



**University
Hospitals Sussex**
NHS Foundation Trust

Mental health

Accident and emergency

Patient information

Why have I been given this information?

We all experience low points at times in our lives. It is not unusual to feel sad, anxious, stressed, or low in mood. You may be experiencing a mental health crisis for the first time or a deterioration of an existing condition.

The Emergency Department is available 24 hours a day, 365 days a year to help you receive the support you need.

A nurse or doctor will see you initially and then, if appropriate, refer you to the mental health liaison team within the hospital.

This information provides other places to receive support. Either yourself or a family member or friend can help you receive this support.

If you are finding it hard to keep yourself safe, the Mental Health Rapid Response Service (for adults) is available to offer immediate support.

Telephone **0300 304 0078**, Monday to Friday 8am to 10pm.
Weekends and bank holidays 10am to 10pm.

If you have a physical injury or need urgent medical treatment, please call 999.

Brighton and Hove Wellbeing

- **Brighton and Hove Wellbeing Service**
www.brightonandhovewellbeing.org/ is a free NHS service supporting people from age 4 years upward in Brighton and Hove. It offers therapeutic support through different types of talking therapies, workshops and courses as well as guided online therapy.

- You can refer yourself to the service by an online referral or you can call or email to receive a paper referral form.
 - Email bics.brighton-and-hovevelling@nhs.net
 - Telephone 0300 002 0060 (local rate), lines open Monday to Friday 8am to 6pm.

Health in Mind, East Sussex

- Health in Mind is a free NHS service for adults in East Sussex experiencing emotional or psychological difficulties, such as stress, anxiety and depression. You can make an online referral to access their services at www.healthinmind.org.uk. Your GP can also refer you.
 - Telephone **0300 00 30 130**, office hours are Monday to Friday 9am to 5pm.
 - Email for non-urgent queries is: spnt.healthinmind@nhs.net

Time to Talk, West Sussex

- Time to Talk provides access to mental health therapies through an online or phone self-referral, or by your GP. It covers Adur, Arun, Bognor, Chanctonbury, Chichester, Crawley, Horsham, and Worthing.
 - In Adur, Arun, Chanctonbury and Worthing call **01903 703540**
 - In Bognor, Chichester and surrounding area call **01273 265967**
 - In Crawley and Horsham call **01403 620434**
 - In Mid Sussex call **01444 251084**

The Sussex Mental Healthline

- The Sussex Mental Healthline www.sussexpartnership.nhs.uk/your-mental-health/getting-help/sussex-mental-health-crisis-line

not a counselling service but the operators can help you explore ways of coping. They can advise on access to mental health services and provide details of support and voluntary groups. They can send information about mental health issues, support groups, advocacy services and complaints procedures.

- Telephone **NHS 111** and choose the mental health option. Call costs vary by mobile or landline network provider but will cost the same as a call to a landline number. Language and text services are also available.

Other sources of advice

- **HOPELineUK** www.papyrus-uk.org/, telephone **0800 0684141** (text: **07786 209697**) gives confidential advice and support to under 35s thinking about suicide, and anyone concerned about a young person and suicide. Open 10am until 10pm weekdays, 2pm until 10pm weekends, and 2pm until 5pm Bank Holidays
- **MIND** www.mindcharity.co.uk/ Brighton and Hove, telephone **01273 666950**.

Urgent help in a crisis

- Samaritans provide help and support to people in a crisis 24 hours a day, seven days a week. Contact them by phone on **116 123** or visit www.samaritans.org.
- If you are concerned about an immediate risk of harm, either to yourself or someone else, phone **999**.
- If you are in Brighton & Hove, the Brighton and Hove Mental Health Rapid Response Service offers support from a mental health professional anytime, day or night, as well as face to face appointments. Call **0300 304 0078**, 24 hours a day, 7 days a week.

- You can also go to your nearest hospital with an Emergency (A&E) Department. There are staff on duty 24 hours a day, seven days a week, to assess you and provide access to appropriate help.
- If you are already receiving support from Sussex Partnership mental health services you should have a care plan and crisis card. These will include details of who you should contact in a crisis. If you can't find your care plan, contact your community team during the day and ask for your care coordinator or the person on duty.
- **Sussex Mental Healthline**, telephone **0800 0309 500** (limited service available).
- **Saneline**, telephone **0300 304 7000**, www.sane.org.uk, 4.30pm until 10.30pm daily.

General support

For general medical advice please use the NHS website, the NHS 111 service, walk-in-centres, or your GP.

- The NHS website www.nhs.uk/ provides online health information and guidance
- **NHS 111** phone line offers medical help and advice from trained advisers supported by nurses and paramedics. Available 24 hours a day. Calls are free from landlines and mobile phones
- There are walk-in and urgent treatment services at Brighton Station, in Crawley and at Lewes Victoria Hospital www.uhsussex.nhs.uk/services/accident-emergency/
- **Patient Advice and Liaison Service (PALS)** www.uhsussex.nhs.uk/patients-and-visitors/support/pals/ can be contacted with your comments and concerns, and to provide general support.

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or scan the QR code



This article is intended for patients receiving care in Brighton & Hove or Haywards Heath.

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