

ABOUT BRISTOL MIND

Bristol Mind is an affiliated member of National Mind (or LMA). This means that we work within the ethos of Mind to promote the same aims. They are that we:

Work for a better life for local people in mental or emotional distress by offering a range of services and by campaigning for a socially just society, which promotes and sustains good mental health for all.

Bristol Mind provides a range of mental health services including:

Bristol MindLine
(Freephone 0808 808 0330)
Advocacy (0117 980 0386)
Meeting Minds counselling services (0117 980 0385)

For information on other Bristol Mind services call 0117 980 0370

For further information on Bristol MindLine call 0117 980 0381

BRISTOL MINDLINE

Need someone to listen?
Call our **freephone** helpline on

0808 808 0330

Weds to Sun 8pm-midnight

Bristol MindLine is striving to offer a quality service and welcomes any feedback by users of the helpline.

Bristol MindLine Admin Office
35 Old Market St
BS2 0EZ

Admin: 0117 980 0381

mindline@bristolmind.org.uk
www.bristolmind.org.uk

Reg. Charity No: 1085171
Reg. Co. No. 4124744



For better
mental health



BRISTOL MINDLINE



Freephone

0808 808 0330

**Wednesday to Sunday
8pm to midnight**

We are here to listen
and not judge



WHAT IS THE AIM OF MINDLINE?

Bristol MindLine offers listening free of charge to anyone who needs to talk.

The way we work is to listen to you, without our own opinions or ideas getting in the way.

We offer you a friendly ear, without trying to advise or tell you what to do next. Instead we help you to think things through for yourself.

WHO ANSWERS THE PHONES?

Fully trained volunteers, who are supported and supervised by the helpline coordinators.

HOW LONG DO CALLS LAST?

Calls can last up to 45 minutes per evening. This allows the volunteers to really listen carefully and attentively to what you have to say. It also allows us to support as many people as possible.

SO WHAT CAN I TALK ABOUT?

People phone the MindLine to talk about lots of different things.

- Issues to do with mental health
- Feelings of loneliness and isolation
- Worries about medication
- Past or current sexual abuse/rape
- Self-injury
- Problems experienced using mental health services
- Concern for a friend or family member

Whatever you want to talk about we will listen to the way that you feel about your experiences.

HOW CONFIDENTIAL IS MINDLINE?

Bristol MindLine is a confidential service. You do not even have to tell us your name if you don't want to.

We do not record any details of calls.

Our child protection policy means that you can talk about issues to do with child abuse completely confidentially as long as you do not mention the name of an alleged abuser. However, if you do chose to give us a name it will be passed on to Health and Social Care.

The freephone number means that calls to MindLine do not show on itemised bills.

WHAT SHOULD I DO NOW?

If you feel that MindLine could be useful to you, phone

WEDNESDAY TO SUNDAY
8PM TO MIDNIGHT ON FREEPHONE

0808 808 0330