on low income.

Cruse 0117 926 4045

9a St James Barton, Bristol, BS1 3LT
www.crusebereavementcare.org.uk

A confidential and free service that supports bereaved people by way of telephone support, one-to-one or group sessions and informal drop-in centres. Located at the address given above.

They also have bases in: Clevedon, Portishead and Weston-super-Mare.

The Harbour 0117 925 9348

30 Frogmore Street, Bristol, BS1 5NA
www.the-harbour.co.uk

The Harbour provides a free and professional psychodynamic counselling and psychotherapy service for people affected by a physical life-threatening illness. This includes people living with a life-threatening illness, people close to them, and people who have been recently bereaved through a physical life-threatening illness. Their service is for individuals and couples who are aged 18 and over.

Relate

0117 942 8444

133 Cheltenham Road, Bristol, BS6 5RR
www.relate.org.uk

A confidential service for adult couples that provides relationship counselling, sex therapy, relationship education and training.

Network Counselling

0117 950 7271

Trinity College, Stoke Hill, Bristol, BS9 1JP
www.network.org.uk

They provide a safe and confidential space in which to feel listened to, accepted and understood, a space in which to explore thoughts and feelings around the difficulties faced, and a space in which to seek a way forward. They can help people who may be unhappy with their present lifestyle.

The Bridge

0117 342 6999

2nd Floor, Central Health Clinic, Tower Hill, Bristol, BS2 0JD
www.thebridgecanhelp.org.uk

The aim of the service provided at The Bridge is to empower and support victims of rape and sexual assault. If you are a victim of rape or sexual assault, specialist workers can inform you of your options and assist you in making your own decisions about your care.

Staff at The Bridge are experienced in working with people who have suffered sexual violence. They can offer you a place of safety and support you in your recovery.

The Green House

0117 935 1707

44 Mina Road, St Werburghs, Bristol, BS2 9XH

This is a registered charity providing free, confidential, specialist counselling and support for women, men, children and young people who have experienced sexual trauma including sexual abuse and rape at any point in their lives.

Email: **www.the-green-house.org.uk**

SARSAS

0117 929 9556

PO Box 2942, Bristol BS1 9EU

www.sarsas.org.uk

Women and girls: 0808 801 0456. Monday and Friday 11am to 2pm. Tuesday, Wednesday and Thursday 6pm to 8.30pm.

Men and boys: 0808 801 0464. Monday 11am to 2pm, Tuesday 6pm to 8.30pm.

They are a specialist support service for people who have experienced any form of sexual violence, at any point in their lives. They offer a confidential helpline, regular support sessions, counselling, and email support to individuals. SARSAS currently offers a helpline service five times a week, structured support, email support, and can also provide advocacy services.

Mental health and psychiatric illness

National Autistic Society

0117 974 8400

www.autism.org.uk

The UK's leading charity for people affected by autism. They provide a wide range of quality, personalised support services for people on the autism spectrum and their families and carers in Bristol and Gloucestershire. They can also be emailed at: **services@nas.org.uk**

Rethink

0117 903 1801

St Paul's Settlement, 74-80 City Road, Bristol, BS2 8UH

www.rethink.org

National severe mental illness charity with day centres across the UK. They provide a variety of groups such as groups for carers, black and ethnic minorities, and people hearing voices. They also provide activity groups such as art, gardening and cookery.

Bristol Mind

0117 980 0370

35 Old Market Street, Old Market, Bristol, BS2 0EZ

www.bristolmind.org.uk

Mindline - Crisis Helpline: **0808 808 0330**

Open 7 nights a week 7pm to 11pm

Bristol Mind is a service for people experiencing mental health problems and their carers. They provide a drop-in, advocacy, befriending and information service.

Hearing Voices Network

07912 624 296

www.bhvn.org.uk

Support and advice for those who hear voices. Information about local self-help groups aimed at non-medical ways of coping with voices.

Meetings are held every Tuesday, 3pm to 4.30pm at Broadmead Baptist Church, Union Street, Bristol, BS1 3HY and every Wednesday 3pm to 4.30pm, at Woodside, Callington Road Hospital, Bristol, BS4 5BJ.

Saneline

0300 304 7000

www.sane.org.uk

Open every evening from 4.30pm until 10.30pm.

Saneline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems. Whether you are worried about your own mental health, or you are a concerned family member, friend, acquaintance or professional, don't be afraid to call. Saneline is part of the charity SANE, and is run independently of any NHS or other statutory services.

Bristol Sanctuary

0117 954 2952 or 07709 295661

Gloucester House, Dorian Way, Southmead Hospital
Email: **awp.bmhsanctuary@nhs.net** to book a place

The Sanctuary is a comfortable, safe place to come when you feel you cannot cope. It is open to anyone who is in distress or

caring for someone who is in distress. They aim to support 10 to 12 people during each evening they are open. The service is open from Thursday to Monday, 5pm to midnight.

AWP Response Line

0800 953 1919

The service provides high quality 24/7 support to people experiencing a mental health or emotional crisis requiring immediate help. If you need immediate help, for yourself or someone you are with, please call the crisis line to speak to dedicated clinical staff who will deliver compassionate and effective support.

This line is open 24 hours a day, every day. All callers speak to a specialist trained in responding to mental health crisis. The team arranges for those in most urgent need to be seen within one hour. For others they arrange introductions to other services, treatment at home, or admission to hospital.

24/7 Support & Connect

0800 012 6549

An NHS, free, confidential 24/7 helpline for people who live in Bristol, North Somerset, and South Gloucestershire. The line is staffed by experienced counsellors, who you can talk to and they will listen. They will offer emotional support and can connect you to organisations available in the local area. If English isn't your first language we can arrange for a translator to support your call.

Textphone users dial 18001 followed by 0800 0126549.

Bluebell

07738 628842 or

0117 922 0746

www.bluebellcare.org

Bluebell is a new and growing charity based in Bristol supporting mums, dads and families who are affected by antenatal or postnatal depression. Their services will support many mums, dads and families living in Bristol and beyond, offering befriending, supportive groups, one-to-one listening, advice, information and hope for anyone affected by antenatal and postnatal depression.

Problems with housing or money

Crisis Centre Ministries

0117 330 1230

32 Stapleton Road, Bristol, BS5 0QY

www.crisis-centre.org.uk

A Christian charity that helps homeless and drug-addicted people in Bristol, including The Wild Goose, which serves hot, free meals and helps people into emergency and supported accommodation, and The Spring Of Hope Ladies' Night Shelter, which provides eight emergency self-referral beds in a safe place for women who may otherwise have nowhere to go.

Bristol Law Centre

0117 924 8662

Bristol Law Centre, 2 Hide Market, West St, Bristol, BS2 0BH

www.ablc.org.uk

The Law Centre provides a free legal advice and advocacy service for unwaged and low paid people and for people experiencing unlawful discrimination. They can help people who live or work

in Bristol and South Gloucestershire. Open Monday to Friday, 9.30am to 4.30pm.

Bristol City Council Housing Advice **0117 352 6800**

100 Temple Street, Bristol, BS1 6AG

www.bristol.gov.uk/housing

Drop-in service for emergency housing advice only, available from 9am until 5pm Monday to Thursday and 9am until 4.30pm Fridays. For non-emergency housing enquiries, please call them to make an appointment.

Shelter **0344 515 1430**

New Bond House, Bond Street, Bristol, BS2 9AG

www.shelter.org.uk

Free, independent and confidential advice on housing-related issues including housing benefit and homelessness.

Call to make appointments Monday to Friday, 9am to 5.30pm.

National advice line: **0808 800 4444**.

Citizens Advice Bureau (CAB) **03444 111444**

48 Fairfax Street, Bristol, BS1 3BL

www.bristolcab.org.uk

Drop-in service Monday to Friday 9.30am to 1pm. Self-help information service Monday to Thursday 9.30am to 4.30pm and Friday 9.30am to 4pm.

Helps people resolve their legal, money and other problems by providing free, independent and confidential advice.

Talking Money

0117 954 3990

30 West Street, Bristol, BS2 0BH

www.talkingmoney.org.uk

They provide free, independent debt advice, energy advice and financial education. A registered charity, it is dedicated to helping people out of financial hardship.

Bristol Advice Centres

Staffed by highly experienced advisers who can provide expert advice and information on welfare benefits, finances and debt. They can also help with basic housing issues, form filling, employment issues and housing/rental arrears. If you need advice on an area they don't cover, they can refer you to an agency that does. They run advice sessions at their main offices and at outreach centres across the city.

- **North Bristol Advice Centre** **0117 951 5751**
2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA
www.northbristoladvice.org.uk
- **South Bristol Advice Centre** **0117 985 1122**
Withywood Centre, Queens Road, Bristol, BS13 8QA
www.southbristoladvice.org.uk
- **St Pauls Advice Centre** **0117 955 2981**
146 Grosvenor Road, St Pauls, Bristol, BS2 8YA
www.stpaulsAdvice.org.uk

Alcohol and drug problems

Bristol ROADS

0117 987 6000

Bristol ROADS (Recovery Orientated Alcohol & Drugs Service) is an integrated service in Bristol for people seeking help with drug or alcohol problems. This is delivered by five providers: Bristol Drugs Project (BDP), St Mungo's, Bristol Specialist Drug and Alcohol Service (BSDAS), Developing Health and Independence (DHI), and Addiction Recovery Agency (ARA). BDP will undertake an initial assessment of needs to identify the most appropriate treatment options.

In order to find out more about how to access treatment through Bristol ROADS, please contact BDP, 11 Brunswick Square, Bristol, BS2 8PE, on the above number.

Self-referrals can be made by attending BDP, Monday to Friday, 9am to 8pm and Saturday, 10am to 5pm.

Alcoholics Anonymous (AA)

0800 917 7650

You can call them or visit their website for a list of local meetings and support around your drinking.

www.alcoholics-anonymous.org.uk

Narcotics Anonymous (NA)

0300 9991212

Helpline available daily from 10am until midnight. You can call them or visit their website for a list of local meetings and support around your substance misuse.

www.ukna.org

Hawkspring

0117 964 2859

**Symes Community Building, Peterson Avenue, Hartcliffe, Bristol,
BS13 0BE**

Hawkspring offers a unique 'whole family' approach to drug and alcohol support services. This enables all members of the same family to seek treatment from one single source. We believe that families play an important role in the recovery journey of the person misusing.

www.hawkspring.org.uk

Al-Anon

020 7403 0888

www.al-anonuk.org.uk

A confidential helpline for families and friends of someone with an alcohol problem.

Services for women

National Domestic Violence Helpline 0808 2000 247

Information, support and safe temporary accommodation for women and children experiencing domestic violence.

Self-Injury Helpline 0808 800 8088

PO Box 3240, Bristol, BS2 2EF
www.selfinjurysupport.org.uk

A national organisation that supports girls and women in emotional distress. They particularly help females who harm themselves or self-injure.

They offer a text and email support service from Tuesday to Thursday, 7pm to 9.30pm on **07537 432444** or **tessmail@selfinjurysupport.org.uk**

Womankind 0345 458 2914

Bristol Women's Therapy Centre, 3rd Floor,
Brunswick Court, Brunswick Square, Bristol, BS2 8PE
www.womankindbristol.org.uk

This is a voluntary service that provides help for women with problems such as depression, anxiety or problems in a relationship. The service includes a helpline, a befriending service, individual counselling, and therapy groups.

The helpline is open Monday to Friday, 10am to noon, Monday and Tuesday, 8pm to 10pm, and Tuesday and Wednesday, 1pm to 3pm.

Survive

0117 961 3065

PO Box 61, Kingswood, Bristol, BS15 8XJ

www.survivedv.org.uk

Safe, temporary accommodation, counselling and support for women and children escaping physical, emotional and sexual abuse. Covering South Gloucestershire. Open Monday to Friday: 9am to 4pm.

Next Link

0117 925 0680

Link House, 5 Queen Square, Bristol, BS1 4JQ

www.nextlinkhousing.co.uk

Safe, temporary accommodation, counselling and support for women and children escaping physical, emotional and sexual abuse, covering the Bristol area.

Other helpful services

Natural Health Clinic

0117 974 1199

39 Cotham Hill, Bristol, BS6 6JY

www.thenaturalhealthclinic.com

This clinic offers a wide range of therapies including aromatherapy, psychotherapy, homeopathy and massage.

Bristol Refugee Rights

0117 914 5480

St Pauls Learning Centre, 94 Grosvenor Road, Bristol, BS2 8XJ

www.bristolrefugeerights.org

This an independent organisation working with refugees to promote the rights and welfare of asylum seekers and refugees in the UK.

Further information

In the Bristol Royal Infirmary, we have specialist mental health nurses and psychiatrists who link with the emergency department.

If you are unsure which service is best for you, or would like to discuss being referred to one of the more specialist services, you can leave a message for them with your contact number on **0117 342 9214** and they will call you back.

Alternatively, if you would like an assessment by a mental health nurse while you are in hospital and this has not been offered, you can ask the nurse looking after you to refer you.

If you are concerned or unsure about anything during your time in hospital, please speak to the nurse looking after you, who will be happy to explain things to you.

Patient support and complaints

The aim of the patient support and complaints team is to resolve any concerns, queries or questions that our patients, their families or members of the public raise with us about our Trust.

You can send your complaint in writing to:

University Hospitals Bristol and Weston NHS Foundation Trust,
Patient Support and Complaints Team,
A201, Welcome Centre,
Bristol Royal Infirmary,
Upper Maudlin Street,
Bristol, BS2 8HW.

You can telephone on **0117 342 1050**, where you can leave a message with their answering service and one of the administrators will contact you within two working days to take the details of your enquiry.

Their administrators will then pass your enquiry onto a complaints officer who will be in contact with you to discuss your enquiry in more details.

You can also email at PSCT@uhbw.nhs.uk

Compiled by the BRI liaison psychiatry team

As well as providing clinical care, our Trust has an important role in research. This allows us to discover new and improved ways of treating patients.

While under our care, you may be invited to take part in research. To find out more please visit: www.uhbw.nhs.uk

Help us prevent the spread of infection in hospital. Please make sure your hands are clean. Wash and dry them thoroughly/use the gel provided. If you have been unwell in the last 48 hours please consider whether your visit is essential.

Smoking is the primary cause of preventable illness and premature death. For support in stopping smoking contact **NHS Smokefree on 0300 123 1044.**

Drinkline is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence. **Drinkline on 0300 123 1110.**

For access all patient leaflets and information please go to the following address:
<http://foi.avon.nhs.uk/>

Bristol switchboard: 0117 923 0000

Weston switchboard: 01934 636 363

www.uhbw.nhs.uk



For an interpreter or signer please contact the telephone number on your appointment letter.



For this leaflet in large print or PDF format, please email patientleaflets@uhbw.nhs.uk.

