

October 2025

NHS 111 Mental Health

Key messages to support patient conversations

- Following the roll out of NHS 111 Mental Health, our 0800-helpline will close at 8am on Monday 3 November 2025.
- People can continue to quickly and easily access urgent mental health support by phoning 111 and selecting mental health option 2.
- NHS 111 Mental Health is for people of all ages who need urgent mental health support. For example, feeling mentally unsafe or severely distressed.
- It's available 24/7, free of charge and people can call for themselves or someone else.
- Although NHS 111 Mental Health is a national service, they'll be connected to their local team.
- A practitioner will listen and help them get the urgent support they need.
- With their permission, they can access the patients' notes if they've previously received mental health support.
- This will reduce the patient having to repeat information and allow them to provide better support.
- People can also access NHS 111 Mental Health online at:
<https://111.nhs.uk/triage/check-your-mental-health-symptoms>
- For non-urgent support, crisis spaces available across Greater Manchester. Details at <https://gmintegratedcare.org.uk/find-a-service/type/community-crisis/>
- NHS 111 Mental Health is not an emergency service. In emergency situations where there's an immediate risk to life, or people need urgent physical care, they should contact 999 or go to A&E.