

Accessing the right mental health care from NHS 24



Anyone can experience a mental health issue, at any point in their life. You do not have to deal with these problems alone.



NHS Inform

At nhsinform.scot you will find information, guides, and video stories to help look after your mental health and wellbeing.



Breathing Space

Support for people who are experiencing distress in their lives. You can contact Breathing Space on: **0800 83 85 87** or the webchat service at breathingspace.scot

24 hours at weekends (6pm Friday to 6am Monday)

6pm to 2am on weekdays (Monday to Thursday)

16 years and over, living in Scotland.



Living Life

Assessment for a short series of telephone appointments with a Cognitive Behavioural Therapist.

Call **0800 328 9655**

Monday - Friday: 9am to 9pm.

16 years and over, living in Scotland.



GP Practice

Your General Practice (GP) can offer talking therapies, local services, prescribe medicines or online courses. If needed, they can refer you to another professional.



111

For urgent mental health support, phone 111, day or night.

No age limit.



999 or A&E

If a life is at risk, call 999 or go to A&E.

If you are unsure what to do, find out at:

nhsinform.scot/mental-health-support

The 111 Mental Health Hub at NHS 24 provides help and care for those with urgent mental health needs.

For urgent mental health support, phone 111, day or night.

If you are feeling distress, despair, or suicidal, specially trained advisors or our mental health nurses can support you. There is no age limit.

The Hub is a free and confidential service available 24 hours a day, for anyone in Scotland who needs urgent support for mental health concerns, including thoughts of self-harm and suicide. The Hub offers support and guidance to anyone worried about their own mental health or someone else's.

The Hub can refer callers to a range of services and resources, such as local NHS services, other support services, and self-help resources. Specialist staff assess callers' mental health and offer suitable support. They will make referrals to emergency services if necessary.

If you call 111 you will hear a message with options to help you get the right support. You can now listen to our automated messages in Arabic, Mandarin, Polish, Spanish, Romanian, Sorani, and Ukrainian.

Living Life

This telephone based service from NHS 24 offers support using talking therapy, such as Cognitive Behavioural therapy. After an assessment you could be placed on a waiting list to receive up to 6 sessions with a psychological practitioner or a therapist. It can take up to 6 weeks for initial assessment, then 12 weeks for treatment to begin.

- Call 0800 328 9655 Monday - Friday: 9am to 9pm
- 16 years and over, living in Scotland

BREATHING SPACE

Breathing Space is a free confidential listening service run by NHS 24.

Breathing Space provides vital phone and webchat support to people who are experiencing distress in their lives. Our guiding principle is that "you matter, we care". You do not have to give a reason for calling.

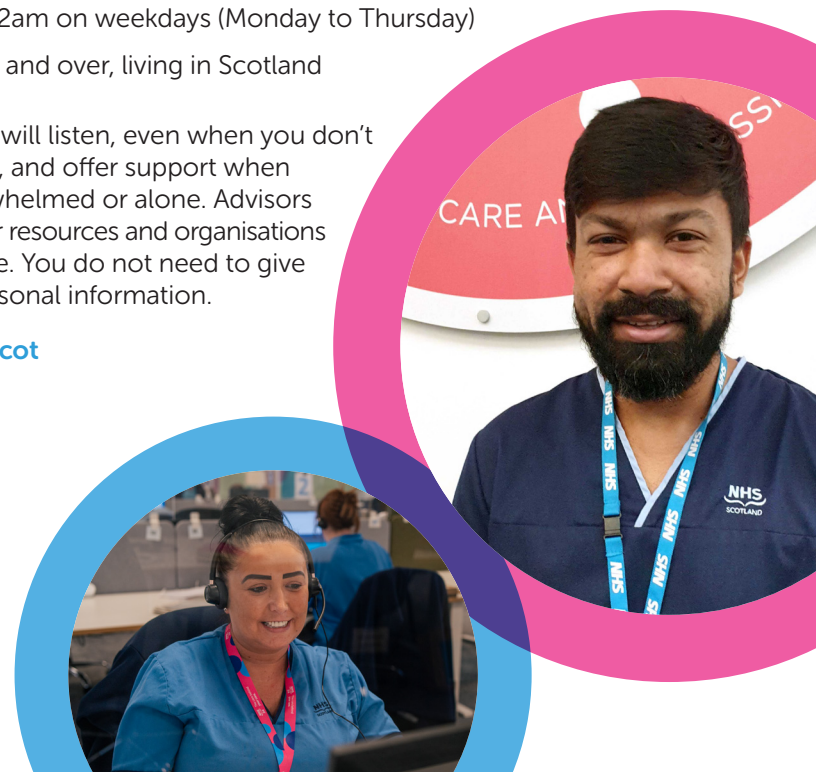
You might feel nervous about picking up the phone and unsure about what to expect. Our advisors appreciate this and will give you the time to talk and be listened to.

If you are experiencing low mood, depression, or anxiety, contact Breathing Space on:

- 0800 83 85 87
or the webchat service at breathingspace.scot
- 24 hours at weekends (6pm Friday to 6am Monday)
- 6pm to 2am on weekdays (Monday to Thursday)
- 16 years and over, living in Scotland

Experienced staff will listen, even when you don't know what to say, and offer support when people feel overwhelmed or alone. Advisors may suggest other resources and organisations where appropriate. You do not need to give your name or personal information.

breathingspace.scot



NHS Inform

NHS 24's online health and care information service.

At www.nhsinform.scot you will find information and guides to support your mental health and wellbeing.

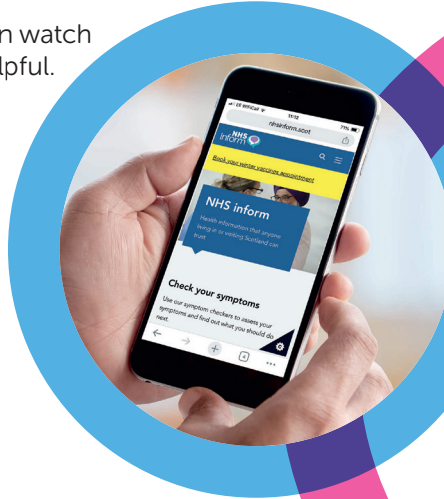
In the Mind-to-Mind section of NHS inform you can watch video stories that share what others have found helpful.

A range of digital guides have been developed that can help with anger or stress, trouble sleeping, or struggling with challenging situations



You will also find a choice of self-help guides that can support you with anxiety, bereavement and chronic pain, to sleep and PTSD (post-traumatic stress disorder).

nhsinform.scot/mental-health



Accessing our services in different ways

If English is not your first or preferred language, you can use the free interpretation service, Language Line, for all our telephone services.

To use Language Line, call your chosen service. Tell the call handler you need an interpreter and which language you prefer.

If you use British Sign Language (BSL), you can use the free BSL interpreting video relay service Contact Scotland BSL.

If you use a textphone you can contact NHS 24 on 18001 111 or by using the Relay UK app.

If you are unsure what to do, find out at:
nhsinform.scot/mental-health-support

If a life is at risk call 999 or go to A&E