

# Briefing

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## **Freephone line for those in mental distress**

**Call 0800 0516171 in a mental health emergency.**

We have introduced a new freephone line which will make it easier for people in mental distress to access urgent help.

From today (3 August) people in County Durham, Darlington, Teesside and most of North Yorkshire, including children and older people, can contact their local TEWV crisis service on freephone number **0800 0516171**.

Following the success of the Trust's single point of access telephone number launched earlier in the year, and in response to national guidance, the freephone line will help reduce barriers to accessing help in a mental health emergency.

Open 24 hours a day, seven days a week, callers, including those with learning disabilities and/or autism, will be offered a series of options which will divert them to their local crisis service. People calling the existing single point of access number will automatically be diverted to the freephone line with a view to this replacing the 0300 number in the coming months.

### **Professional line access has not changed.**

Ruth Hill, chief operating officer at TEWV, said: "Having a freephone line for those in mental distress is the right thing to do and we are pleased to be able to offer this.

"Over the last couple of years crisis services across TEWV have been focussing on delivering quality improvements that will enhance patient care. We are confident that the freephone line will help improve access and pathways into services and will compliment alternative service provision available in the area.

"At TEWV we place those who use our services at the centre of all we do and are working hard to make sure that our crisis services meet the needs of our local communities and are fit for the future."

Advice on what to do in a mental health emergency is available on our website.

[www.tewv.nhs.uk/crisisadvice](http://www.tewv.nhs.uk/crisisadvice).

**Ruth Hill**  
Chief Operating Officer, TEWV

