

WHAT TO DO IN A CRISIS

In an emergency or out of hours, if you have harmed yourself or someone else or are worried that you might, you can go to:

Bedford Hospital

Accident and Emergency Unit
South Wing, Kempston Road, Bedford, MK42 9DJ
Telephone number: 01234 355122

Luton and Dunstable University Hospital

Accident and Emergency Unit
Lewsey Road
LUTON
LU4 0DZ
Telephone: 01582 491166

Emergency Duty Team on 0300 300 8123.

Bedford & Mid Bedfordshire Crisis Team – 01234 315691

Luton Crisis Team - 01582 538631

DEALING WITH DIFFICULT FEELINGS

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BEDFORD WELLBEING SERVICE

Gilbert Hitchcock House
Bedford Health Village
21 Kimbolton Road
Bedford
MK40 2AW

Telephone: **01234 880400**

Patient Information Leaflet

November 2017

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Introduction

For some people, coming to see a therapist for the first time can be a great relief. They think at last they are getting help with a difficult problem and feel hopeful. For others seeing a therapist for the first time can raise a lot of difficult and painful thoughts and feelings that they may have tried to avoid. When this happens people can sometimes feel hopeless. This leaflet will help you think about what you can do and where you can turn to for help.

Getting in touch with your therapist

You may have talked with your therapist and agreed an action plan to manage these difficult times. If you haven't done this yet, and you are finding it difficult to cope with your feelings of depression or anxiety, your therapist will be happy to talk things through with you.

If you feel in crisis on a day when you are not due to see your therapist, you could always call the office on 01234 880400 and we will ask them to contact you although this may not be immediately. If you feel you can not wait to talk to your therapist you should call the numbers further on in this leaflet instead.

Is there anything else you could do?

When you feel quite desperate or hopeless, it may be because you are stuck in a rut of repeated thoughts and/or actions. Just doing something small to change this pattern can help. If you find yourself stuck in a loop of thinking, make a deal with yourself to do something you've enjoyed in the past, something like taking a short walk to get some fresh air, or listening to a favourite piece of music, just for 10 minutes or so, just to see if you feel any better.

Can family or close friends help?

For some people, talking with friends and/or family can help in a crisis. If you have a close family member or a friend you get on well with, they might be the best person to turn to if you find yourself unable to cope.

OTHER SOURCES OF HELP:

1. Help lines

You might not want to talk to a family member or close friend about things that are so very difficult and/or personal. If this is the case and you are struggling, you could try one of the following help lines:

Samaritans

116 123 – calls are free to this number

Suite G3 West One, 63-67 Bromham Road, Bedford, MK40 2FG
For clients to email – jo@samaritans.org

Website – www.samaritans.org/branches/bedford-samaritans
(24 hour crisis line for people contemplating harming themselves)

Saneline

0300 304 7000

6pm - 11pm every day

(Practical information, crisis care and emotional support)

Victim Support (Bedfordshire)

0300 303 0165

Lines are open Monday to Friday 10.30am-6.30pm and Saturdays 10am-4pm. If you need support outside of our open hours, call our [Supportline](#)

for free on **08 08 16 89 111** or [request support via our website](#).

www.victimsupport.org.uk

2. NHS and other services

If you need to you can contact your GP on the usual number during surgery hours. Outside of surgery hours you can call NHS Direct 111 and the team will direct you to the most appropriate care.