

## Accessing Emergency Support

The Iron Mill Counselling Service is not a crisis service, and we are unable to support clients who have need of emergency support between appointments or to people on the waiting list whilst waiting to start therapy. The information below is intended to help you access appropriate help and support in the event of an emergency.

<b>Services and Support</b>	<b>When to access these services What support is on offer</b>
<p><b>Accident and Emergency (A&amp;E)</b></p> <p>Royal Devon &amp; Exeter Hospital 01392 411611</p> <p>Or dial 999</p>	<ul style="list-style-type: none"> <li>• If you are experiencing suicidal thoughts and feel that you may be at risk of acting on these feelings.</li> <li>• If you feel you may be at risk of harming yourself or others.</li> <li>• If you have caused serious harm to yourself and need urgent medical attention</li> </ul>
<p><b>Emergency GP Appointment</b></p> <p>Contact your GP Surgery Out of Hours, follow advice on Surgery out-of-hours message</p> <p>OR dial 111 for free 24hr NHS helpline</p>	<ul style="list-style-type: none"> <li>• If you need urgent support, but your immediate safety is not at risk.</li> <li>• If you have caused harm to yourself and need medical attention</li> </ul> <p>GPs will review your current situation, provide information and advice on local support (including referral if appropriate), and discuss whether medication may be an option for you.</p> <p>NHS helpline staff will assess whether you need an out-of-hours GP appointment.</p>
<p><b>Listening Services</b></p> <p><b>Samaritans (open to all)</b> Phone: 116 123 Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p> <p><b>Papyrus (under 35s experiencing suicidal thoughts)</b> 0800 068 4141</p> <p><b>Campaign Against Living Miserably - CALM (males)</b> 0800 585858</p> <p><b>Switchboard (LGBT)</b> 0300 0630</p>	<ul style="list-style-type: none"> <li>• If you are struggling with your feelings and need someone to talk to in confidence.</li> </ul> <p>These telephone and web-based services are there to listen, in some cases on a 24hr a day basis. They are impartial and non-judgemental, and will not offer advice on what you should or shouldn't do.</p> <p>Some are generalist and open to all, others may focus on specific groups, such as younger people or the LGBT community.</p>