

## Mental Health Crisis Support

### 999

If somebody is at risk or harming themselves or somebody else the safest response is to dial 999 and ask for an ambulance. The paramedics are trained to deal with crisis situations and can call on other professionals as required.

### A&E

The Accident and Emergency Department at York Hospital (01904 631313) has staff trained to deal with mental health crises and can access specialist support as required.

### 111

For non-emergency advice on how to deal with a health related situation use the national 111 service.

### GP

If the situation is less urgent the concerns about health should go through the GP surgery. Contact details for surgeries in York can be found here at

<http://www.valeofyorkccg.nhs.uk/about-us/our-practices/>

The out of hours GP service can be contacted on 0945 056 8060

### City of York Council

For issues around safeguarding, housing, relationships etc the Access and Assessment Team are available on 01904 555111. (Out of Hours No. 0845 034 9417)

### Telephone Helplines

Telephone helplines can offer immediate support to somebody who needs a listening ear or practical advice about where to go next for help

#### Samartians

89 Nunnery Lane  
01904 655888 / 08457 909090 (24 hours)

#### Mind Infoline

0300 123 3393 (Monday to Friday 9am to 6pm)  
[info@mind.org.uk](mailto:info@mind.org.uk)

#### Rethink Advice Line

0300 5000 927 (Monday to Friday, 10am-2pm)

#### Mind Legal Advice Helpline

0300 466 6463  
[legal@mind.org.uk](mailto:legal@mind.org.uk)

#### Saneline

Specialist Mental Health advice 6pm-11pm 0845 767 8000