What happens next?

Depending on whether you are already known to mental health services and what your needs are at the time of your call, you may be put in contact with:

- Your doctors surgery – A next day doctors appointment maybe be arranged or you might be directly booked into an appointment
- IAPT services (Improving Access to Psychological Therapies) – such as italk services, Talking Change Psychological Services or Steps to Wellbeing
- Your local safe haven – these are places where you can go in the community to receive urgent mental health support
- Voluntary mental health helplines e.g. Young Minds, SHOUT, No Limits, MIND, Kooth, Samaritans, Domestic Violence support, SANE, Bereavement support, drugs and alcohol, debt advice or housing support services
- Your local mental health teams for extra support to meet your needs
- An emergency mental health response.

How to access the service?

Go online at: 111.nhs.uk or

CALL 111

To find out more about the mental health triage team, visit:

southernhealth.nhs.uk/help-crisis

CALL 111

Mental Health Triage Team



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Who are we?

The mental health triage team are a group of mental health professionals who help and support you with your mental health should you need it. If you live in Hampshire or the Isle of Wight, you can talk to the team by calling 111 or go online at 111.nhs.uk, 24 hours a day, 7 days a week.

What do we do?

The service is open access, which means you can ask for help 24 hours a day and 7 days a week. The team have a wide range of skills to help support your mental health in the best way they can. The mental health triage team can also help access 'Safe Places' in the community for short-term support.

Who do we support?

The mental health triage team are here to support every one of all ages, as long as you live in **Hampshire or the Isle of Wight (including Portsmouth and Southampton).**

How the service works

When you first call NHS111 a call handler will ask you a series of health questions that will help the mental health triage team make sure they give you the right support and advice.

A mental health nurse will then call you back and have a conversation about your mental health needs. They will then use their skills and experience to help you over the phone or they will put you in contact with different teams who can help to make sure you get the right care at the right time.





