

## YOUR INFORMATION:

GP name:

GP surgery phone number:

GP out of hours number:

Care-coordinator phone number:

### Emergency contact details:

Name:

Phone number:

Any other important information:

### Tips to improve your mental well-being:

- Connect and talk to people,
- Be active, go for a walk or do some exercise,
- Try something new and exciting,
- Do something for someone else,
- Try to relax and look after your physical health.

# Advance statements

## Have you thought about writing an advance statement?

### What is an advance statement?

Written while you are well, an **advance statement** (or directive) is a record of your **wishes and preferences** for your **mental health** if you become unwell and are unable to express your wishes.

For more information please visit the **Resources** section of the Bristol Survivors Network website:  
[www.bristolsurvivorsnetwork.wordpress.com](http://www.bristolsurvivorsnetwork.wordpress.com)  
where you can download a template to write your own.

Bristol Survivors Network (BSN) originally collaborated with Bristol Mind to produce this leaflet which was funded and supported by Bristol Clinical Commissioning Group (Bristol CCG).



**BRISTOL  
SURVIVORS  
NETWORK**

  
Bristol Clinical Commissioning Group

# Bristol Crisis Support Leaflet



## BRISTOL SURVIVORS NETWORK

Gathering information and campaigning to improve mental health services.

[www.bristolsurvivorsnetwork.wordpress.com](http://www.bristolsurvivorsnetwork.wordpress.com)  
Email: [bristolsurvivors@gmail.com](mailto:bristolsurvivors@gmail.com)

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## In crisis?

If you or someone you are concerned about is experiencing an emotional or mental health crisis that requires an urgent response:

- **Contact Bristol Mental Health's Crisis line on 0300 555 0334, open 24/7.**
- **Call the Bristol Sanctuary on 0117 954 2952 or 07709265661 - this is a safe place to go in a crisis (see right).**
- **Contact the person's GP, or their GP's out-of-hours service.**
- **If the person has been in contact with mental services recently, contact their care coordinator if known.**
- **Phone NHS 111 if you need help urgently, but it's not a life-threatening emergency.**
- **Call the emergency services on 999 for assistance if it is a life-threatening emergency.**

Be persistent when trying to get help in a crisis, even if it is difficult.

There are lots of options that you can try, and everyone has the right to access the right support and help when they need it.

For more options, see opposite page.

## Other sources of information and support in Bristol:

### Bristol City NHS Walk-In Centre

Bristol Broadmead Medical Centre, Boots, 59 Broadmead, Bristol, BS1 3EA  
Mon - Fri 8am - 8pm, appointments available 6 pm - 7.30 pm, Sat 8 am - 6 pm, Sun & bank holidays 11am - 5pm (except Easter Sunday and Christmas day)  
**0117 954 9828**

### South Bristol Urgent Care Centre

Bristol NHS Community Hospital, Whitchurch Lane, Bristol BS14 0DE  
Opening hours: 8am - 8pm every day  
**0117 342 9692**

### Bristol Sanctuary

A safe place to go during a crisis.  
1 New Street, St Jude's, Bristol, BS2 9DX  
Opening hours: Fri - Mon nights 7pm - 2am. (Please ring after 5pm on these days to arrange using the service or leave an email on [awp.bmhsanctuary@nhs.net](mailto:awp.bmhsanctuary@nhs.net) at any time to receive a call back).  
**0117 954 2952**

### Crisis House for Men (St Mungos)

Open 24/7  
**0117 924 9848**  
**Answer machine - self referrals**

### Women's Crisis House (Missing Link)

Mon - Fri 9am - 5pm  
**0117 924 6459** (self referral, phone to see if criteria are met)

### Samaritans

Drop-in: 7.30 am - 9 pm  
37 St Nicholas Street, Bristol, BS1 1TP  
Email [jo@samaritans.org](mailto:jo@samaritans.org) for more information  
**0117 983 1000 (Bristol) 24/7**

## Helplines

### BEAT Beating Eating Disorders

08088010677 or 08088010711 (youth)  
Open Mon - Thurs 1.30 pm - 4.30 pm  
[www.b-eat.co.uk](http://www.b-eat.co.uk)

### Bristol MindLine - 0808 808 0330

Open Weds - Sun 8 pm - midnight  
[www.bristolmind.org.uk](http://www.bristolmind.org.uk)

### Cruse Bereavement - 08088081677

Open Mon & Fri 9.30 am - 5pm, Tues, Weds & Thurs 9.30 am - 8 pm  
[www.cruse.org.uk](http://www.cruse.org.uk)

### Lesbian & Gay Switchboard - 0300 330 0630

Open every day 10 am - 11 pm  
[www.llgs.org.uk](http://www.llgs.org.uk)

### No Panic (phobias & anxiety)

08449674848 - open every day 10 am - 10 pm  
01952 680835 (youth) - open Mon - Fri 3 pm - 6 pm  
[www.nopanic.org.uk](http://www.nopanic.org.uk)

### Samaritans

116 123 (freephone) or 07725 909090 (text)  
Drop-in 7.30 am - 9 pm (see left)  
[www.samaritans.org](http://www.samaritans.org)

### SANE Line (support and mental health info)

0845 767 800  
Open every day 6 pm - 11 pm  
[www.saneline.org.uk](http://www.saneline.org.uk)

### SARSAS (Sexual Violence & Abuse Support services)

0117 929 9556  
For opening hours & free helplines visit:  
[www.survivorpathway.org.uk](http://www.survivorpathway.org.uk)

### Survivors of Bereavement by Suicide

0844 561 6855  
Open Mon - Fri 7 pm - 9 pm  
[www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)

### Self Injury Support

**TESS** (text support for young women who self injure)  
Text: 07800 472 908 or Free-phone: 0808 800 8088  
[www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)

### Womankind

0117 916 6461 or 0345 458 2914  
Open Mon - Fri 10 am - 12 pm, Tues & Weds 1 pm - 3 pm, Mon & Tues 8 pm - 10 pm  
[www.womankindbristol.org.uk](http://www.womankindbristol.org.uk)