

Mental Health Access Points during COVID19 (information for Primary Care)

0-18 Birmingham

- Patients to contact PAUSE
- 10am-6pm, 7 days a week.
- 0207 841 4470 or askbeam@childrenssociety.org.uk
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- Patients needing more help or risk support will be triaged to FTB Access Centre

0-18 Solihull

- Patients to contact SOLAR
- Mon-Fri 8am-8pm
- 0121 301 2750
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- Weekends
- 8am-8pm
- 0121 301 5500
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- Everyday OOH
- 8pm – 8am
- 0300 300 0099
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- Counselling and Support 24/7
- www.kooth.com

18+ BSOL

- Patients to contact Mental Health Support and Crisis Line
- Open: 9am-11pm, 7 days a week.
- 0121 262 3555
- Screening and triage to a range of support
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- GPs can refer to BSMHFT Single Point of Access 0121 301 4000

Key Workers

- Dedicated support line for key workers
- Open: 9am-11pm
- 0121 633 1217
- Health and social care
- Education and childcare
- Food and other necessary goods
- Key public services
- Local and national government
- Utility workers
- Public safety and national security
- Transport

Key messages for Primary Care

- Non-complex/low risk access through the support lines.
- Where IAPT is appropriate it will be offered via support line routes.
- People experiencing emotional crisis can also contact support lines
- **Complex/High risk cases should still be referred through existing single points of access**
- In the majority of cases contact and intervention will be via phone or online
- Where patients are under secondary care they will have been contacted by their care team to confirm arrangements for ongoing care
- Please note that Crisis Café's and PAUSE Drop-in have been closed but the same support can be accessed via the support lines