

WHICH – the Westminster High Intensity Care Hub

We're here to listen. We can help you solve problems like these:

- I am feeling desperate, I don't know what to do with myself.
- I'm alone, without friends, family or anyone to talk to.
- Things are going really badly at home, I don't want to be there.
- I'm struggling with alcohol or drugs.
- I can't get an appointment with my GP or they're not taking me seriously.
- I'm just passed around, I've seen everyone.
- I contacted the mental health service but no one got back to me.
- Social services said they can't help me.
- I don't understand my discharge summary/care plan.
- The doctors say there's nothing wrong with me but I'm scared there is.

There are lots of ways to get the help you need

Your GP

Use PATCHS to contact your GP for **non-urgent medical problems**.

Click on the PATCHS logo on your GP's website. Answer a few simple questions and we'll aim to reply within 2 hours (Monday-Friday 8am to 5pm).

Start your message with the word "LISTEN" so we know you've been given this leaflet.



If you're not registered with a GP, visit www.nhs.uk/service-search/find-a-gp to find a practice near to you.

For urgent medical problems

Urgent Treatment Centres can deal with non-life-threatening issues like sprains, broken bones, cuts and grazes, simple infections, minor burns, coughs and colds.

A&E / Emergency Departments are designed to treat life-threatening physical and mental health problems that can't be managed elsewhere. If that's not the problem, you will usually find it easier to use one of the other services listed here.

If you're struggling to cope, anxious, depressed, or feeling unsafe, being abused or have problems such as addiction

SHOUT 24/7 Crisis Text Service

Text "LISTEN" to 85258 to contact a trained volunteer by text, **any time of day or night**. We usually reply within 5 minutes. SHOUT will try to help you reach a calm and safe place, agree a plan going forwards and suggest other ways to get expert support.



Visit www.giveusashout.org for more details.

Urgent Mental Health Helpline

Phone 0800 023 4650 **any time of day or night** to get immediate help on our freephone lines from trained mental health advisers and clinicians.

Non-urgent Talking Therapies

Phone 030 3333 0000, email westminster.iapt@nhs.net or ask your GP to refer you for counselling, guided self-help, and talking therapies for issues such as anxiety and depression

...other ways to get the help you need

Social Services

Contact Social Services for **advice and quick links to various services that can help with day-to-day living** including housing, benefits or carers support.



You can call the adult social care team on 020 7641

2500 or visit www.peoplefirstinfo.org.uk for more information.

WHICH Case Workers

As well as your GP, hospital and social services, there are many other people who can help you get help with mental health and wellbeing issues, tackle loneliness, get access to local support services, and help with housing issues, debt, benefits and other social issues.

Your GP or staff in our Urgent Treatment Centres and A&E Departments can put you in touch with a Case Worker, Health Coach, Care Co-ordinator, Social Prescriber or Health Champion as appropriate.

WHICH – the Westminster High Intensity Care Hub

A better way for people with complex problems who live in Westminster to find the support you need.

- We are here to listen and see how we can help
- We are professionals working in health and social care who talk to each other regularly to help coordinate your care.
- It's an easier way for you to contact the services you need.

How we can help

We understand you may need help from more than one service or you're not sure which service you need.

We can put you in touch with the right team to help you.

A&E is always here for you if you have a **physical or mental health emergency.**

If your life is at risk – always **call 999**

Feeling low?

Anxious?

Struggling to cope?

WHICH
Westminster High Intensity Care Hub

Helping you get the care you need