

## Information about accessing other support

In addition to accessing support from the Student Wellbeing team, you may wish to access other types and sources of support, particularly if you are finding it difficult to cope. The following list gives some possible options. We hope that the information provided in this document is helpful. Please note that Staffordshire University is not responsible for the quality, accuracy or effectiveness of the services, information or advice provided by organisations external to the University.

### NHS services

**GP (Doctor)** can provide support regarding your mental wellbeing and can also refer you to other health professionals and services within the NHS, including urgent support if you are having serious suicidal thoughts. If you are registered with the Health Centre on the Stoke campus or Beaconside Health Centre, the contact details are below, otherwise you can find your local GP at [www.nhs.uk](http://www.nhs.uk)

**Stoke:** Student Health Centre, Staffordshire University, Trent building, Leek Road, Stoke on Trent. Tel: 0300 1231765 (Term-time only.) All year round, the GPs are based at the Harley Street Medical Centre, Harley Street, Hanley, Stoke on Trent, ST1 3RX. Tel: 01782 212066. There is also a Mental Health Practitioner at this Practice. [www.harleystreetmedicalpractice.org.uk](http://www.harleystreetmedicalpractice.org.uk)

**Stafford:** Beaconside Health Centre, Weston Road, Stafford, ST18 0BF. Tel: 01785 214424 [www.wxhc.org.uk](http://www.wxhc.org.uk)

**Mental Health** teams can provide mental health assessment, support and referral through a variety of services. People are often referred into these services (e.g. by a GP) but you can also access them direct, particularly if you are seeking urgent support regarding serious suicidal thoughts.

**Stoke:** Mental Health Crisis Care Centre (Stoke on Trent and North Staffordshire.) Harplands Hospital, Hilton Road, Harpfields, Stoke on Trent, ST4 6TH. Tel: 0300 123 0907. Open 24 hours, every day. <https://www.combined.nhs.uk/our-services/adult-community/crisis-care-centre/>

**Stafford/**

**Shropshire:** Mental Health Access Service.

Tel: 0808 196 3002 for South Staffordshire. Tel: 0808 196 4501 for Shropshire, Telford and Wrekin. Open 24 hours, every day.

<https://www.mpft.nhs.uk/services/mental-health-community-services>

### Helplines

**Papyrus - HOPELineUK** provides support for young people (up to age 35) feeling suicidal – or anyone concerned about a young person who may be feeling suicidal.

Tel: 0800 068 4141 [www.papyrus-uk.org](http://www.papyrus-uk.org) Text: 07860 039967 email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Open Weekdays 9am -10pm, Weekends and Bank Holidays 2pm - 10pm.

**Samaritans** provides support for anyone wanting to talk to someone about what's troubling them. Tel: 116 123 (24 hours, every day). [www.samaritans.org](http://www.samaritans.org) email: [jo@samaritans.org](mailto:jo@samaritans.org)

**Staffordshire Mental Health Helpline** provides support for anyone concerned about their own mental health or that of someone else.

Tel: 0808 800 2234. [www.brighter-futures.org.uk](http://www.brighter-futures.org.uk) Text: 07860 022821

email: [staffordshire.helpline@brighter-futures.org.uk](mailto:staffordshire.helpline@brighter-futures.org.uk)

Open 7pm to 2am weekdays, 2pm to 2am weekends.

## Other Services

### Changes

Changes is a user-led mental health charity that offers weekly mutual-help groups, wellbeing and recovery programmes, workshops and 1-2-1 support. Tel: 07983437747.

<http://changeshere4u.org.uk/>

### MIND

Mind is a national mental health charity offering information and support, including counselling.

National info line Tel: 0300 123 3393 [www.mind.org.uk](http://www.mind.org.uk) Text: 86463 email: [info@mind.org.uk](mailto:info@mind.org.uk)

North Staffs MIND (in Hanley) Tel: 01782 262100 <http://nsmind.org.uk>

### Brighter Futures

Brighter Futures provides several services including a helpline (see 'Helplines' in this document), self-harm and recovery, safe spaces, etc.

Tel: 01782 406000 [www.brighter-futures.org.uk](http://www.brighter-futures.org.uk) email: [info@brighter-futures.org.uk](mailto:info@brighter-futures.org.uk)

## Staff/Services within the University

**Student Hub** – many services can be accessed in via the Student Hub, Stoke.

<https://www.staffs.ac.uk/student-hub>

**Mental Wellbeing Advisors and Counsellors** can provide support if you are experiencing any mental wellbeing difficulties. [www.staffs.ac.uk/studentwellbeing](http://www.staffs.ac.uk/studentwellbeing)

**Disability Co-ordinators** can provide support with applications for Disabled Students' Allowances and help set up study support. [www.staffs.ac.uk/study/disabled/support/](http://www.staffs.ac.uk/study/disabled/support/)

**Student Guidance Advisors** can help with Exceptional Circumstances claims, Finance issues, provide support for estranged students, and much more.

[www.staffs.ac.uk/support\\_depts/studentguidance](http://www.staffs.ac.uk/support_depts/studentguidance)

**Personal Tutors** or other **Academic staff** may also be able to help if you are experiencing difficulties about your course or other issues.

**International Student Advisors** can provide specialist support and advice for International students. [www.staffs.ac.uk/international/support](http://www.staffs.ac.uk/international/support)

**Academic Skills Team** can provide advice and support about study skills and your academic work. There is also a wide range of resources online. [www.staffs.ac.uk/studyskills](http://www.staffs.ac.uk/studyskills)

**Multifaith Chaplaincy** can provide spiritual support as well as general help and encouragement, and information about faith groups within the University and locally. [www.staffs.ac.uk/chaplaincy](http://www.staffs.ac.uk/chaplaincy)

**Students' Union Advice** offers information and advice on a wide range of issues including housing, Academic Appeals, finances, debt, benefit rights, etc. <https://www.staffsunion.com/advice/>

**Staffordshire University Sexual Violence Prevention and Support Team** offers support to any Staffordshire University student who has experienced sexual violence.

Tel: 01782 294374 <https://www.staffs.ac.uk/student-services/get-support.jsp>

**Staffordshire University's Police Liaison Officer** - PC Simon Stone

Tel: 01782 294311 mobile: 07826 875480 email: [simon.stone@staffs.ac.uk](mailto:simon.stone@staffs.ac.uk)

**Our web pages provide details about other services, including [Togetherall](http://www.staffs.ac.uk/studentwellbeing), self-help information, helplines and emergency support.** [www.staffs.ac.uk/studentwellbeing](http://www.staffs.ac.uk/studentwellbeing)