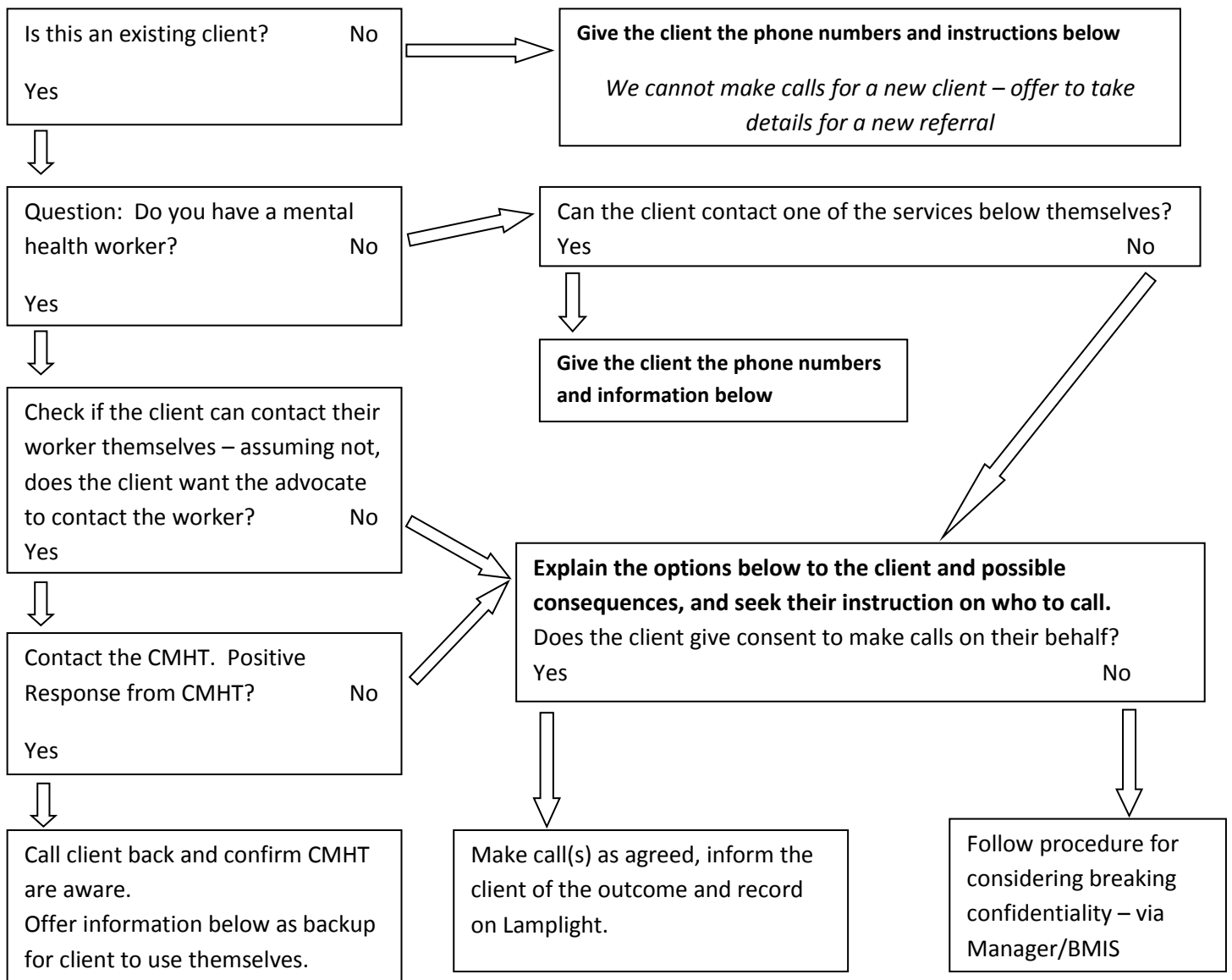


Call from a client in crisis



Crisis Contact Details

Sheffield Helpline 0800 138 6550 (24/7, run by Rethink, free from landlines)

Can respond to a call directly from a client, but cannot take any action if the advocate rings the helpline.

GP – the client's GP or the out of hours service via their usual GP practice

NHS 111 'when it's less urgent than 999' (free, 24/7)

For when someone needs urgent medical attention, but it's not a 999 emergency. Calls are taken by non-clinical staff who follow pre-designated pathways. Client should be aware the service may call mental health professionals, ambulance, police or whomever they think is appropriate.

Attend in person – own GP surgery, A&E or the Walk In Centre (Broad Lane, city centre).

999 – if an immediate emergency situation