



South Staffordshire and
Shropshire Healthcare
NHS Foundation Trust

Access Service for Adult Mental Health

Shropshire/
Telford & Wrekin

 **0300 124 0365**

 **0300 303 3425**

The Access Service for Adult Mental Health is ...

- a telephone service that provides information, advice and guidance in relation to adult mental health issues and services in Shropshire/Telford&Wrekin.
- available 24/7, 365 days a year.
- the single point of referral to all South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT) adult mental health services, including older adults and crisis response. So once you have a discussion with us, if it is felt that mental health services could help, we can make you an appointment.
- not intended to be a substitute for telephone counselling services such as the Samaritans, and other support lines. If you require counselling we can give you details of services like this.
- a local rate number. All numbers that start with 03 are charged at the same rate as normal local or national landline numbers that start with '01' or '02'. If your phone tariff offers inclusive calls to landlines, calls to 0300 numbers will also be included in the same way.

Access Service for Adult Mental Health ...

- is also available via Text Relay - 18001 0300 124 0365.
- uses Language Line to provide translation for non English speakers.

If you need help and advice and are already known to our services ...

- 9am to 5pm Monday to Friday, please contact your care coordinator or identified health professional.
- at other times, use the Access Service for Adult Mental Health number.

The Access Service for Adult Mental Health is accessible to everyone ...

- including people who may find it difficult to use a telephone service for any reason. If you are deaf or have a hearing impairment then we would be happy to talk to you using Text Relay. If you want to talk to us in another language, we can organise a telephone interpreting service when you call.

The Access Service for Adult Mental Health Team ...

- are compassionate and understanding. The team has qualified staff to speak to, who are knowledgeable about different services and options.
- will listen to your concerns and give you support and ideas about what might be helpful.
- will help you to decide what the next steps will be and, if necessary, offer you a suitable appointment there and then.
- will also be able to access information about your care plan if you are already receiving services from SSSFT.

Who should use this number?

- Anybody who is worried about their mental health.
- Anybody using South Staffordshire and Shropshire Healthcare's adult mental health services who needs to contact us out of hours.
- Anybody who cares for someone receiving adult mental health services from us.
- Anybody concerned about the mental health of an adult family member or close friend.
- Professionals needing advice and guidance regarding adult mental health issues.

Shropshire/ Telford&Wrekin

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Access.Shropshire@SSSFT.nhs.uk

A large print version of this document is available on request. If you would like a copy of this document in another language or format please contact our Patient Advice and Liaison Service on 01785 783026