About Bristol Mind

Bristol Mind is a local, self-funding, affiliated member of National Mind (or LMA). We aim to work for a better life for local people in mental or emotional distress by offering a range of services including:

- **Advocacy**: 0117 980 0386
- **Training courses**: 0117 980 0370
- **Meeting Minds**: affordable counselling service. For more information on availability or fees call 0117 980 0385 or counselling@bristolmind.org.uk

Volunteering Opportunities

Bristol MindLine offers extensive, high quality, accredited training to our team of dedicated volunteers.

If you are interested in volunteering for the service, visit our website where you download an information pack and register your interest.

www.bristolmind.org.uk/volunteering

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.

We have a simple feedback survey at:

www.bristolmind.org.uk/our-services/mindline-helpline/

Bristol MindLine Admin Office
35 Old Market Street
Bristol BS2 0EZ
Admin: 0117 980 0381
Email: mindline@bristolmind.org.uk
Website: www.bristolmind.org.uk

For information on other Bristol Mind services call 0117 980 0370

Reg. Charity No: 1085171  Reg. Co. No. 4124744
What is the aim of MindLine?
Bristol MindLine offers a free emotional support 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 30 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.

Need an interpreter?
If you are more comfortable talking in another language, we have access to interpreters.

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 confidentiality policy means that you can talk about most things in confidence, however there are a few exceptions which are explained on our website, or just ask when you call.
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