

## ABOUT BRISTOL MIND

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

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

Bristol Mind provides a range of mental health services including:

- Advocacy (0117 980 0386)
- Meeting Minds counselling services (0117 980 0385)

For information on other Bristol Mind services please visit [www.bristolmind.org.uk](http://www.bristolmind.org.uk) or 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](mailto:mindline@bristolmind.org.uk)  
[www.bristolmind.org.uk](http://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

Here to listen  
and not judge



## **WHAT IS THE AIM OF MINDLINE?**

Bristol MindLine offers a free listening service to anyone who needs to talk.

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?**

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 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 MindLine to talk about lots of different things:

- Issues to do with mental health
- Feelings of loneliness and isolation
- Self-injury
- Experience of abuse or trauma
- Worries about medication
- 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 and we do not record calls.

Our child protection policy means that you can talk about child abuse completely confidentially. However, if you give us the name of an alleged abuser we have to pass it on to Health and Social Care.

Our freephone number does not show up on landline (and most mobile) 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**