

STUDENT & ACADEMIC SERVICES Counselling Service

Crisis/Urgent Support

Sources of support outside the
University/outside of office hours

Crisis and Urgent Support

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EMERGENCIES

In an emergency, you should always phone 999 or make your way to any accident and emergency (A&E) department at your local hospital. The closest to the University of Westminster campuses are:

University College Hospital

235 Euston Road,
London, NW1 2BU

T: 0845 155 5000 or 020 3456 7890

A&E T: 020 3447 0012 or 0011

The Royal London Hospital

Whitechapel Road,
London, E1 1FR

T: 0207 377 7000

Northwick Park Hospital

Watford Road,
Harrow,
Middlesex, HA1 3UJ

T: 020 8864 3232

A&E T: 020 8869 3088

GP/DOCTOR

For urgent support with your mental or physical health, you should contact your GP/doctor. If you are not registered with a GP you can find details of a local doctor at: www.nhs.uk/Service-search/GP/LocationSearch/4

NHS 111

If you need urgent medical help, which is non-life threatening, you can phone 111 for free. You will speak to an adviser who can direct you to the most appropriate medical care for you.

SINGLE POINT OF ACCESS

The Single Point of Access (SPA) offers mental health triages for routine, urgent and emergency referrals (24 hours a day throughout the year).

Self-referral is not possible, but GPs, police and other professionals can refer. Family or friends

can also seek advice about referring.

Tel: 0800 0234 650

E: cnw-tr.spa@nhs.net

<https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/single-point-access>

THE SAMARITANS

Emotional support for those feeling in distress or despair. You can talk to them any time, in your own way, about anything that is affecting you.

Free T: 116 123

E: jo@samaritans.org

<https://www.samaritans.org/>

HOPELINE247

If you are having thoughts of suicide or are concerned for a young person under the age of 35 who might be, you can contact HOPELINE247 for confidential support and practical advice.

Open 24 hours a day, 365 days a year

Call: 0800 0684 141

Text: 88247

Email: pat@papyrus-uk.org

<https://www.papyrus-uk.org/papyrus-hopeline247/>

SHOUT

If you're experiencing a personal crisis and are unable to cope and need support, text 'Shout' to 85258, a free 24/7 text service for anyone in crisis, any time, anywhere. For help with suicidal thoughts, abuse or assault, self-harm, bullying, relationship challenges.

<https://www.giveushout.org/get-help/>

FOR CONTRACEPTION, PREGNANCY & SEXUAL HEALTH ADVICE

Contact your GP, an NHS walk-in centre or:

BROOK HELPLINE (sexual health & wellbeing for under 25 year olds)

www.brook.org.uk

Contact: <https://www.brook.org.uk/contact-us/>

RAPE CRISIS

If you have experienced rape, childhood sexual abuse and/or any other kind of sexual violence, you can get support from Rape Crisis.

T: 0808 500 2222 (24/7 support line, available everyday of the year)

www.rapecrisis.org.uk

VICTIM SUPPORT

If you have been affected by crime or traumatic events, you can get help from Victim Support.

T: 0808 1689 111

www.victimsupport.org.uk

NATIONAL DRUGS HELPLINE (FRANK)

A confidential telephone service offering advice and information for those who are concerned or have questions about drugs.

T: 0300 123 6600

www.talktofrank.com

NATIONAL DOMESTIC VIOLENCE HELPLINE

Support if you are experiencing domestic violence or abuse.

T: 0808 2000 247

www.nationaldomesticviolencehelpline.org.uk

You may also find the following links useful:

- www.studentsagainstdespression.org
Information and advice on managing depression
- www.studentminds.org.uk
The UK's student mental health charity
- www.b-eat.co.uk
Support for anyone affected by eating disorders
- www.mind.org.uk
Information and support if you are living with/supporting someone with a mental health problem

- www.drinkaware.co.uk
Help to reduce alcohol misuse and harm
- www.charliewaller.org
Info and resources to equip young people to look after their mental wellbeing

CONTACT US:

Counselling Service
Tel: 0207 911 5000, ext. 66899
Email: counselling@westminster.ac.uk

For any urgent concerns, University of Westminster students can contact the duty clinician, Mon- Fri, between 9:30am-4pm.

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