



# Mental Health Support Information Pack

**Ambrose  
Avenue  
Group Practice**

 **The Colte Partnership™**  
*At The Heart of Primary Care*

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# What Support Is There At Ambrose Avenue Group Practice?

**At Ambrose Avenue Group Practice we want you to know that we are here to support and help you and your family.**

**Please contact the surgery if you need support or help**

## Clinical Advice:

Our clinicians can provide support and help to your clinical queries. If you are feeling unwell please inform our reception staff so that we can do our very best to get you an appointment as soon as possible.

## Administration Staff:

**Secretaries:** They can offer advice and help with referrals, letters and reports.

**Receptionists:** They are able to advise and direct you to the correct staff members you need to speak to.

## Dispensary Team and Prescription Clerks:

Our dispensary team and prescription clerks can give advice on your current prescriptions and medication queries.

## Care Co-Ordinator:

The Care Co-Ordinator is based at Ambrose Avenue Surgery. They ensure that our patients care, health needs and wellbeing are being met sufficiently and effectively. The Care Co-Ordinator can take time with our patients to explore what is important to them and direct you to a clinician within the surgery or to other non-clinical support roles if needed.

## Social Prescriber:

The Social Prescriber can support, guide and advise you with services and help within our communities. They can access further care for a patient, discuss problems the patient is facing and explore what is important to the patient.

### Care Advisor:

The Care Advisor can offer advice, support and information on subjects such as benefits, equipment assessments for your home, occupational therapy assessment for your home aids, contact with appropriate statutory care services, contact with voluntary services and disabled parking badges.

Appointments can be made with the Care Advisor by contacting the surgery.

## Where Else Can You Find Support?

### Mental health support numbers

**If you need help urgently for your mental health, get help by calling NHS 111 - select the Mental Health option. If you or someone else is in immediate danger, call 999 or go to A&E now.**

**You can also call the Samaritans for free on 116 123 - available - available 24/7**

**Crisis cafe to speak to or see some one that evening at Mind Community 360 One Hub - call 0300 330 9492**

### EVERY MIND MATTERS

**[www.nhs.uk/every-mind-matters/mental-health-issues](http://www.nhs.uk/every-mind-matters/mental-health-issues)**

Expert advice and practical tips to help you look after your mental wellbeing and make them part of your daily routine.

This website can support you very well with self management techniques to support you with worries and anxieties, sleep problems and insomnia, stress, low mood and depression.

You can also look at your own Mind Plan if you choose to answer the five questions to get your own personalised tips to help you be kind to your mind.

### CatchIt App

CatchIt helps you turn negative thoughts into more realistic ones and improve your mental wellbeing. Use the app every day, or as much as you need. You can download from Apple store or Google Play store to your smart phone.

## SANeline services

SANeline is a national out-of-hours mental health helpline offering specialist emotional support, guidance and information to anyone affected by mental illness, including family, friends and carers. We are normally open every day of the year from 4pm to 10pm on 0300 304 7000.

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### Would you like us to call you?

SANE will retain the callback service we opened during the pandemic, so you can still leave us a message on 07984 967 708 giving us your first name and phone number, and we will call you back within a few days.

Anybody is welcome to call us if they need to talk, or want support. The helpline is a confidential service for anyone aged 16 or over.

If you're under 16, there are specialist services for people your age which would be better suited to talk with you – you're welcome to email us to get more information at [support@sane.org.uk](mailto:support@sane.org.uk)

## **Essex Wellbeing Service**

they can refer to Mind who offer a counselling and support service which includes bereavement support

0300 303 9988 or email [provide.essexwellbeing@nhs.net](mailto:provide.essexwellbeing@nhs.net)

## **THERAPY FOR YOU**

Improving Access to Psychological Therapies – you can self refer to this service online at [www.therapyforyou.co.uk](http://www.therapyforyou.co.uk) or contact the North East Essex branch 01206 334001

You can access online courses

## **ANXIETY UK**

If you are struggling with anxiety you can get support from Anxiety UK. You can access their support at [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) or contact their helpline on 03444 775 774 they can also provide text support on 07537 416 905. They are available to help Monday to Friday 0930-1730

**Campaign Against Living Miserably (CALM).** You can call the CALM on 0800 58 58 58 (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the CALM webchat service.

**Shout.** If you would prefer not to talk but want some mental health support, you could text SHOUT to 85258. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

### Suffering with OCD, self-harming, anxiety or panic attacks?

- **No Panic:** Charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Phone: 0844 967 4848 (daily, 10am to 10pm). Calls cost 5p per minute plus your phone provider's Access Charge
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- **OCD Action:** Support for people with OCD. Includes information on treatment and online resources. Phone: 0845 390 6232 (Monday to Friday, 9.30am to 5pm). Calls cost 5p per minute plus your phone provider's Access Charge
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- **Anxiety UK:** Charity providing support if you have been diagnosed with an anxiety condition. Phone: 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)
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- **Calm Harm:** Free app designed to help people resist or manage the urge to self-harm.

### Local support for young people

If you're a young person who is struggling to cope or you're finding it difficult to make sense of how you're feeling, there are people who can help you:

- Talk confidentially to **Kooth** to get the help you need [www.kooth.com](http://www.kooth.com)
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- **Papyrus HOPELINEUK.** If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call **Papyrus HOPELINEUK** on [0800 068 4141](tel:08000684141) (weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm-10pm), email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or text [07786 209 697](tel:07786209697).
- **The Mix.** If you're under 25, you can call The Mix on [0808 808 4994](tel:08088084994) (3pm-midnight every day), request support by email [using this form on The Mix website](#) or [use their crisis text messenger service](#).
- Alternatively, visit **Big White Wall**, the online mental health community that young people can access any time anywhere