

Information for patients

There is now a simpler way for people to find the right support in a mental health crisis.



If you, or someone you know, is experiencing a mental health crisis, you can now call NHS 111 and select option 2 for 24/7 access to crisis mental health support.

The service is still provided by your local NHS mental health trust – that is not changing – it's just a new telephone number to call.

To help you get the support you need, you will speak to a mental health advisor who will ask you some questions and listen to you. They can offer self-care advice and signposting over the phone, transfer you to the crisis service if needed or refer you to other local services.

Don't worry, the [local freephone crisis service numbers](#) in your area will still be active for a while to make sure you always get the support you need.

What is a mental health crisis?

If a person's mental or emotional state gets worse quickly, this can be referred to as a mental health crisis or a mental health emergency. If this happens, it is important to get help quickly.

A mental health crisis can mean different things to different people, but often means that you no longer feel able to cope or be in control of your situation. It can cause a significant disruption to your life and your ability to function.

You should call NHS 111 and select option 2 for crisis mental health support if you are worried about:

- thoughts about your life not being worth living or about harming yourself
- feeling out of control or unable to cope
- feeling anxious about leaving the house
- hearing voices or seeing things that others can't

If you or someone else have physically harmed themselves, or if their life is at risk, then you should still call 999 or go to A&E.