

Easy Read Single Point of Access

For patients with
mental health difficulties

single point of access



0800 0234 650



One number to call if you need help or advice about your health



Who we are

We are the Central and North West London NHS Foundation Trust.

We are part of the National Health Service or NHS for short.

What this leaflet is about

We want to tell you about a new telephone service. This is the service to call if you need help or advice about your health. You can call this number anytime but the main times to use it are

- after 5pm from Monday to Friday
- at the weekend – on Saturday or Sunday

What is the new telephone service?

The new telephone service is called the Single Point of Access. This means there is one number to call if you need help or advice.

You can call this number 24 hours a day, every day of the year and someone will talk to you.

This is the number to call

0800 0234 650

The number is free but you might get charged if you call from a mobile phone.

If you want us to call you back then please ask us to.



More about the telephone service

This new telephone service gives information, advice and support for mental health and learning disability services. The number is for services in these areas

Brent, Harrow, Hillingdon, Kensington and Chelsea, Westminster and Milton Keynes (out-of-hours)

The number is the main point of contact for all adult mental health services in these areas too.

After we have talked to you, we can make an appointment for you if we think you need one.

You can still call other telephone services that can help like the Samaritans. We can give you the number of other counselling services like this too.

Counselling services are places you can go if you need to talk to someone and get support.

Where to get help and advice in the daytime

If you need help or advice in the daytime then you can go to your GP or another person who works in health. They will be able to tell you where to go if you need help or advice.

If you need help or advice at a different time then you need to call this number

0800 0234 650

If the line is busy then you can leave a message on the answerphone. Someone will listen to your message and call you back within 30 minutes.



Who can call this number

Everyone can call this number. You can call it if you find it hard to use a telephone.

If you are deaf or have problems with your hearing then you can use the Text Relay number

18001 0800 0234

If you want to talk to us in another language, then we can do this for you.

The telephone team

When you call the number, you will speak to someone in our team.

The team are kind and will listen to what you have to say.

The team

- Know a lot about different health services and choices you can make
- Will listen to things you are concerned about and give you support
- Will have good ideas that might be helpful
- Will help you with information about your care plan if you have one

Getting this leaflet in another way

You can get this leaflet in another format like Braille or audio. You can get it in another language too. You need to email this address

communications.cnwl@nhs.net