

Croydon: what to do in a mental health crisis

If you feel unsafe and need immediate help

- Go to your local A&E Department, where the psychiatric liaison team can help you (24 hours a day, 365 days of the year):

Croydon University Hospital (formerly Mayday),
530 London Road, Croydon
CR78 7YE
Tel. 020 8401 3000

If you're with a community mental health team (CMHT)

- During the day **first of all** contact your community mental health team (CMHT) and ask for your care coordinator or duty worker:

If you need less urgent help

- During the day contact your GP

Name of GP:.....

Tel:

- Out of hours contact your Out of Hours GP service (Patient Care 24)

Tel: ...020 8401 3637

- Call the SLaM 24 hour information line

Tel: ...0800 731 2864

- Call NHS 111 – 24 hour confidential helpline giving health advice

Tel: ...111

If you're with a community mental health team (CMHT)

- During the day please contact your community mental health team (CMHT) and ask for your care coordinator or duty worker:

Name of team:.....

Tel:.....

Name of care coordinator:.....

Crisis: in distress – who to call and where to go

Samaritans

Samaritans have heard many people's stories and you can discuss anything with them in complete confidence. You **don't** have to be suicidal to call for help. 24 hours a day, 365 days a year.

Tel. 08457 909090

Mind information line

Tel. 0300 123 3393

SANEline

Confidential emotional support, practical help and information for people with mental health problems.

Tel. 0845 767 8000

Patient Care 24

Croydon, Merton and Sutton Out of Hours GP service (formerly Croydoc)

Tel. 020 8401 3637

6.30 pm-8.30 am weekdays

24 hrs weekends and Bank Holidays

Edridge Road Community Health Centre - Central (previously the Walk-in Centre)

You don't have to be registered at the Centre to see a doctor.

Tel. 020 3040 0800

Impact House, 2 Edridge Road, Croydon
CR9 1PJ

8 am-8 pm, 7 days a week, 365 days a year

Social Services

Out of hours Social Services

Tel: 020 8726 6000

Croydon Pharmacy

Long opening hours

Tel. 020 8668 5544

Mon-Sat: 7 am- 10 pm

Sun: 9 am – 8 pm

To find other local pharmacies visit NHS

Choices and search Services Near You,

<http://www.nhs.uk/Pages/HomePage.aspx>

Other helpful organisations

Mind in Croydon

26 Pampisford Road, Purley

Surrey, CR8 2NE

Infoline 020 8668 2210

Email: admin@mindincroydon.org.uk

Web: www.mindincroydon.org.uk

Hear Us (local service user group)

Offers support, events, newsletter and opportunities for involvement.

Tel: 020 8681 6888

Web: www.hear-us.org

Bethlem Chaplaincy

This multi-faith Spiritual and Pastoral Care service (SPC) aims to promote and safeguard the religious and spiritual lives of service users, carers and staff.

Tel. 020 3228 4361

Administrator: 020 3228 1680

<http://www.slam.nhs.uk/our-services/hospital-care/chaplaincy>

Off the Record

Support for children and young people

72 Queens Road, Croydon

Surrey, CR0 2PR

Tel. 020 8251 0251

Email: info@offtherecordcroydon.org

Alcoholics Anonymous (AA)

For help for problems with drinking see the website for details of local meetings

National helpline: 0845 769 7555

Email: help@alcoholics-anonymous.org.uk

Web: www.alcoholics-anonymous.org.uk/?PageID=2

Lantern Hall (Croydon Integrated Drug and Alcohol Service)

190 Church Road

CR0 1SE

Tel: 020 8604 7104

National Drugs Helpline (also known as Talk to Frank)

Tel. 0800 776600 (24 hours a day)

Croydon Carers Centre

Offers advice, information and counselling to carers, including benefits and the welfare system.

12 Katharine St, Croydon CR0 1NX

Tel. 020 8680 8253

Email: enquiries@croydoncarers.org.uk

No Panic helpline

Helpline: 0800 138 8889

Web: www.nopanic.org.uk/aboutus.html

Victim Support

250 Brighton Road

South Croydon

CR2 6AH

Tel: 020 8681 7711

Email: vscroydon@vslondon.org

Web: www.victimsupportcroydon.org.uk

Mon-Fri 9 am- 5 pm

Four in Ten (SLaM's lesbian, gay, bisexual and trans (LGBT) Peer Support Group

Tel: 07711 376 258

Email: peter@metrocentreonline.org

If you'd like a large print, audio, Braille or a translated version of this leaflet then please ask us.

Contact SLaM

SLaM switchboard: 020 3228 6000

SLaM website: www.slam.nhs.uk

Patient Advice and Liaison Service (PALS)

PALS is here to listen and support you in whatever way they can to ensure your experience at SLaM is a positive one. If you are not happy about something at SLaM then PALS will try to help you. If you decide you want to make a formal complaint PALS can advise you how to do this.

PALS 24hr information line: 0800 731 2864

PALS website: www.slam.nhs.uk/pals

PALS email: pals@slam.nhs.uk

Travel

For the quickest way to plan your journey to a SLaM service try TfL's journey planner.

TfL 24hr travel information: 020 72222 1234

www.tfl.gov.uk/journeyplanner

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