

Resources for Getting Help

Call 999

If you need immediate treatment, you must call 999.

Call 111

If you need advice or medical treatment quickly, and you cannot wait for an appointment to see your doctor call [111](tel:111) or use the NHS 111 online service: <https://111.nhs.uk/>

Samaritans – Call 116 123

If you are going through a difficult time and need someone to talk to, call Samaritans on [116 123](tel:116123) for free. Trained volunteers will listen to you. They won't judge or tell you what to do. If you prefer to write, email jo@samaritans.org and you will get a response within 24 hours. For more information visit <https://www.samaritans.org/>

Shout Crisis Text Line – Text 85258

Shout is a free, confidential, anonymous texting service for anyone in the UK who feels they can't cope. It won't appear on your phone bill. All you have to do is text the word 'SHOUT' to [85258](tel:85258).

Refuge: Domestic Abuse Helpline – Call 0808 2000 247

Anyone forced to change their behaviour because they are frightened of their partner or ex-partner's reaction is experiencing domestic abuse. Call the freephone, 24-hour national domestic abuse helpline [0808 2000 247](tel:08082000247). You can also contact the Helpline via the online form: <https://www.nationaldahelpline.org.uk/Contact-us>. They will get back to you within 48 hours. You can also chat to them live on their website every Monday - Friday, 3pm – 10pm.

Frank: Drugs Helpline – 0300 123 6600

If you need some friendly, confidential advice for drugs, call the Frank drugs helpline on [0300 123 6600](tel:03001236600).

Text a question to [82111](tel:82111) and FRANK will text you back.

You can also email them: <https://www.talktofrank.com/contact>.

Housing – Local Council

If you need help with housing problems, get help or advice from your local council. Simply enter a postcode to find your local council here: <https://www.gov.uk/find-local-council>

Immigration – www.gov.uk

If you need immigration advice, you can get help from an immigration adviser. They can help you with most things to do with immigration. Visit <https://www.gov.uk/find-an-immigration-adviser> for more information.



Getting More Help NHS Psychological Therapies (IAPT)

What is IAPT?

A completely free, accessible, high quality psychological therapies service available to everyone. IAPT stands for Improving Access to Psychological Therapies. IAPT services help people who are experiencing common mental health problems such as low mood or anxiety. There is an IAPT service in every borough. You can contact IAPT yourself directly by telephone, email or online or you can ask your GP to refer you.

IAPT services offer different kinds of “talking therapies” that can help people overcome their difficulties. The first step will usually be a telephone call from a therapist who will ask about the difficulties you are having and think with you about what type of help you might need. They will then make suggestions about types of treatment offered in IAPT which might be helpful for you or sometimes they might suggest a different service that can help. During the coronavirus pandemic, IAPT services are mostly offering treatment appointments online, by telephone or video call.

How do I get help from IAPT?

You can find your local IAPT service at the following link:

<https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

Once you have found your local service you can self-refer online.



Self-referral links to IAPT for South-East Boroughs:

Bexley: <https://gateway.mayden.co.uk/referral-v2/af3aaece-3d22-40ba-b1e6-7cd5937423d4>

Bromley: <https://gateway.mayden.co.uk/referral-v2/0188c84a-bdbf-4f83-b887-ffd143133498>

Greenwich: <https://gateway.mayden.co.uk/referral-v2/dec9c353-60f4-47d6-a4fa-2a4b16bc8a76>

Lambeth: <https://gateway.mayden.co.uk/referral-v2/a98fce9c-9ec0-4e3e-b5d4-e390ffa04b17>

Lewisham: <https://gateway.mayden.co.uk/referral-v2/ec44a5ce-1e46-465a-ad50-e9943d78d02d>

Southwark: <https://gateway.mayden.co.uk/referral-v2/28f75d9d-7d4b-4b5f-9775-815ddb637926>

Screening Tool:

If you are unsure whether you need the support of IAPT, please use the screening tool below to help. If you score over 3, we encourage you to seek further support, either by contacting your GP or referring yourself to IAPT. You can use the links above to do this.

Over the last 2 weeks, how often have you been bothered by the following problems? (please circle the number to indicate your score)	Not at all	Several Days	More than half the days	Nearly every day
1. Feeling nervous, anxious or on edge	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Little interest or pleasure in doing things	0	1	2	3
4. Feeling down, depressed, or hopeless	0	1	2	3

